

Delivering savings with innovation for a leading communication service provider since 2004



The Client

The client is the largest telecom service provider in Australia. Mphasis has been supporting their business operations since December 2004. They maintain **160+ applications (50+ business critical)**.

Business Objective

The company's business objectives include –

- Application maintenance and support
- Application development and testing-related services
- Data migration and conversion
- Release and implementations

The Process: How Mphasis Helped

Mphasis provided development and production support for 140+ applications. This included end-to-end ownership of the process of bill generation for both fixed and mobile customers, payroll generation for all of the client's employees, and owning the security and authentication applications. Other services included maintenance of various enterprise applications and enhancement of application features. Supporting product launches was also critical to our client's success.

The cost reduction helped the client reduce their overall IT infrastructure costs. Automation of tasks improved efficiencies. Software and platform upgrades for all software applications helped the project run smoothly and reduced errors.

Value Delivered



ZERO high or critical

post-production defects in previous consecutive six releases

ZERO penalty and 100% SLA

compliance achieved for the past 23 continuous months

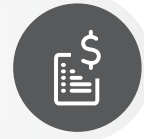


47% reduction

in the overall incident counts in FY13 compared to FY12

Executed upgrade

of a critical data billing application with zero downtime and 300% throughput increase



Ensured billing of more than **\$12b** in revenue through smooth functioning of critical billing systems

Ensured payments

for client's **30,000+** employees without any impacts to the SLAs and user satisfaction



Helped reach

the lowest incident counts for couple of critical applications in **20 years**

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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