



- Billion Dollar Company
- Global Service Provider
- Applications, Business Process Services and Digital Technology Operations
- Banking & Capital Markets • Insurance  
Manufacturing • Media & Entertainment  
Telecom • Healthcare • Life Sciences  
Travel & Transportation • Hospitality  
Retail & Consumer Goods  
Energy & Utilities • Government

# Infrastructure Services



Mphasis infrastructure services monitors and manages large-scale mission critical infrastructure for some of the leading enterprises across the globe. As an example, Mphasis is responsible for availability of the technology infrastructure that supports offshore oil rig operations for one of the world's largest oil and gas company. Mphasis infrastructure services core capabilities focus on ensuring availability of mission critical infrastructure and deliver adaptive orchestration, flexibility and innovation to client's business organizations.

Mphasis' infrastructure management services range from workplace management, database administration, server management, service desk, data center migration and management services to enterprise service management, production engineering and project management. We operate in design, build, transform and operate model. Based on proven, scalable and flexible service delivery model we offer elective strategies for different business needs. Mphasis delivers high quality

services in the most consistent, predictable and cost-effective manner, leveraging our Global Delivery Model 365\*24\*7. Our services boasts of ITIL-based IT Service Management (ITSM) integrating service design and management, service development and deployment, service operations and business and IT alignment. We serve 90+clients from diverse industry segment (manufacturing, healthcare, oil and natural gas, insurance, FMCG, retail, BFSI etc.) spread across different geographic locations.

### Mphasis Advantage

Infrastructure Services has skilled and scalable workforce of 7,000+ professionals supporting 90+ marquee clients across Americas, EMEA and APJ regions. Mphasis delivers high quality services in the most consistent, predictable and cost-effective manner, leveraging our Global Delivery Model 365\*24\*7.

### Flexibility and Maturity

Mphasis brings to the table a winning

combination of flexibility and maturity in system operations implementations as this is our core business.

### Focus on Customer Satisfaction

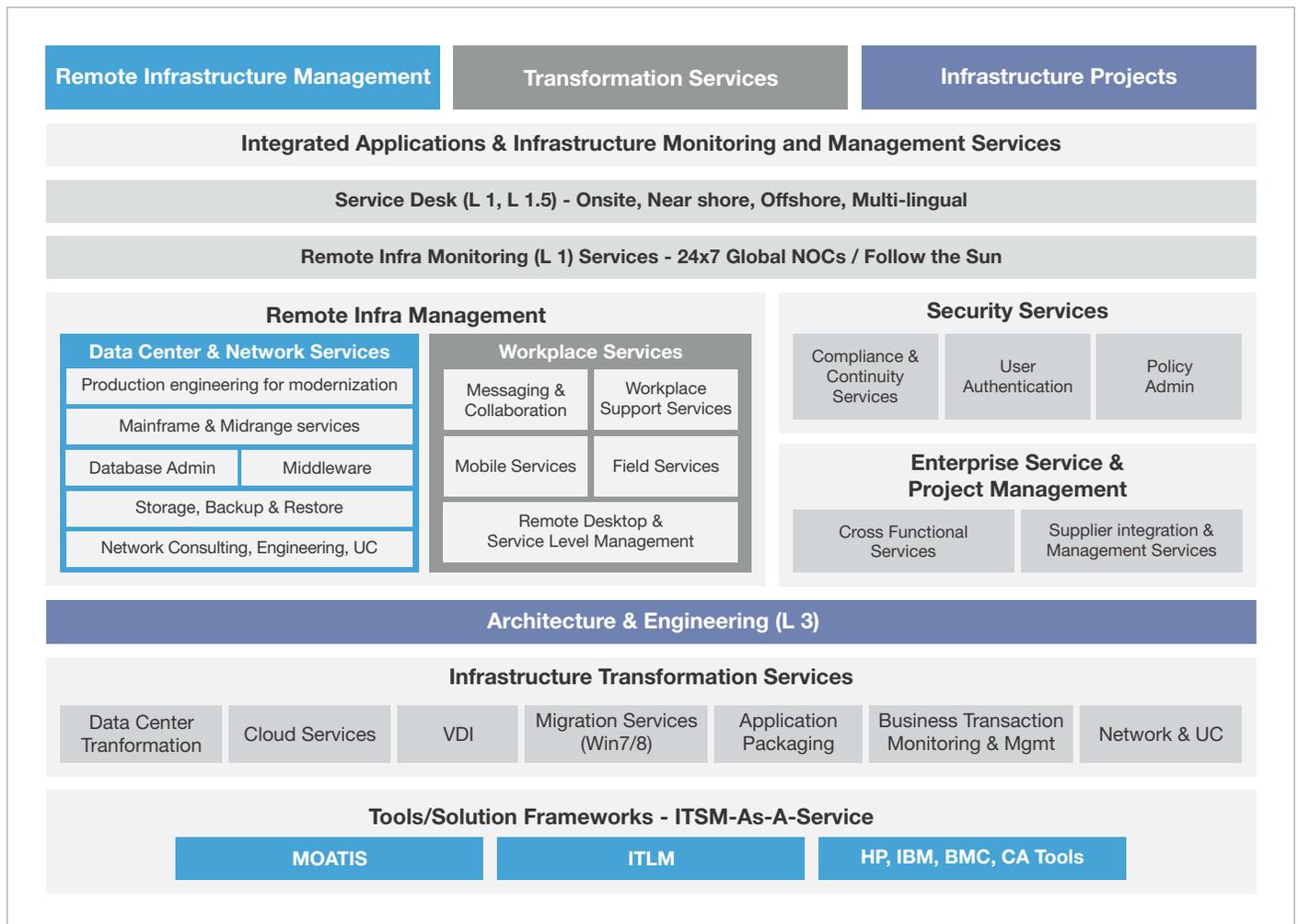
Mphasis tracks customer satisfaction more than any other parameter. Our CSAT scores speak volumes about the quality of our services. Our objective is to meet customer's objective and we leave no stone unturned to ensure customer delight.

