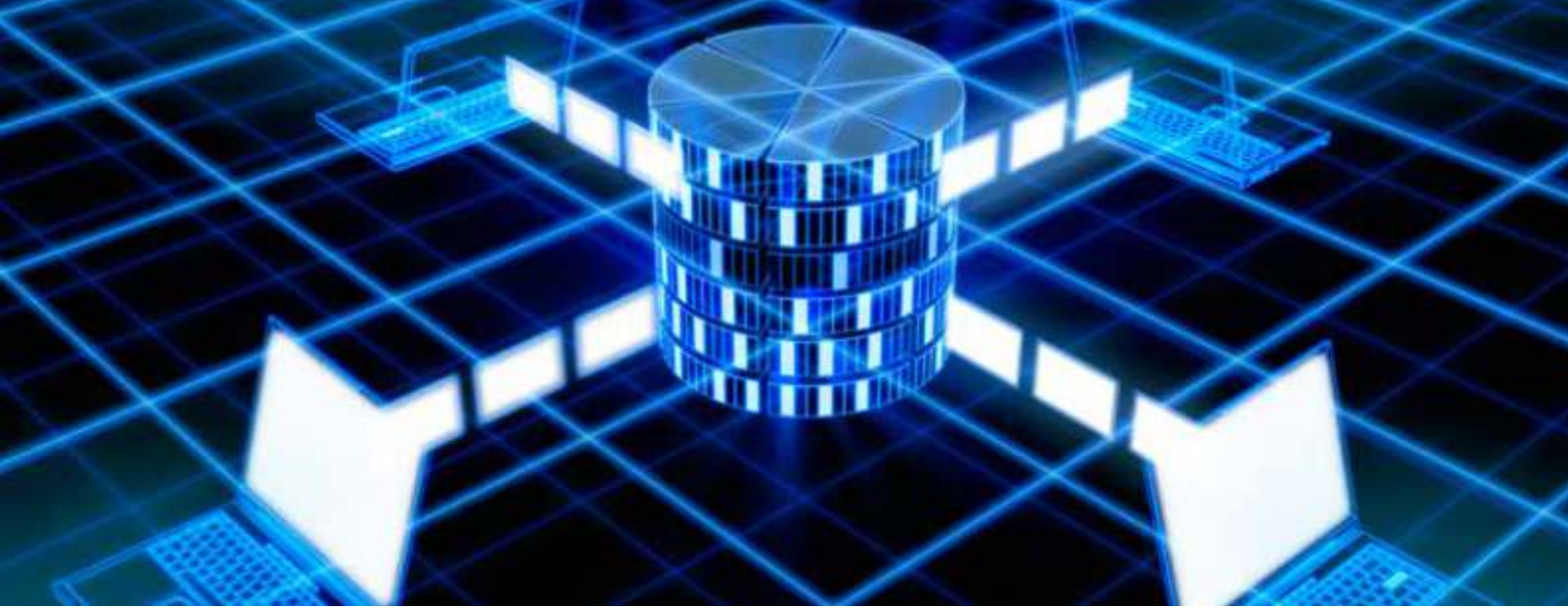
Mphasis
The Next Applied

- 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

NETWORK SERVICES
ONE STOP SHOP FOR ALL PLATFORM AND TECHNOLOGY SOLUTIONS



Overview

If IT infrastructure forms the backbone of the 21st century organization, then network infrastructure is its cornerstone. Successful organizations merge network infrastructure strategy into the business strategy to anticipate future growth in size, scale and geographical expansion.

A decade ago, network services was defined as the management of connectivity between devices. However, today it is more about the speed of connectivity, quality of service and resiliency. While businesses are coming up with newer ways and touch points to connect with their customers, technological progress has equally contributed. Hence both network management and network transformation are critical to an organizations sustenance and growth.

Trends & challenges

Technological advancements, rapidly evolving business models and dispersed geographical operations have made network management a difficult proposition.

Network security

Demand for greater end point flexibility, new age data traffic and multitude of OS Images have made networks vulnerable to distinctive viruses and cyber-threats. Virtualization of servers have further added to the complexity in the infrastructure landscape. Network resiliency needs to be improved by employing sophisticated traffic filtering methods.

Cost of network

As newer business models are evolving, networking layers are expected to support multiple functions. As more and more of these functions are converging onto the network, the network capabilities needs to be strengthened up accordingly. Costs associated with enhancing network capabilities is a burning concern for infrastructure leaders.

