

Case Study – Global Telecom Major AMS and Implementation Services



Business Objectives

Reducing total cost of ownership of the client – with an end to end service takeover by MphasiS and also standardising the business process for the client and its subsidiaries across multiple regions.

Business Reasons

Support the client on business continuity management, production support and maintenance, training, user support, sales activities support, operational services support and application development.

MphasiS Solution

MphasiS solution reduces the reliance on manual transactions incorporating industry best practices. A common HR and payroll support model was established to increase self service by employees and managers. The following business functions are supported by MphasiS:

- Production and application maintenance
- Year end activities
- Payroll processing

Engagement Model: SAP Application Management Support

Key Benefits

- Supporting three highly complex business critical systems catering to over 500 interfaces having more than 75% customizations
- End to end program management including managing of third parties
- High quality of deliverables (high documentation standards, thoroughly researched solutions to business problems-options)
- Largest assets implementation
- 100% projects on cost
- 100% on time start

Services Featured

- Interfaces, bridges and data conversion
- Capacity planning
- Testing (Unit, SIT, Regression and UAT Support)
- Stress and volume testing
- Integrated test environments
- Software upgrades
- Documentation Training

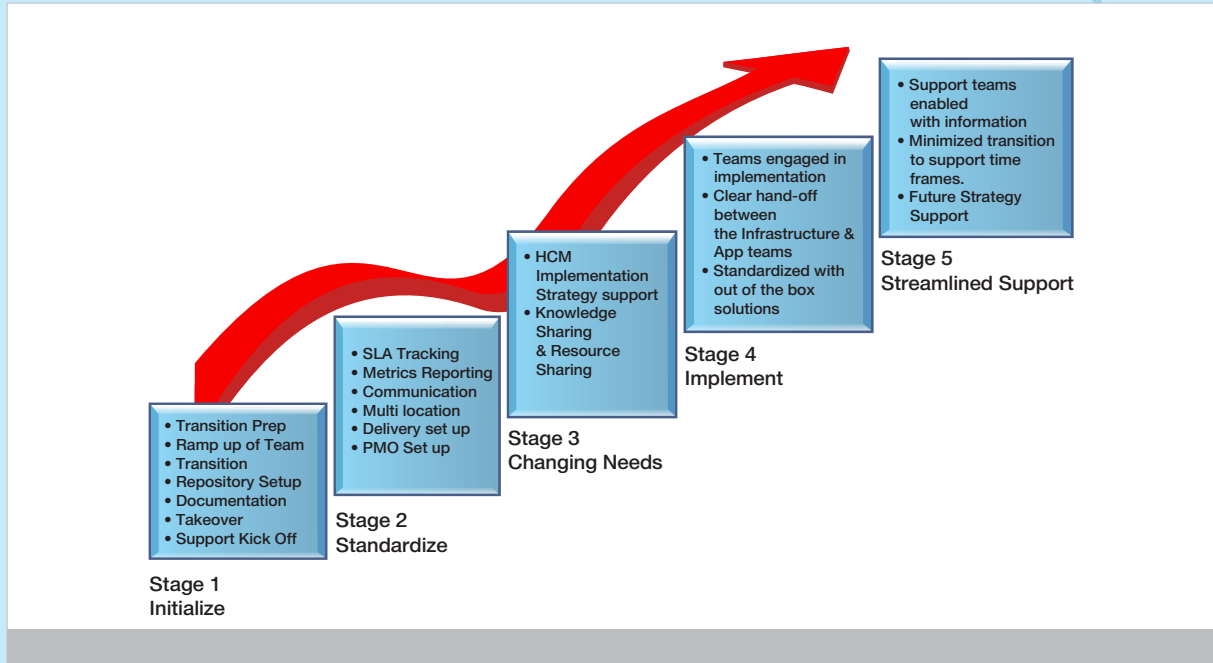


Key Takeaways:

- Major SAP Implementation in ANZ Region
- Peak team size 100+ with complex HR policies
- Sustain support led to project work
- 40,000+ employees,
- 30+ interfaces, 100+ Bus processes

TCO & Model Highlights:

- Moved from 80% onsite to 80% offshore
- Streamlined process implementations
- Increased geographies & languages
- Seamless Transitions of project support



ABOUT MPHASIS

Mphasis is a \$1 billion global service provider, delivering technology based solutions to clients across the world. With currently over 41,000 people, Mphasis services clients in Banking and Capital Markets, Insurance, Manufacturing, Communications, Media & Entertainment, Healthcare & Life Sciences, Transportation & Logistics, 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, log on to www.mphasis.com

Mphasis is a preferred SAP partner, and is also engaged with SAP on many leading edge initiatives in the implementation and process methodologies.

Mphasis SAP Practice, provides SAP Implementation, Upgrade and Comprehensive Maintenance services to leading customers globally. Mphasis has the right tools, methodologies, and accelerators to reduce implementation times, and enhance value to customers. Mphasis is ably equipped with a SAP Center of Expertise [CoE] and Labs that works on the latest changes in Netweaver, Basis etc.

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