

REDEFINING THE PARADIGM FOR BUSINESS SUCCESS TOGETHER



In the next era of global growth and innovation, our focus is on ensuring business success. As economies mature whilst promoting new capacities in innovation and productivity, we prepare symbiotic, agile approaches for our win-win. Our vision today, finds clear rationale in **“redefining the paradigm for business success together”**.

Our attention is on the substantial new opportunities that the continuously evolving markets present. Adopting and adapting to the change, we build specific success drivers to **“Unleash the Next”**- a positioning that exemplifies our capabilities, service, technology, talent and CSR efforts that will take on future challenges. We have accelerated our pace to sync with industry trends in the last few years. From hyper-specialization, to a sharpened go-to-market strategy, we have strengthened the value delivered to our stakeholders in every sphere globally.

As we take the next step forward, we are both equipped and excited to conquer ‘the next’.

Mphasis on Services

Applications Services

Mphasis designs, develops, modernizes, and maintains applications for its clients worldwide. Our core strength lies in architecting business applications that meet our clients' goals and making them more competitive. We have over 12,200 professionals working across multiple platforms in areas as diverse as SOA, portals, mobile applications, application integration, application portfolio services, and legacy transformation.

Business Process Outsourcing Services

Mphasis' BPO services enable organizations to build customer relationships, process millions of transactions, manage complex processes, and mine business insights from large volumes of enterprise data. Our approach is consultative and outcome-focused. We help clients achieve results by re-engineering and optimizing their processes. Our BPO service teams, with over 16,000 professionals are supported by robust transition, knowledge management and a strong governance model.

Infrastructure Services

The IT infrastructure is the backbone of a modern-day enterprise. Mphasis provides end-to-end infrastructure services that bring out peak efficiencies in an organization's IT ecosystem. Our Infrastructure portfolio with over 7000 professionals covers a wide spectrum of services including workplace services,

data center services, networking services and security, and privacy services.

Mphasis on Creating Value

Domain Focus

Understanding demands of the business helps derive value. Mphasis has invested significantly in building world-class expertise in multiple domains apart from a number of verticals. We offer tailored and differentiated solutions that meet the unique challenges of each industry. Our Centers of Excellence deliver value-added solutions that address business and technology elements for your enterprise.

Integrated Solutions

One of the biggest outsourcing challenges for global organizations is managing multiple sourcing partnerships across application development, infrastructure management, and BPO. Mphasis helps global organizations move from the silo-based approach to an integrated outsourcing model by offering all three services in a seamlessly integrated manner. The benefits are immense: lower cost, improved efficiency, increased organizational responsiveness and most importantly, alignment of partners on business goals.

Quality and Certifications

Mphasis ensures excellence in global delivery through a mix of mature processes (SEI CMM Level 5, ISO 9001:2008 and ISO/IEC 27001:2005), global infrastructure, state-of-the-art

automation and tools, stringent quality management and certified professionals.

Global Delivery

We provide the right onshore/offshore mix for our clients. Our flexible and scalable global workforce follows a rich repository of processes, templates and guidelines leading to consistent engagement management. Our balanced global delivery footprint and differentiated near-shore delivery strategy helps mitigate delivery.

Governance, Risk, and Compliance

Mphasis creates and enhances privacy-focused risk assessment and compliance management programs, and meets industry standards such as PCI, DSS, ISO 27001, HIPAA, NIST, and help in the development of a data protection framework. Mphasis Governance methodology and management process aligns our solution structure with the strategy, business needs, and business processes of our client. We strictly adhere to dashboards and metrics that help track and improve delivery.

Mphasis on Domain Focus

Banking and Capital Markets

With core expertise in the Financial Services domain, Mphasis offers integrated services for Retail and Corporate Banking Applications, Cards, and Payments. The expertise extends to Capital Markets in areas of Investment Banking, Asset Management and Retail Brokerage.



Insurance

Mphasis provides end-to-end solutions, supporting all processes in the policy lifecycle from product definition to claims settlement for Property & Casualty (P&C), Life & Annuities and Asset Management, with our extensive portfolio in Insurance. We have helped a number of insurers transform their enterprise and meet the cost and efficiency challenges.

Communications, Media, and Entertainment

In the Telecom domain, where convergence and mobility are key, Mphasis services some key businesses around the world in Billing, Customer Relationship Management, Business Intelligence, Portals, Integration, and Enterprise Applications. In the Media and Entertainment world, our bouquet of services include digitization and content management, developing and maintaining state-of-the-art web portals, distribution to multiple channels, platform migration services, and backoffice services in areas of Online Media, Publishing, Entertainment, and Design.

Healthcare and Life Sciences

Our strong orientation in Healthcare makes us a preferred partner for leading entities in the payer, provider, and pharma communities.

