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MPHASIS PAYMENT MANAGED SERVICES





In 2012, the Ministry of Finance and a consortium of all the public sector banks of India contracted with multiple Managed Service Providers (MSPs) to install and manage a total of 63,000 off-site and on-site ATMs across urban and rural India. It is by far one of the largest initiatives adopted by the Indian Government to widen the reach of this facility beyond the Tier I and II cities. ATM deployment has been one of the biggest projects for Mphasis. The team will deploy and manage about 14,000 new ATMs in 2 years, which amounts to 25 ATMs per day. As of May 2014, Mphasis has deployed 8500 ATMs across the six states of Gujarat, Dadra & Nagar Haveli, Daman & Diu, Karnataka, Goa, Rajasthan, Orissa and Chhattisgarh making it the largest and fastest deployer of ATMs in India.

We plan to grow this to 25,000 ATMs by 2015-16.

Our Services

Mphasis Payment Managed Services offers end-to-end ATM Deployment and Management Services to 26 public sector banks in India, helping them increase their reach while reducing operation costs and increasing up-time.

Key Highlights

- **Total Site Implementation Services**
We have a dedicated team of professionals to manage the deployment and commissioning activities including site selection and preparation, ATM procurement and installation, data networking and house-keeping services
- **State-of-the-art, large Primary ATM Managed Services Centre spread across 25,000 sq. ft.** at Pune with Disaster Recovery Data Centre in Bangalore. The Primary Data Centre can support up to 50,000 ATMs
- **Multi-vendor arrangements for procuring and deploying ATMs** - NCR, Diebold, Vortex etc
- **Flexible and customised cash management models** for servicing

ATM's across location tiers. Provide both scheduled and emergency cash replenishment

- **Large team of trained field services executives** for uninterrupted service
- **Skilled operations team** supporting from multiple locations
- **Managed Services Centre provides comprehensive high-touch customer service** covering the following:
 - ATM Monitoring
 - **A round-the-clock help desk** (inbound and outbound calls) ensuring high ATM availability with committed Service Level Agreements (SLAs)
 - Incident reporting and tracking of issues for resolution. **Automated trouble-ticket application with escalation levels and real-time access** of ATM information from Web portal
 - **First-Line Maintenance (FLM)** to increase up-time by efficiently managing paper supplies, currency jams, cash receipts, and more

- **Second-Line Maintenance (SLM)** via Partner and Vendor Ecosystem
- **Cash Monitoring, Forecasting and Replenishment** services
- **Reconciliation and Customer Dispute Management**
- **Electronic Journal, Image Retrieval and Screen Distribution**
- **An array of in-house built and customised partner tools** to streamline processes and increase overall efficiency

Technology Innovation

The traditional model of implementing such a project of unparalleled scale involved large workforce located regionally and with decentralised operations. The model lacked visibility, transparency and control over the field processes.

At Mphasis, our key objective was to challenge the industry practice and run a highly technology-driven and automated operation with a lean workforce by bringing in our expertise in technology, setting new standards for delivery excellence.

For the first time the Indian ATM industry witnessed the following technology innovations:

- **Use of Cloud-based Total Implementation Services Workflow System** which integrates and tracks the entire lifecycle of a site from sourcing to final installation on a real-time basis
- **Integrates the entire operations ecosystem of all regional and central teams along with vendors**
 - a total of 338 users, 44 real estate agents and 16 hardware and site