### Trusted Implementation Partner

Mphasis believes in continuous improvements and value-adds over the life of any implementation engagement, thereby resulting in cost saving opportunities across automation and process improvements. This in turn also results in Opex and Capex optimizations.

### Quality Standards

Mphasis is one of the few companies to be appraised at CMMI SVC Level 1.3. Our delivery centers are also certified on ISO – 22301 - Business Continuity Management Systems.



## Delivery Excellence

Mitigating delivery risk through a well-defined “Service Delivery Excellence” program providing “Consistent and stable Delivery Operations”.

Focus on “Prevent Red” through “Early Warning Reporting”, monthly health checks, and delivery audits. Innovation / Business Value Add and leverage across accounts through re-use.

Delivery quality assurance through ticket quality audit, service delivery reviews and 4 eye process, automation and productivity baselines, Six Sigma and lean initiatives.

Rich repository of processes, templates, guidelines etc.- SPEED (Single path for effective and efficient delivery).

Processes based on best practice Models and standards: CMMI SVC and ISO 9001:2008

Dashboards and metrics used for delivery tracking, reporting and continuous improvement.

Daily review on EWR (early warning), Critical Incident updates (CIH).

Weekly review: Deep dive on Process and SLA deviation, CIH, Operational Performance – ITSM metrics, RAG review.

Monthly review with Mphasis Leadership and client leadership on performance and innovation updates.

## The Mphasis Advantage

Across the industry we have built measurable and sustainable business value for global companies with worldwide operations by addressing many operational challenges.

## Reduce Cost of Operations

- Multi-service operator: Reduced the annual cost of H/W maintenance of IT assets by 70%
- Leading financial services company: Increased first call resolution by 20% thereby reducing the need for a large L 2/L 3 team
- Leading oil and gas company: Automated performance analysis of storage arrays saving 320 man hours effort per month. Approx. 300 k USD tool cost to the client
- Canadian Government: Design and implementation of antivirus solution, resulted in 50% savings on infrastructure technology cost. Quality of service improved for virtual servers due to implementation of SPS (Smart Protect Servers) for VDI (Virtual Desktop Infrastructure)

