



## Quick Facts

- More than 34,000 employees worldwide
- 6500 BPO professionals providing Telecom solutions
- Industry Footprint: Communication Service Providers Cable Operators, Satellite Operators and Broadcasters
- Manage over 180 million calls and 15 million transactions per annum
- Serve Telecom clients across US, Europe, Australia, and India

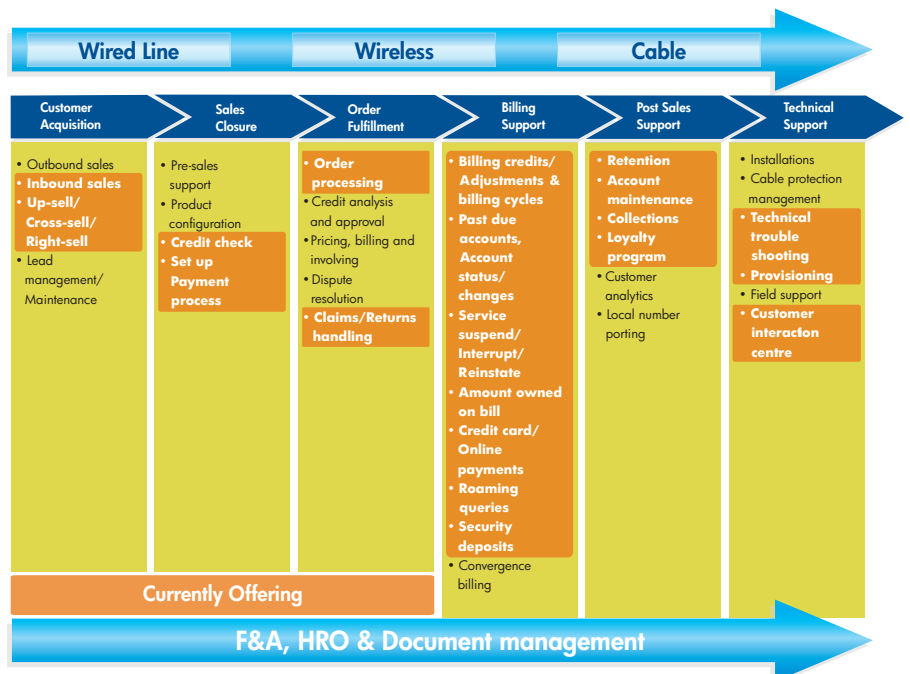
Mphasis is a global services provider delivering business solutions that meet the strategic objectives of its clients. Mphasis delivers tangible business value to customers through a combination of process excellence, quality frameworks, active risk management and mitigation, and constant service delivery innovation.

Mphasis is a recognized leader in the global Communications industry. We deliver services that bring business impact now and in the future through our vast industry expertise, world-class alliances, expert delivery and global capabilities, so that clients can manage change effectively and deliver on their commitments to their customers.

More than 6500 Mphasis professionals serve leading Telecom clients around the world. Our industry footprint encompasses Communication Service Providers (Fixed Line Operators, Mobile Operators, ISPs), Cable Operators, Satellite Operators and Broadcasters. We manage over 180 million calls and 15 million transactions per annum for our Telecom clients across the globe.

As the preferred service provider, we help organizations streamline operations to drive value and position themselves for success beyond traditional boundaries through our innovative solutions, ecosystem of partners and superior service delivery.

## Mphasis Focus Areas in Telecom



## From Service Provider to Experience Provider

Mphasis has grown from being a service provider to an experience provider. Our constant focus on growth, customer focused solutions, innovation, and time-to-market approach are some differentiators that sets us apart from our competitors.

