



Research Findings

“A significant amount of the [finance and accounting] transaction processing activity and task repeatability secures ease of automation and the ability to achieve solid cost savings through economies of scale ... Outsourcing of the transaction management function is proven to free up the accounting staff to focus on strategic accounting activities.”

-IDC

Recognition

Ranked among the Top 10 Finance & Accounting Outsourcing providers in Global Services 100 Companies' 2009 survey

Lower Operational Costs and Improve Decision-making

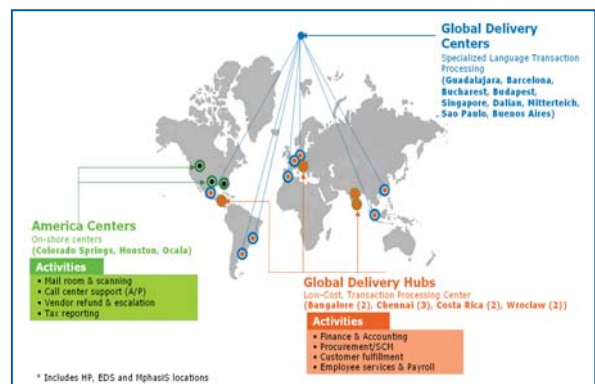
Count on an experienced partner to manage your day-to-day finance and accounting business processes. Mphasis applies proven process reengineering methodologies, technology applications and global service delivery capabilities to help you improve service performance and reduce transaction costs.

What You can Achieve?

- Save 30 to 40 percent on finance and accounting costs through global economies of scale, leveraged technology and Best Shore services
- Enhance quality through standard processes that drive lower error rates
- Improve controls by establishing a single point for convergence for transaction processes
- Reduce opportunities for errors and create a simpler compliance review
- Increase customer satisfaction through our focus on quality measures, key performance indicators and service level agreements
- Improve shareholder value by enabling more time spent on strategic decision-making and planning

30+ clients, 4,400+ F&A professionals, 20+ Global Delivery Centers, Expertise in 30 languages

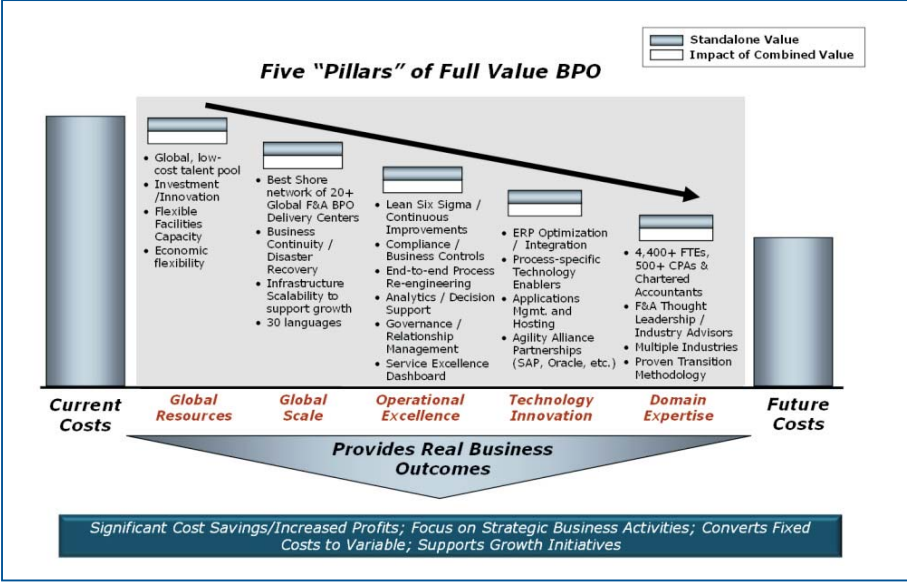
	Area	Activities
Decision Support	High-end Financial Analysis	Rate Development, Opportunity Consulting (New Business Analysis) including Deal Support and Pricing Strategy Development; P&L and Balance sheet Analysis, Variance research, GAAP adjustments
	Financial Reporting	Standard Reports and Queries, Preparation of Financials, Trial Balance Management, Budget and Forecasting Support
	General Accounting	General Ledger Account Reconciliations, Intercompany Billing and Administration, General Ledger maintenance and Journal entries
Transactional	Fixed Assets	New Asset set up, Maintain database, Asset transfers, Disposals, Reconciliations and Reporting
	Account Payable	Supplier invoice entry, Reconciliation, Issue resolution, Payment and Reporting
	Account Receivable	Credit, Customer Database Management, Billing, Collections, Reconciliations and Cash Application
	Payroll	Payroll Administration, Preparation and Processing, Checks and EFT, Reconciliation, Third Party Payments, Tax Reporting and filing, miscellaneous field reporting