Reliability

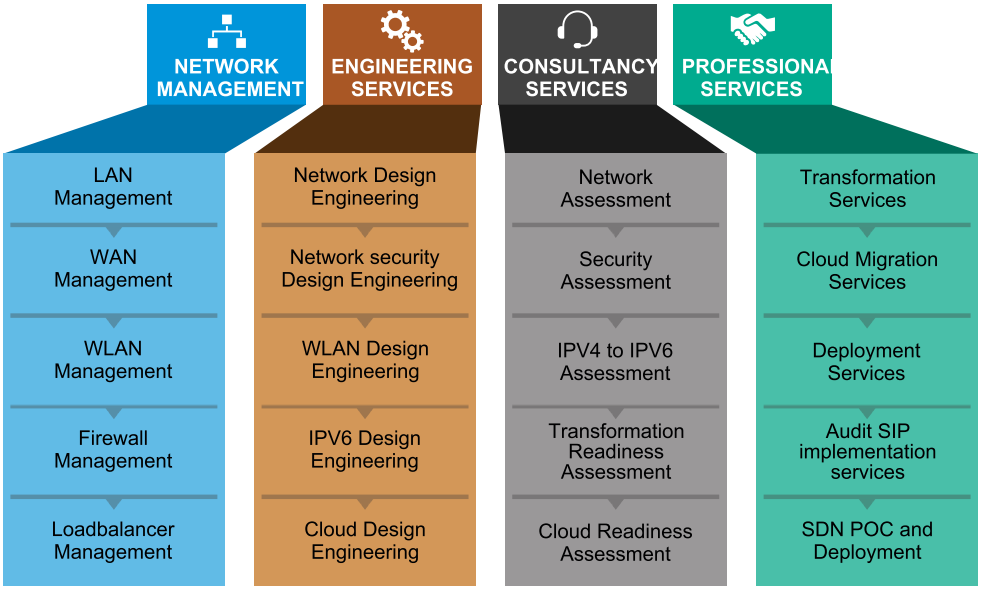
Organizations today are geographically spread with distributed networks supporting multiple functions. In addition, growing number of endpoints, like switches and routers attached to the core network layer, increases the risk of system failure.

How Mphasis helps

With a proven expertise of managing large network infrastructure for global customers across industries, Mphasis is the right partner of choice to manage and transform your network estate.

Our offerings are designed to include the entire life cycle of network management. Our global network operations center helps you administer your network estate in the most effective way. The ecosystem of automation objects further help in optimizing effort and reducing costs. Our Consultancy arm helps you in the strategic intersection of technology and business goals, and our network transformation and engineering services help leverage the latest technologies while keeping the cost low.

Mphasis Network service offerings:



Success stories

Client

Leading global mobile telecommunications provider with more than 200+ data centers

Leading tire & rubber manufacturing company with more than 80 data centers globally. Thousands of partners connect to the datacenter via VPN or point to point link

Problem statement

Network design standardisation and outage impact reduction

- Cost effective Network operations covering 24x7 support
- **99.99%** uptime SLA
- Zero percent change failure

Solution provided

Implemented state-of-the-art, global standard network datacenter

- Built processes and network design standards
- Built 24x7 support service team based on Mphasis resource optimization framework
- Devised predictive models to proactively fix issues

Business value delivered

- **10k+** devices migrated to state-of-the-art data center
- **100%** migration success rate with no business impact
- **63%** reduction in migration time through automation
- **$1 Million** cost saving on bandwidth, device and datacenter space

- High customer satisfaction - consistent **5** rating across surveys
- **99.99%** change success rate
- **100%** uptime SLA achieved
- Highly optimized team: utilization rate went up to **100%** resulting in huge operational expenditure cuts

The Mphasis advantage

One stop shop for all platform and technology solutions like Cisco, Juniper, F5, Check point, Riverbed, Alcatel-Lucent, Aruba, Brocade etc.

Best in class and tailored network estate assessment with recommendations based on analysis of cost, bill of materials and ROI analysis.

In-house test labs for emerging technologies like Software Defined Networking and Network Function Virtualization. Proof of simulations for new technologies.

More than 20 service automations that help reduce significant amount of effort and cost in delivery and implementation.

Zero downtime migration strategy for network upgrade and migrations, and has been proven in over 150 complex migrations with no impact to business.

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=X2C2 TM=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.

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