## Improve Quality of Service

- Leading car manufacturing company of US: Improved the back-up success ratio from 70% to 96.89%
- Leading energy and petrochemical company: Improved internal CSAT score of the IT function to 97.4% in 3 months (from 85%)
- Leading car manufacturer of US: Reduction of severity 2 incidents by 50%. Stabilized SAP environment, decreased outages, thereby improving server availability and overall performance of Wintel servers

## Enhance Productivity

- Automated the patching process for a resources enterprise and reduced human errors by automating 16,000+ logins and logout on production infrastructure
- Automated Solaris SPARC system build for a leading oil and gas company, resulting in 95% reduction in time taken for Solaris Sparc OS build thus ensuring error free build process
- Automated endeavor applications setup for a largest Insurance company of UK and reduced manual efforts from 24 hours to 30 minutes
- Medical devices manufacturer: Increased service desk language support from 2 to 6 languages with no increase in workforce

## Compliance and Risk Management

- Leading financial services company: Implemented global patch management for 20k+ servers (one off remediation and ongoing quarterly patch updates), meeting audit/internal compliance guideline
- Global hospitality company: Analyzed existing DR/BC plan and created GAP Analysis vs Best Practices. Created project plan and costing to remediate all issue

## Infrastructure Modernization:

- Global software security company: Technology refresh of ‘out of warranty’ servers in client’s remote locations across various geographies. Moved from physical to virtual servers, migrated 20+ TB of storage data, consolidated critical servers from 45 to 35, thus releasing 10 servers which resulted in significant cost savings for the client. zero outages reported by users
- Largest shipping and logistics company: Modernized IT Infrastructure of SAP financial systems

in 8 months with a budget of \$1.25mil. Oracle ASM conversion of large production database (> 100TB data) is now **recognized as the largest ever successful migration in SAP world.**

- American grocery manufacturing and processing company: Successful infrastructure split of 4 data centers into 6 with zero escalations. Migrated 1467 SQL, 168 Oracle DBs, 250 IIS and 125 WebSphere instances.

## Remote Infrastructure Management (RIM) Services – Solutions for Operational Efficiency

Mphasis’ RIM services offer an integrated set of services to enable our clients’ business through IT. Our portfolio includes services based on MOATIS, our in-house platform built on open source technology. Our global command and control center in Pune helps deliver faster ROI, flexibility and proactive monitoring service through world-class tools and facilities.

- **Data Center Services** underline the promise of efficiency, efficacy and execution to achieve optimized data center operations for our clients
- **Workplace Services** offer flexible service options to support changing business needs, reduce labor costs and enable planned business driven investments
- **Security Services** help foster a regulatory compliant enterprise, protecting it from unplanned downtime and security threats
- **Network Services** deliver scalable solutions to monitor and manage your network helping you streamline operations and reduce costs
- **Transformational Services** provides data center virtualization and consolidation services. Our P2V and V2V migration methodologies are mature and time tested. Microsoft collaboration services, private cloud infrastructure build and BAU support are also highly specialized services offered to clients across the globe

Mphasis’ believes in “**beyond contracted deliverables**”, our organization wide innovation program runs as high priority initiative. Our global clients have acknowledged benefits delivered on parameters such as automations, elimination of human intervention, thereby ensuring error free delivery to cite a few examples. Aiming for improved customer satisfaction we ensure replication of successful innovations across other accounts.

## ABOUT MPHASIS

Mphasis (BSE: 526299; NSE: MPHASIS) enables customers to reimagine their digital future by applying a unique formula of integrated cloud and cognitive technology. Mphasis X2C<sup>2</sup> formula for success (shift anything to cloud and power everything with cognitive), drives five dimensions of business value with an integrated consumer-centric Front to Back Digital Transformation, enabling Business Operations and Technology Transformation. Mphasis applies advancements in cognitive and cloud to traditional application and infrastructure services to bring much needed efficiency and cost effectiveness. Mphasis' core reference architectures and tools, combined with domain expertise and hyper specialization are the foundation for building strong relationships with marquee customers.

Contact with us on [www.mphasis.com](http://www.mphasis.com)

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