In the rapidly evolving Life Sciences domain, our prime expertise lies in research and development, regulatory compliance, and global commercial operations that help clients achieve better outcome.

Manufacturing

From industries as diverse as Automotive, Aerospace, and other Hi-tech domains, Mphasis is at the forefront of solutions in Product Lifecycle Management, Manufacturing Execution System, Embedded Systems, and Mobility. Our vast experience, technological innovation and methodology can enhance the manufacturing capabilities of any organization.

Transportation and Logistics

Mphasis plays a key role in segments such as Freight, Logistics, Rail, Airlines and Travel, and Hospitality through applications, business processes, and infrastructure services. Organizations which need the power of technology to implement automation processes and boost efficiency can harness the power of custom-designed innovative solutions.

Retail and Consumer Goods

The world of retail is evolving and the focus is on efficiency, cost optimization, and innovation. We help create a holistic customer experience across multiple sales channels with solutions such as Next Generation Commerce, Demand Management, Merchandize, and Logistics Management.

Payment Managed Services

Mphasis Payment Managed Services offer end-to-end ATM Deployment and Managed Services across India. We partner with the leading 29 public sector banks in India to help them increase their reach through deployment of new ATMs. We offer end-to-end managed services at outcome-based pricing which reduces bank's CAPEX and operations costs.

At present, we have deployed 1600 ATMs across the six states of Gujarat, Dadra & Nagar Haveli, Daman & Diu, Karnataka, Goa, Rajasthan, Orissa and Chhattisgarh. We plan to grow this to 25000 ATMs by 2015-16.

Our strong PAN India presence helps clients count on us while planning for ATM network expansion.

Rewards and Recognition

12th Annual M&A

Mphasis wins Financial Services Deal of the Year (over \$200mm) at 12th Annual M&A Advisor Gala

Star of the Industry (2013)

CEO Ganesh Ayyar, awarded the Thought Leader Award 2013 by Stars of the Industry

CMMi Level 5

Mphasis Application business unit is appraised at CMMi Level 5 for Development and Services

World HRD Congress (2013)

Best-in-Class Learning & Development Awards for Best eLearning Adopter and Best Front Line Manager Training

ITC – Wealth Out of Waste (2013)

Certificate of appreciation awarded to Mphasis

Tata Institute of Social Sciences – TISS (2012)

TISS CLO (Chief Learning Officers) Global Learning & Development Team of the Year 2012

CNBC TV18 (2012)

India Talent Management Award for CEO Ganesh Ayyar at India Business Leader Awards 2012

Celent (2012)

Celent Asia Insurance Award (Service) won by Tata AIG for its TAGIC CRM platform designed by Mphasis

NCPEDP (2012)

NCPEDP – Shell Helen Keller Award 2012 for Mphasian, Jaishree Thandwal

NASSCOM (2011–12)

In 2011–2012, Mphasis was ranked 6th in the Top 20 IT Services companies, 14th in the Top 15 BPO Companies and 10th in the top 20 IT-BPO employers in India

Economic Times (2011)

Ranked 142 in India's leading 500 companies

FinTech (2011)

Ranked 23 in FinTech 100 - Top 100 companies in India

Mphasis on Sharing

Beyond its commitments to clients, shareholders, and internal stakeholders, Mphasis believes it has an equally important responsibility towards the larger community. Our round-the-year CSR program not only supports the cause we believe in, but also encourages employees to participate. We seek to involve employees, clients, and other stakeholders, and encourage them to actively contribute their skills, time and expertise to such initiatives.

Mphasis on Nurturing Talent

As a company, we believe that we are only as good as our people. We seek to provide all our employees with the opportunity, training and environment to rise to their potential, to excel and to perform. We invest significantly in tools that allow teams to work collaboratively across large distances and in programs that encourage employees to grow both as professionals and individuals. We are an equal opportunity employer and encourage employment of otherwise qualified, but differently-abled people.

“Thanks for living our values of ‘Can do’ and ‘On my side’.”

– Head, Customer Service Delivery, Global Telecom Company

“We have already noticed the benefits since going live in early December. Some of these benefits include enhancements to record retention, faster claim, re-pricing and an increase in auto-adjudication of claims.”

– Mark Carney, HCCMIS President and CEO

About Mphasis

Mphasis is a \$1 billion global service provider, delivering technology based solutions to clients across the world. Mphasis services clients in Banking & Capital Markets, Insurance, Manufacturing, Communications, Media & Entertainment, Healthcare & Life Sciences, Travel & Transportation, Hospitality, Retail & Consumer Packaged Goods, Energy & Utilities, and Governments around the world. Our competency lies in our ability to offer integrated service offerings in Applications, Infrastructure Services, and Business Process Outsourcing. To know more about Mphasis, visit www.mphasis.com.

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