<b>Growth</b>	<ul style="list-style-type: none"> <li>- Drive new revenue growth through 'Next Generation Services' offerings</li> <li>- Enabling the delivery via new channels in reaction to changing market conditions and consumer behaviors on a real-time basis</li> </ul>
<b>Innovation</b>	Bringing the global market of innovation to the table for our customers and enhancing the quality experience with interactivity
<b>Time-to-Market</b>	Creating responsiveness, agility and rapid time-to-market
<b>Customer-Focused Approach</b>	<ul style="list-style-type: none"> <li>- Solutions that reflect business case driven ideas combined with a realistic view of consumer adoption</li> <li>- Cost-effective and scalable</li> </ul>

## Key Engagements

<p><b>Fourth largest in-country Mobile Operator in the World</b></p> <ul style="list-style-type: none"> <li>- Telecom (Quad Play)</li> <li>- 34% market share with 85 MN subscribers</li> </ul> <p><b>Service Portfolio includes:</b></p> <ul style="list-style-type: none"> <li>- Silver, Gold and Platinum customers</li> <li>- 2700 advisors supporting 3 circles</li> <li>- 310,000 contacts per day</li> </ul>	<p><b>Leading Mobile Operator in Asia</b></p> <ul style="list-style-type: none"> <li>- 35 MN subscribers</li> </ul> <p><b>Service Portfolio includes:</b></p> <ul style="list-style-type: none"> <li>- Pre-paid</li> <li>- Post-paid</li> <li>- 2800 advisors supporting 4 circles</li> <li>- 325,000 contacts per day</li> </ul> <p><b>Centre of Excellence for customer support for the client</b></p>	<p><b>Leading Telecom Tower Management Company</b></p> <p><b>Service Portfolio includes:</b></p> <ul style="list-style-type: none"> <li>- Document management</li> <li>- Finance and Accounting services that includes Accounts Payable and Receivable</li> <li>- 40 advisors</li> </ul>
<p><b>Leader in the US Communications Industry</b></p> <p><b>Service Portfolio includes:</b></p> <ul style="list-style-type: none"> <li>- Password resets for client applications</li> <li>- Troubleshooting Microsoft products, software installations and re-installations</li> <li>- Remote Desktop Management</li> <li>- 100 advisors</li> </ul>	<p><b>Largest Local Exchange Carrier in the United States</b></p> <p><b>Service Portfolio includes:</b></p> <ul style="list-style-type: none"> <li>- Password reset services</li> <li>- Consumer technical support</li> <li>- 40 advisors</li> </ul>	<p><b>Leading Broadband Telephony and ISP in Europe</b></p> <p><b>Service Portfolio includes:</b></p> <ul style="list-style-type: none"> <li>- Multi-language back-office support in Dutch, English and German</li> <li>- Inbound and outbound voice support in English</li> <li>- 120 advisors</li> <li>- Includes processes like order handling, provisioning, billing, collections, sales, customer care (e-mail processing), field operations support and customer loyalty</li> </ul>

## The Mphasis Difference

**Scalability:** Mphasis has the proven expertise in managing large ramps. We have managed over 300 transitions and never missed a go-live date.

## Fourth largest in-country mobile operator in the world

Process went live on September 1, 2005 with 120+ advisors and ramped up to 750+ advisors across all portfolios in three months and to a current count of 2700 advisors. Four new centers have been set up.

## Leading GSM mobile operator

Ramped up to 2,800 advisors within a year of go-live

**Flexibility:** Mphasis team has the ability to understand customer's business requirements and demonstrate flexibility in our approach.

## Leading European Telecom company in Netherlands

This was the first time the client was outsourcing their back-office processes. We started a small proof of concept to prove the business case, and currently manage all the order handling and provisioning processes in Dutch.

**Multilingual Capability:** Mphasis has a proven methodology to manage multilingual back-office processes from our delivery centers. This methodology can be seamlessly implemented to manage processes in other languages. We currently support Dutch, German, English, and regional Indian languages.

**Cost Savings:** Mphasis enables significant cost savings to our Telecom clients in the range of 35 - 50%. Ongoing improvements in productivity, automation and process improvement contributes to additional savings.

**Transformation and Value Add:** With our domain knowledge, Six Sigma approach and technology focus, we have increased our operational efficiency and improved our performance delivery consistently.

## Leading Telecom Client

### Customer Experience:

- Improvement in Net Promoter Score (NPS) by 37%
- Reduction in Repeat Calls by 25%

### Cost Optimization:

- Annualized savings of \$119,000 by reducing Average Handle Time
- Annualized savings of \$21,000 by increasing service levels

## 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](http://www.mphasis.com).

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