

ACCELERATING ENTERPRISE AGENCY

Governed Front2Back™
FINANCIAL ANALYST MEET 2026

Delivery at Scale

Ptn By: Global Head of Delivery

May 27, 2026

Agenda

1

Robust, proven delivery process

For outputs and for
outcomes

2

Organizing for the change

Initiatives and processes
changes

3

Talent pivot for the change

People, ownership,
training

1

Organization Design

- 3 in a Box to deliver client context
- AI-native solutioning & delivery track record

2

Client Context

- Business PoV – Tech + Domain
- Superior Operating Metrics & CSAT scores (highest in last 3 years)

3

Program Governance

- Start Green – Stay Green
- Leading the client & strong change control

4

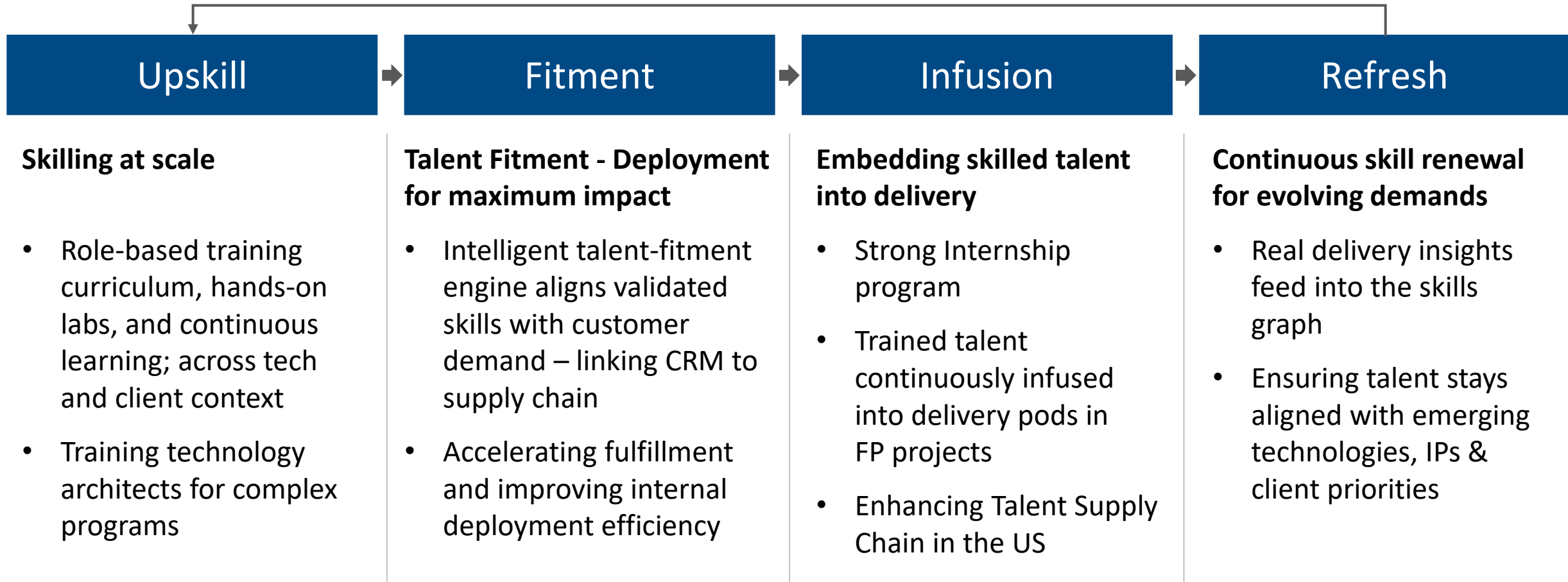
Contextual Innovation

- Proactive Co-innovation with our client – Sparkle Labs
- Client-specific Trithalon – Ideation, Hackathon, Shark Tank

We have incorporated this in the last 3 years

Dimensions of Delivery

Dimension	Past	The Shift
Delivery unit	T&M, FP and Managed Services	~ Outcomes + agent-hours
Knowledge	Tribal - lives in engineers' heads	Machine-readable via Mphasis Ontosphere™
Talent shape	Wide junior base for margin	Diamond - AI absorbs volume work
Deployment profile	Traditional Supply Chain, Interns, AI infused Engineers	Orchestrators, prompt engineers, domain SMEs
Pod structure	Functional silos with handoffs	Cross-functional: domain lead + orchestrator + agents
Client expectation	Vendor executing outputs	Co-creation partner, risk accountable, owning outcomes
Pricing	T&M / fixed-price per feature	Platform + People driving outcomes
Governance	Human review cycles - reactive	AI-in-the-loop - proactive, predictive, self-healing



