



 Billion Dollar Company

 Global Service Provider

 Applications, Business Process Services and Digital Technology Operation

 Banking & Capital Markets • Insurance  
Manufacturing • Media & Entertainment  
Telecom • Healthcare • Life Sciences  
Travel & Transportation • Hospitality  
Retail & Consumer Goods  
Energy & Utilities • Government

# UNIFIED COMMUNICATIONS

## GAIN A COMPETITIVE EDGE



## Overview

To carry out your operations effectively in today's fast-paced world, employees must be able to communicate and collaborate in a myriad number of ways, including mobile phones, PCs, video conferencing, instant messaging and e-mail. For employees to get work done quickly and efficiently, your enterprise needs a streamlined communications system that enhances their productivity and business agility, resulting in satisfied customers and motivated employees.

As we know, on-demand and real-time communication is the most critical factor for every organization to keep up with industry expectations. The approach towards communication enablement has reformed, with customers looking for innovative solutions to help overcome the pain areas they have identified:

### Operational inefficiencies

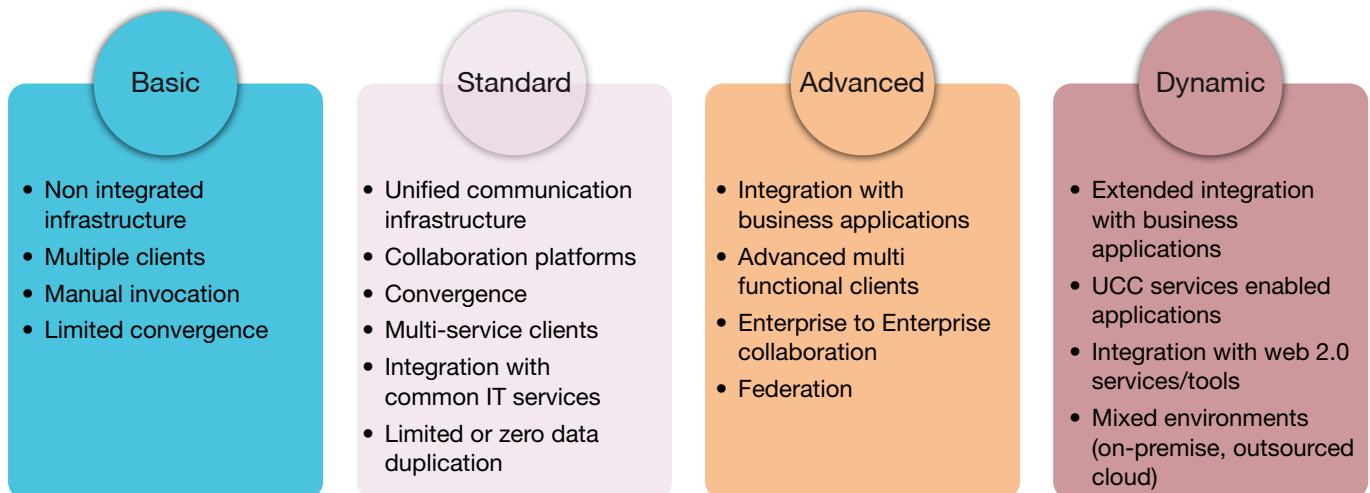
The productivity loss from teams working in different geographical locations not being able to collaborate for work impacts productivity immensely.

### Communication gaps

For most enterprises, communication within multiple departments is one of the most prominent pain areas. The gap in internal communication is a substantial challenge and as a result, your communication with external parties also suffers.

### Collaboration abilities

With BYOD (Bring Your Own Device), social media integrations and mobility, it's extremely difficult for delivery teams to manage multiple products within an organization, thus impacting the core focus area and hindering business processes.



## How Mphasis helps

Mphasis UC&C services are distributed in three broad categories – Consulting, Engineering and Support services.



**Consulting** services consists of running infrastructure configuration gap assessment, capacity assessment and suggesting recommendations and solutions as per business requirements.



**Engineering services** include transformations, new requirements or complicated business needs from the customers. Mphasis has significant expertise in providing IP telephony as well as contact center engineering, conferencing (audio/video) and third party integrations, voice/video/messaging services for peer to peer collaboration.



**Support services** is offered across many models to support the business on its need with respect to global reformation and standards.

## Success stories

**Leading global security firm chooses Mphasis for their transformation from Avaya to Cisco**



**Mphasis deploys voice solution for American grocery manufacturing and processing conglomerate**

- Unstable system with high incident count and huge backlog of unresolved incidents
- Task: Consolidate and Upgrade the Infrastructure to recommended standards

### Problem statement



- Distributed infrastructure with multiple platforms and lacking standardization
- Stand-alone systems leading to high cost of maintenance
- Telecom support to be provided to over 300 devices across US and Canada

- Provided complete suite of services from auditing and consulting to upgrading software and hardware infrastructure by deploying an ITIL compliant framework
- Created a live knowledge repository of the entire environment and the issues faced by the client

### Solution provided



- Managed new installations and upgrades
- Employed governance mechanisms to facilitate daily reporting
- Developed strict compliance checks to maintain standards and hence improved service quality