BPO PLATFORM – Global Service Infrastructure and Operational Best Practices

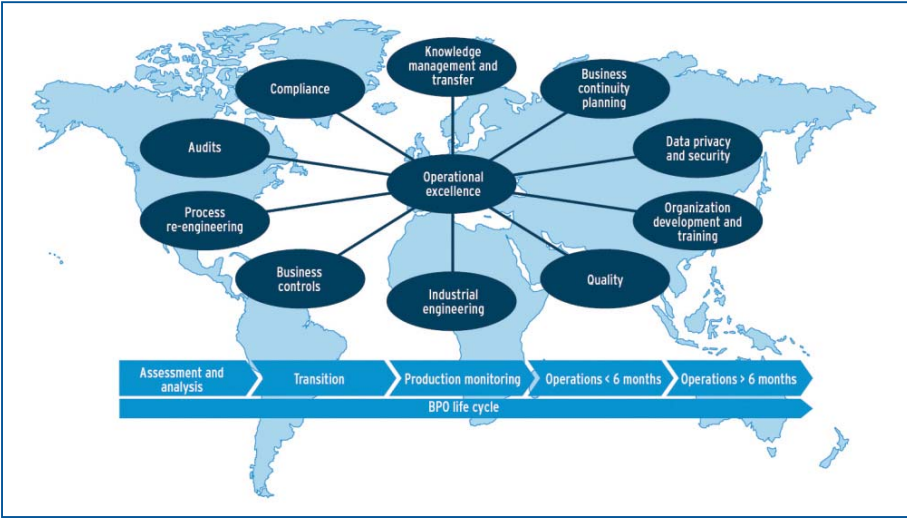
ACD, IVR, Multi-Channel, WFM, AOM, QM, KM, Case, BI, Mailroom, Scan, Image, Indexation, Document Archive, Document Print, ERP Optimization / Integration, Process specific Technology Enablers, Applications Management and Hosting, Agility Alliance Partnerships (SAP, Oracle, etc.)

How do We Deliver the Edge?



MphasiS delivers performance advantage to its clients through our holistic Operational Excellence Framework that integrates methodologies and tools across the entire BPO lifecycle. The key components of our operational excellence framework are knowledge management and transfer, business continuity planning, data privacy and security, organisational development and training, quality, industrial engineering, business controls, process engineering, audits and compliance and process innovation. MphasiS quality tools ensure that process quality and efficiency improvements are tightly integrated. This approach provides our customers an integrated approach that balances trade-offs and combines advanced process engineering and productivity practices with built-in controls for reducing defects and variations.

