

# Highest customer satisfaction and lower test and release cost for a global telecom giant – enabled by Agile transformation



## The Client

The client owns and operates networks in 21 countries, and has partner networks in over 40 additional countries. It is one of the top 3 global mobile telecommunications companies and has more than 450 million subscribers.

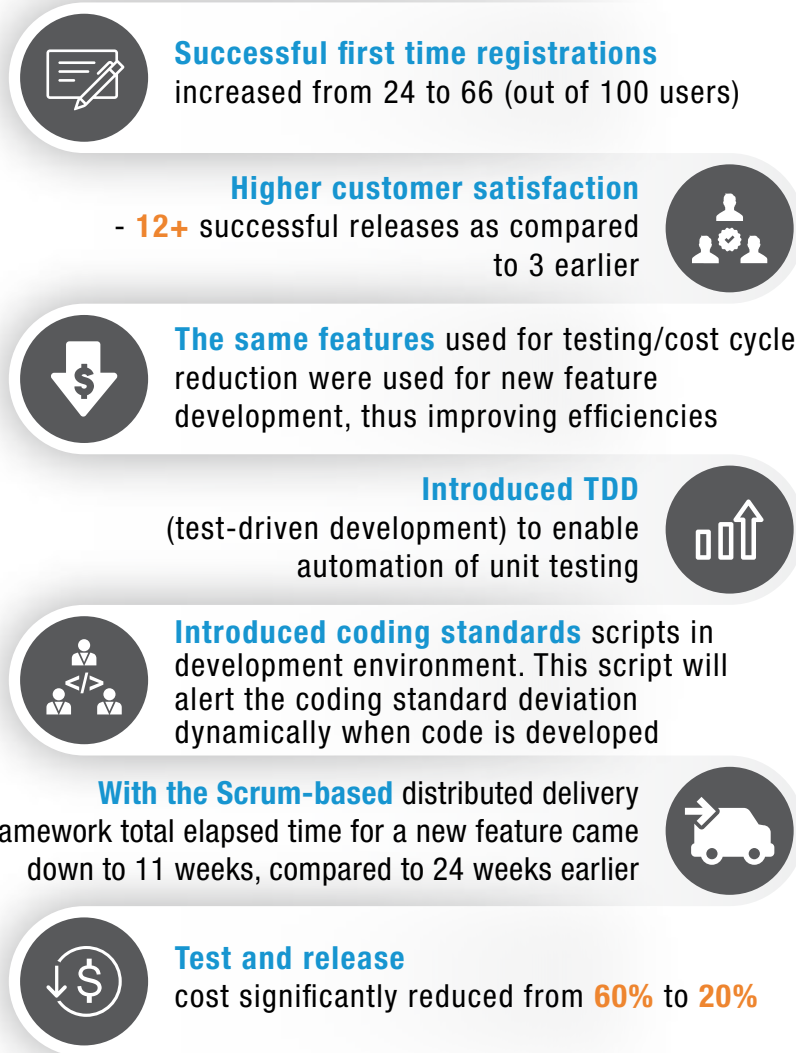
## Business Objective

- Application development and maintenance
- Integrating and connecting a wide array of technologies including JAVA, HP, and many others
- Developing an agile process to enable the customer to have a greater degree of control

## The Process: How Mphasis Helped

Mphasis first established an agile process. This ensured that the customer could be in control at all times of the system and its components. We then accelerated the software development lifecycle for their online shopping portal, which increased efficiency, realigned costs, and sped up the time to market. The client was able to abandon a traditional waterfall process in favor of a roll-out, agile process.

## Value Delivered



## About Mphasis

Mphasis is a global Technology Services and Solutions company specialising in the areas of Digital and Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their Digital Transformation journeys and with global financial institutions in the conception and execution of their Governance, Risk and Compliance Strategies. We focus on next generation technologies for differentiated solutions delivering optimised operations for clients.

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