

# PRIVATE EQUITY TECHNOLOGY SERVICES

In today's ever-changing marketplace, Mphasis exemplifies success in a rapidly moving transactions environment through agile business processes and innovation that anticipate the future and define the next wave. Mphasis' success is built on its architectural approach, legacy of innovation and thought leadership over the past two decades. Mphasis brings its future-proof expertise in 'applied tech', in chosen industry segments and micro-verticals for the next-gen customer.

#### AN APPLIED TECHNOLOGY COMPANY

- Incorporated in 1998
- Blackstone owned company (majority stake)
- Integrated services offerings in Application, Infrastructure & BPS
- Global footprint: 60 sales and delivery centers across 19 countries
- Headcount: 22,000+
- Renewed focus in Europe in 2018

F	Financial Strength
Market Cap.	Revenue
~\$2.5 billion*	~\$1.015 billion*

\*as on 31 March 2018



## Front2Back<sup>™</sup> Transformation

Using our industry-specific X2C<sup>2</sup><sub>™</sub> framework, Mphasis harnesses the power of cognitive technologies and rich data resident in enterprise systems to transform organisations. Mphasis' Front2Back<sup>™</sup> transformations, with business-driven KPIs, state-of-the-art reference frameworks and capabilities achieve agile transformation for rapid delivery of business value that compound over time. In addition to the benefits of rapid payback, Mphasis' expertise in digital efficiently addresses the required power sharing between business and IT, with minimal disruption to existing systems and infrastructure.



## **Service Transformation**

Our Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments. This enables clients to stay ahead in a changing world using our advantages of domain expertise, speed, innovation and specialisation.



## **Mphasis Service Catalogue**

Working closely with our Private Equity partners and their portfolio organisations, Mphasis has defined a catalogue with an objective to prioritise our service offerings in alignment with the deal lifecycle.

We recognise that at the heart of a successful transaction event (such as separation or integration) lies accurate diligence and robust planning. Mphasis engages with deal partners and seller organisations early in the deal lifecycle to identify disruptive technologies to create a structured integration plan and execution approach.

With a seamless synergy of automation, delivery frameworks, methodologies, accelerators, reusable assets and best practices, Mphasis delivers the highest levels of productivity, cycle-time and service quality, during transition as well as steady state operations.

Mphasis' services are aligned to:

- Enabling enterprises to become faster, more innovative and personalised in responding to and staying ahead of the digital disruption curve
- Reducing cost of ownership
- Improving Time-To-Market
- Increasing Return on Investment

			IVIE LASIS	SERVICE CAI	ALUGUE		
Due biligence	1 IT assessment	IT cost benchmarking	IT full potential assessment – people, process, technology	Synergy assessment toolkit for mergers	IT risk and dependency assessment for 'carve-outs'	IT architecture assessment	More accurate assessment of cost takeout potential, risks and potential time to realisation before signing the deal
ſ	2 IT cost takeout via service transformation	IT personnel optimisation	Application rationalisation	DC transformation	Testing automation	RPA	<ul> <li>30-50%+ reduction potential in IT operational costs</li> </ul>
		Sourcing optimisation	Application maintenance	EUS transformation	Agile DevOps	Analytics & Reporting	• Improved business metrics like NPS, availability and number of releases
Transition	3 Cost takeout via platform based shared services	G&A support	S&M support			Turing a	• 30-50%+ reduction in shared
		services services (HR, Fin, etc.) (CRM, etc.)	Datacenter Operations	Service desk	Testing as a service	services costs <ul> <li>Improved business metrics like</li> <li>NPS and availability</li> </ul>	
		Data integration	Application	Infrastructure			Accelerated move to independent
	4 IT integration and separation	and migration services	portfolio consulting & rationalisation	consolidation & separation services	Shared services onboarding	IT change and risk management	IT systems for carve outs <ul> <li>End-to-end risk and change management</li> <li>Faster realisations of synergies</li> </ul>
Г	IT modernisation		Cloud migrations	Native cloud			Reduction in run and maintenance costs
	5 'powered by cloud' – X2C <sup>2</sup>	Cloud consulting	(rehost, rearchitect, replatform, replace)	applications (development, maintenance)	Cloud Ops	Application modernisation	<ul> <li>Improved ability for scale deployments</li> <li>Improved software delivery and access</li> </ul>
Steady State	6 Digital business transformation via Mphasis Front2Back™		Marketing analytics	Omni channel integration	Sales and marketing automation	Use case driven Front2Back™ solutions	<ul> <li>Improved revenues and stakeholder NPS</li> </ul>
		Web and mobile applications	web and mobile (porconalisation &			(e.g. Underwriter's desk, Robo advisor)	<ul> <li>Improvement in operational KPIs – time for activity, number of FTEs required</li> </ul>

### MPHASIS SERVICE CATALOGUE

## **Case Studies**

### Client: A leading manufacturer of orthopedic devices

The client was looking to stabilise and standardise operations, optimise their self-funding journey, and automate traditional mode to future-proof technology landscape. Utilising the cloud and cognitive capabilities offered by Mphasis' Service Transformation, the client achieved 30% cost saving, lower total cost of ownership and improved operational productivity.

### Client: A leading provider of benefits administration and HR solutions

The client was facing challenges in meeting enhanced service levels, reducing dependency on transitional services agreement and in integrating operations. Mphasis enabled company management to achieve PE mandated 30% cost saving by standardising IT service operations, optimising staff locations and automating service operations. Additionally, Mphasis applied the key tenets of its Service Transformation methodology, i.e., cloud deployment of the core brokerage platform and implementation of InfraGenie<sup>™</sup>, a state-of-the-art, artificial intelligence (AI) enabled platform that predicts, diagnoses and resolves infrastructure issues, before they can happen.

## **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<sup>T</sup> Transformation approach. Front2Back<sup>T</sup> uses the exponential power of cloud and cognitive to provide hyper-personalized (C = X2C<sup>2</sup><sub>in</sub> = 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

For more information, contact: marketinginfo@mphasis.com

USA 460 Park Avenue South Suite #1101 New York, NY 10016, USA Tel.: +1 212 686 6655 **UK** 88 Wood Street London EC2V 7RS, UK Tel.: +44 20 8528 1000

#### INDIA

Bagmane World Technology Center Marathahalli Ring Road Doddanakundhi Village Mahadevapura Bangalore 560 048, India Tel.: +91 80 3352 5000