implementation vendors

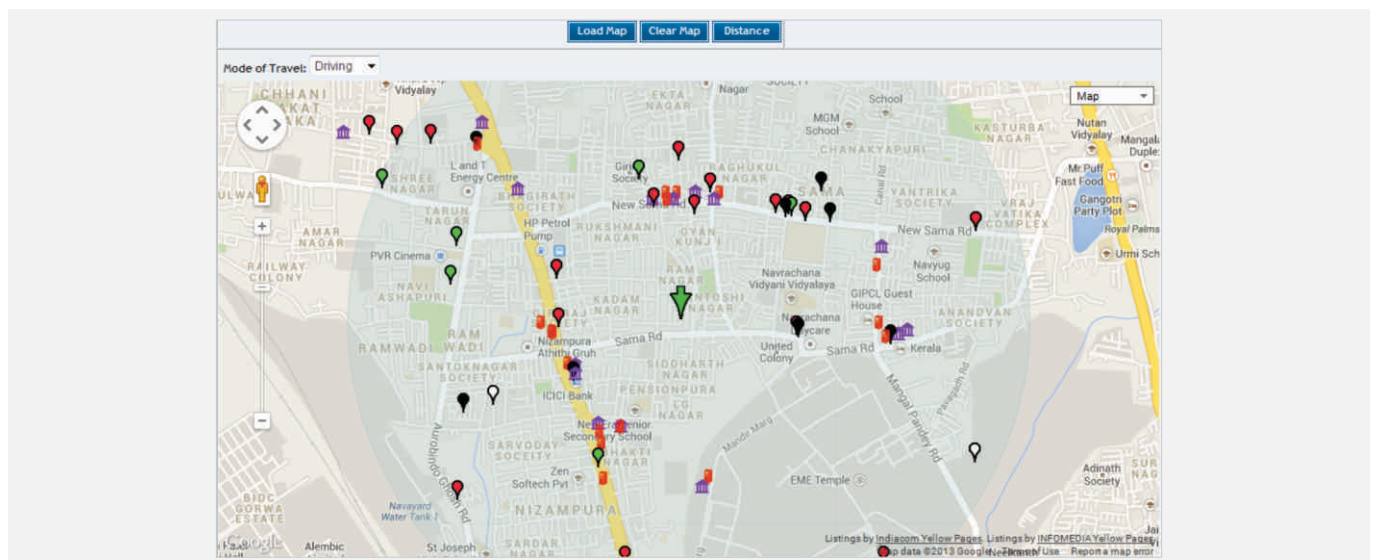
- **Real time information on all aspects of site** – survey details, commercials, delivery and installation of individual assets, minute details of site fit-out, bank documentation and a complete history of each site is available on-demand
- **One single central repository of information** for all site details, landlord details, photographs, agreements and legal documentation

- Each ATM has to be visited twice a month by the Field Services team, **more than 2000 visits a month are tracked in a central system** along with photographs, report of incidents and their resolution
- **Customisable graphical dashboards and reports** based on access rights and user roles/organisation
- Negligible setup and customisation costs with **Pay-as-you-go** scalable data storage



- In-house Built Geographic Information System which enables deployment of ATMs in convenient, non-competitive and strategic locations to maximise transactions. It helps verify and validate the inputs from the field teams and also plan deployments and optimised assignment of CIT agencies for day-to-day cash operations

The usage of tools has enabled a seemingly impossible way to have speed, governance, accuracy and visibility centrally. While standard tools fall short in the category of “known problem-known solution”, these tools stand out to provide a flexible and proven framework to similar projects in this industry



The Mphasis Advantage

- **Single point accountability** with committed service levels for banks
- **Cost-effective services**, customised as per banks requirements
- **Outcome-based/transaction billing** delivering high business value
- **Analytics driven deployment of ATMs** at strategic locations maximise transaction volumes at each ATM location
- **Non-competitive sourcing of sites** and independent legal due diligence / report per site ensures effective and error free ATM deployment
- Application hosted out of servers with **high-availability that exceeds 99.9%**
- **Control of systems and processes by Mphasis, lowers TCO for Banks**
- **Guaranteed Optimum Cash Efficiency Ratio** without cash outs
- Leverage unique and innovative workflow and monitoring tools from a **leading global IT services company** with strong financial backing
- **Onsite Technical Support** for all critical solution components
- **Agile Deployment and Support** – All workflows in the system are modular and can be customised and replicated by simply changing settings in the administrator's dashboard. Existing workflows can be customised as per banks requirements or for new projects within days
- **Strong India-wide presence** that clients can count on while planning for ATM network expansion
- **Won the Financial Inclusion – ICT Innovation award** for the Ministry of Finance ATM project in November 2013

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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