



## Quick Facts

- Subsidiary of Hewlett Packard with 33,000+ professionals
- Over 10 years of Global Delivery experience
- Proven competency in executing large multi-site projects and outsourcing contracts
- Wide spectrum of skills across custom as well as packaged applications
- Unmatched transition experience in large-scale migrations
- Certified at SEI CMM Level 5 and world's 1st BS15000 (now ISO 20000) certified company
- Innovation delivered to customers leveraging HP Labs, HP Software & HP ESS Labs

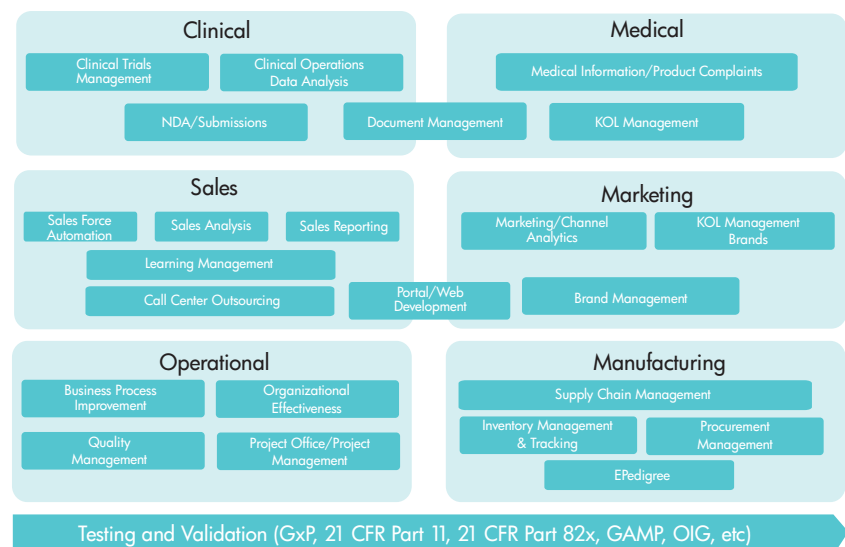
## Service Offering

- Application Development
- Application Maintenance
- Architecture, Assessments and Migration
- Business Intelligence and Data Warehousing
- Business Process Outsourcing (BPO)
- Consulting
- Data Engineering
- ERP and CRM
- Integration
- Mainframe and Legacy
- Remote Infrastructure Management Services
- Security and Identity Management
- Testing
- Usability
- Web and Portal

## Introduction

MphasiS (along with its Parent HP) provides a comprehensive one-stop shop for all Pharmaceutical company's needs. Growing patent expiration, increasing generic competition and increased regulation are threatening the existing business models of the Life Sciences industry. Our Information Technology Services & Business Solutions help client adapt to the ever changing business environment. The Life Sciences Vertical at MphasiS has been one of the fastest growing verticals with over 550+ professionals.

## Life Sciences Industry Solutions



The solutions designed by our Life Sciences experts help your organization:

- Enhance time to market for new products
- Create a key differentiator in the marketplace
- Improve return on investments
- Decrease cost structures
- Reduce downtime and improve productivity
- Focus on core capabilities
- Improve operational efficiencies
- Maximize R&D returns
- Equip Sales force with appropriate tools

## Case Study - Application Support for a Global Top-10 Pharmaceutical Company

### Client Overview

- Discovers, develops and delivers innovative human therapeutics (drugs)
- One of the first biotech companies to make protein based medicines

### Services Featured

- Production support (KTLO)
- Bug fixing and minor enhancements (supplemental)
- Developmental projects
- Consulting

### Project Details

- 5 yr contract
- 24x7 support for 300+ applications
- Supporting 12 locations in 7 countries

### Technology Used

- Six technology verticals in BI, CRM, EDM, LMS, Web, and Corporate Function technologies
- Development and Testing as horizontal services

### Business Issues

- Operational continuity
- Operational excellence
- Scalability
- Costeffectiveness
- Innovation

### Solution Approach

- One \$ value for entire 5-yr activities on KTLO and Supplemental
- Single point of service for entire range of technical requirements
- Leverage synergies with existing infrastructure and cross functional services
- Best mix of Industry-standard CoE on niche technology areas with delivery capability
- Quick ramp up of resource using MphasiS resourcing processes (from 0 to 200 in less than 2 months)

### Team Organization

- More than 240 team members spread over 4 countries, including Bangalore (India) as primary service center
- 16 PMs managing 8 CoE
- Dedicated PMO supporting processes, central reporting, monitoring of SLA, finance and other cross functional activities

### Business Benefits

- End-to-end accountability and no delivery seams
- Reduced service transition duration and risk
- Reduced reliance upon existing contractors
- Industry specific innovation within COEs
- Optimized cost structure
- Flexibility and the ability to scale up and down based on business demands

## Why MphasiS

- Technology Competency
- Architecture Skills
- Specialized Usability Engineering Team
- Life Sciences Industry Knowledge
- Program/Project Management & Governance

### About MphasiS

MphasiS is a leading Applications services, Infrastructure services, and Business Process Outsourcing 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 33,000 people, MphasiS services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Consumer & Retail, Energy & Utilities and to Governments around the world. To know more, visit [www.mphasis.com](http://www.mphasis.com).

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