Our Operational Excellence Framework – Beyond Labor Arbitrage

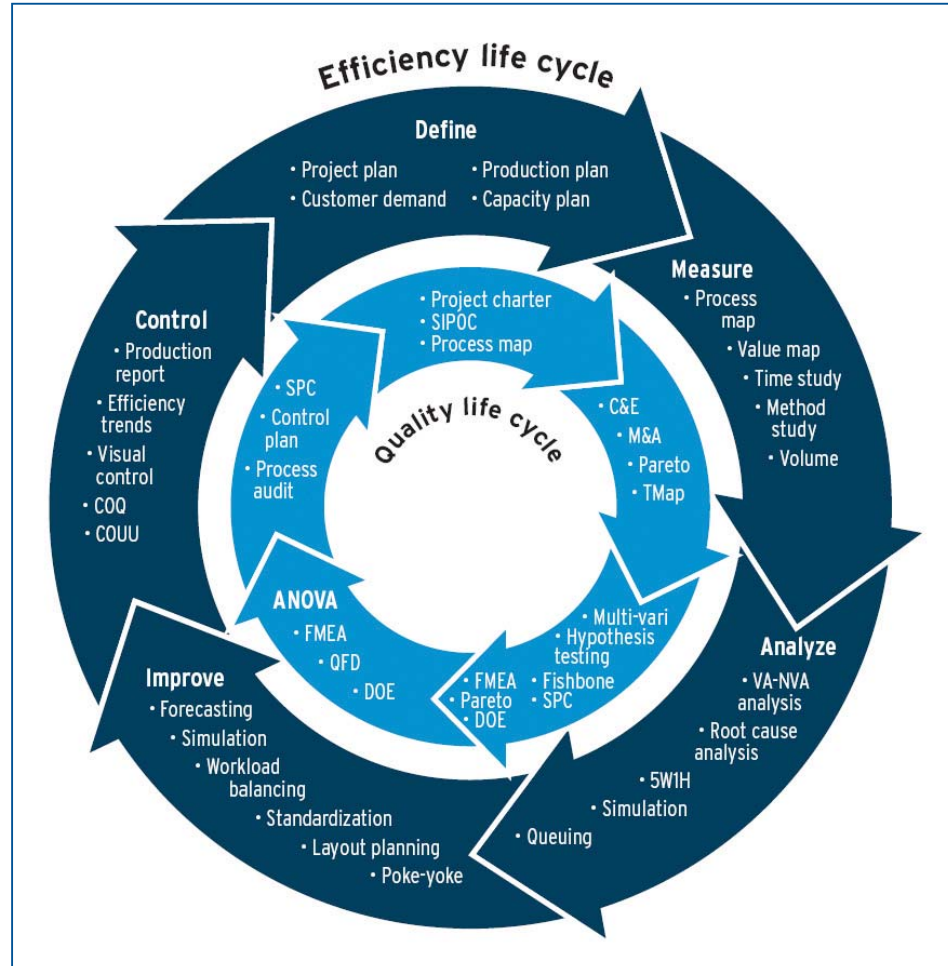


Continuous Improvement

The three major levers of our continuous improvement plan are Best practice translation, Automation, and Standardization.

How do We Reduce Risks?

To reduce risks, MphasiS applies proven and standardized methodologies, tools and best practices within our Business Process Management (BPM) framework as part of every BPO engagement.

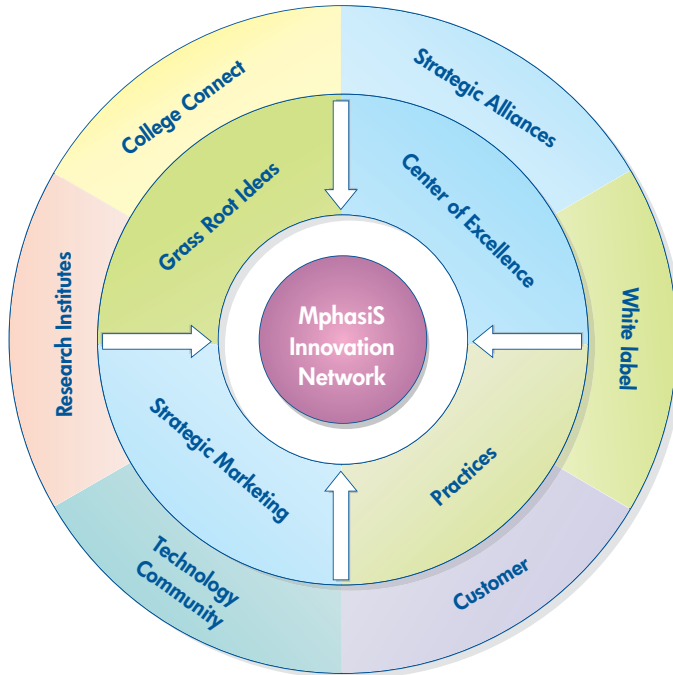


The key components of reducing risk are:

- Robust Transition Methodology: Our proven transition methodology has delivered on 800+ transitions with 99.9% on time completion.
- Business Continuity Planning
- Information Security (ISO 27001) and Data Privacy
- Audits and Assessments
- Special Reports
- Change Management is a corner stone of our risk strategy. We ensure that transition of business processes and subsequent changes in business process do not have a disruptive impact on our customer's business.

Innovation Eco System

Our Innovation framework's objective is to ensure that we deliver continuous process improvements to our customers through domain leadership and proactive approach.



Business Case

The Client

Our customer is a \$22 billion IT Technology Company with offices in 45 countries around the world. The Accounts Payable teams process around 1.5 million invoices and handle disbursements to the extent of \$15 billion per annum.

Business Challenge

The key challenges faced by the AP team were:

- Decentralized process
- Highly paper and manual intensive process

About MphasiS

MphasiS is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 34,000 people, MphasiS services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit www.mphasis.com.

- Non standard process leading to process variation

- Lack of visibility and control on expenses

Solution

We deployed a group of SMEs across three regions (Americas, Europe and Asia Pacific) and conducted detailed process study using Six Sigma and lean methodologies. Post the study, we implemented the following solutions:

- Digitized and centralized the document management
- Workflow tool with invoice recognition
- Automated matching and posting into Enterprise system
- Online vendor self-help portal

Benefits

- Manual processing eliminated by 40%
- Paid on time measurement improved by 50%
- Centralized invoice processing at Best Shore location; 40% cost savings
- Significant improvement in vendor satisfaction scores

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