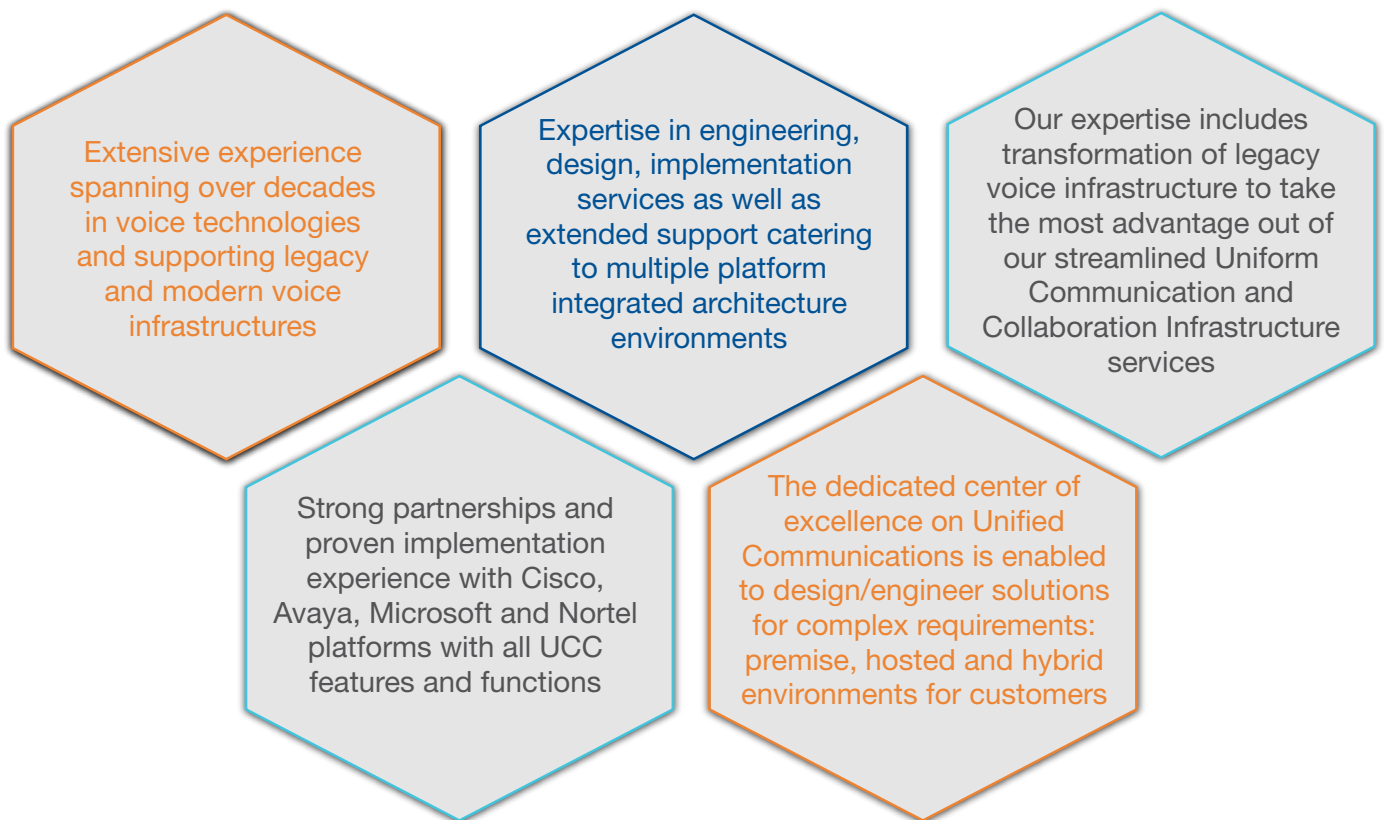
- Reduced transition time down to 45 days from 120 days
- Improved SLA adherence from 80% to 95%

### Business value delivered



- Increased availability through consolidated and standardized infrastructure
- Improved overall productivity through operational governance

## The Mphasis advantage



## Fast Facts



**100+** certified resources supporting 350,000+ ports



**80%** of experts cross skilled in both Cisco and Avaya



**30+** Subject matter experts to cater industry specific needs



**50+** automation objects to improve productivity

# Unified Communication & Collaboration Services

## Gain a competitive edge



### Challenges



Ever widening mobile workforce



Critical remote worker population demanding 24x7 access



BYOD fueling device diversity

The market needs agile, seamless and reliable communications services



### Mphasis UCC services

#### Consulting services

- ◆ Infrastructure gap assessment
- ◆ Demand based solution

#### Engineering services

- ◆ IP telephony & contact center
- ◆ Audio/video conferencing

#### Support services

- ◆ Contact center infrastructure support
- ◆ Multi-channel integrated support

### Success stories



#### Client

Leading global security firm

Consolidate and upgrade their unstable system from Avaya to Cisco

- Mitigated capacity issues causing business disruption by 80%
- Knowledge repository improved SLA adherence to 95%

#### American grocery manufacturing conglomerate

Consolidate and standardize their voice infrastructure to cut down maintenance costs

- Increased availability to over 300 devices across US and Canada
- Improved workforce productivity and service quality

### Value delivered

- ✓ Seamless communication with employees, clients and business partners
- ✓ Scalable & agile communication environment
- ✓ Reduction in total cost of ownership and operational costs

### Fast facts

**350,000** ports supported by more than a 100 resources

**80%** of experts cross-skilled in both Cisco & Avaya

**100%** ITIL certified service team

**50+** automation objects to improve productivity

## About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ( $C = X2C^2 = 1$ ) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit [www.mphasis.com](http://www.mphasis.com)

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