The Three Delivery Disciplines That Matter Most

01 Talent Recomposition

- Agent Orchestration is the new delivery discipline – own it, title it, manage it
- Fewer junior generalists; more domain specialists who can govern AI outputs
- Leaders are accountable for agent performance, not just human output
- Orchestration skills - workflow design, AI evaluation, safe deployment - are baseline requirements

02 Knowledge as Infrastructure

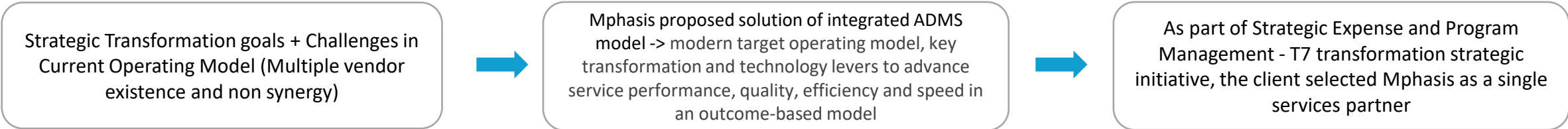
- Ontosphere turns institutional knowledge into a machine-understandable asset
- Knowledge graph enrichment is a must on every engagement
- Eliminates the repeated re-learning cycles that erode traditional transformation ROI
- Creates compounding client value and genuine switching cost at the platform level

03 Governance by Design

- ISO/IEC 42001:2023 certified AI Management Systems - industry-first for a services firm
- AI is intelligent by design, secure by default, scalable by nature
- Human-in-the-loop intelligence on exceptions - not routine sign-offs
- Proactive incident prediction replaces reactive SLA management

Client Case Study

\$18+ Bn company servicing insurance customers across multiple lines of business and managing ~ US\$ 1 Tn AUM



Client Objectives



Business Enablement



Outcome-based delivery with optimized cost



Transform to modern and digital application portfolio



Drive efficiencies, speed of resolution and time-to-market



Improve security, resiliency and operational excellence



Drive improved performance, effectiveness and service quality

Our Solution Tenets



Tailored modern Target Operating Model



Flexible contract with committed outcomes



Co-invest in developing NextGen Digital chassis and platforms



Integrated AD + AMS delivery model



Improve operational resilience, application security and hygiene



Digital delivery and dashboards

How do we Enable Solutions



Product-aligned agile teams to deliver improved velocity, turnaround time, and responsiveness to business



KPI-driven performance measurement for predictable cost, quality, productivity and velocity



Leverage Mphasis' Gen AI platforms (Mphasis NeoCruz™, Mphasis NeoZeta™) and CAST tools to modernize, build NextGen platforms and drive SDLC productivity



BU-dedicated AMS and AD teams powered by Enablement Team (SMEs) to ensure predictable delivery



Leverage Mphasis' DevSecOps platform to improve Application Security posture



Zero-touch resolution through self-heal, predictive and preventive solutions

Thank You!

For more information, please contact:

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AI WITHOUT
INTELLIGENCE
IS ARTIFICIAL™

At Mphasis, engineering has been in our DNA since inception.

Mphasis is an AI-led, platform-driven company with human-in-the-loop intelligence, helping global enterprises modernize, infuse AI, and scale with agility. The [Mphasis.ai](#) unit and Mphasis AI-powered ‘Tribes’ are focused on client outcomes and embed artificial intelligence and autonomy into every layer of the enterprise technology and process stack. Mphasis built [NeoIP™](#), a breakthrough AI platform that orchestrates a powerful pack of AI solutions and platforms to deliver impactful outcomes across the enterprise IT value chain, as we believe *‘AI Without Intelligence Is Artificial™’*. Mphasis NeoIP™ is powered by the Mphasis Ontosphere™, a dynamic and ever-evolving knowledge base, delivering continuous and constant innovation through perpetual intelligent engineering—driving end-to-end enterprise transformation.

At the heart of our approach is customer-centricity—reflected in our proprietary [Front2Back™](#) transformation framework, which uses the exponential power of cloud and cognitive to deliver hyper-personalized digital experiences ($C=X2C^2_{TM}=1$) and build strong relationships with marquee clients. Our Service Transformation solutions enable enterprises to pivot from legacy systems and operations to secure, adaptive, cloud-first operating models with minimal disruption. Continuous investments in platforms, such as the Neo series, enable enterprises to stay efficient, relevant, and ahead in a dynamic AI-first world. Mphasis is a Hi-Tech, Hi-Touch, Hi-Trust company, rooted in a learning and growth culture. Click [here](#) to know more. (BSE: 526299; NSE: MPHASIS)

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