

APPLICATION SERVICES

ACCELERATING
AGILE TRANSFORMATION



Application Services at Mphasis pivots on three foundational imperatives











- Rapid delivery of business value
- Smart transformation of legacy environments through emerging technologies
- State-of-the-art reference frameworks and agile capabilities

We realize this through our **Front2Back™ transformations** with business-driven KPIs that drive measurable top and bottom-line results. Our expertise in analog to digital efficiently balances power sharing between business and IT with minimal disruptions to existing systems and infrastructure.

Versatile offerings – Balancing speed, cost and quality

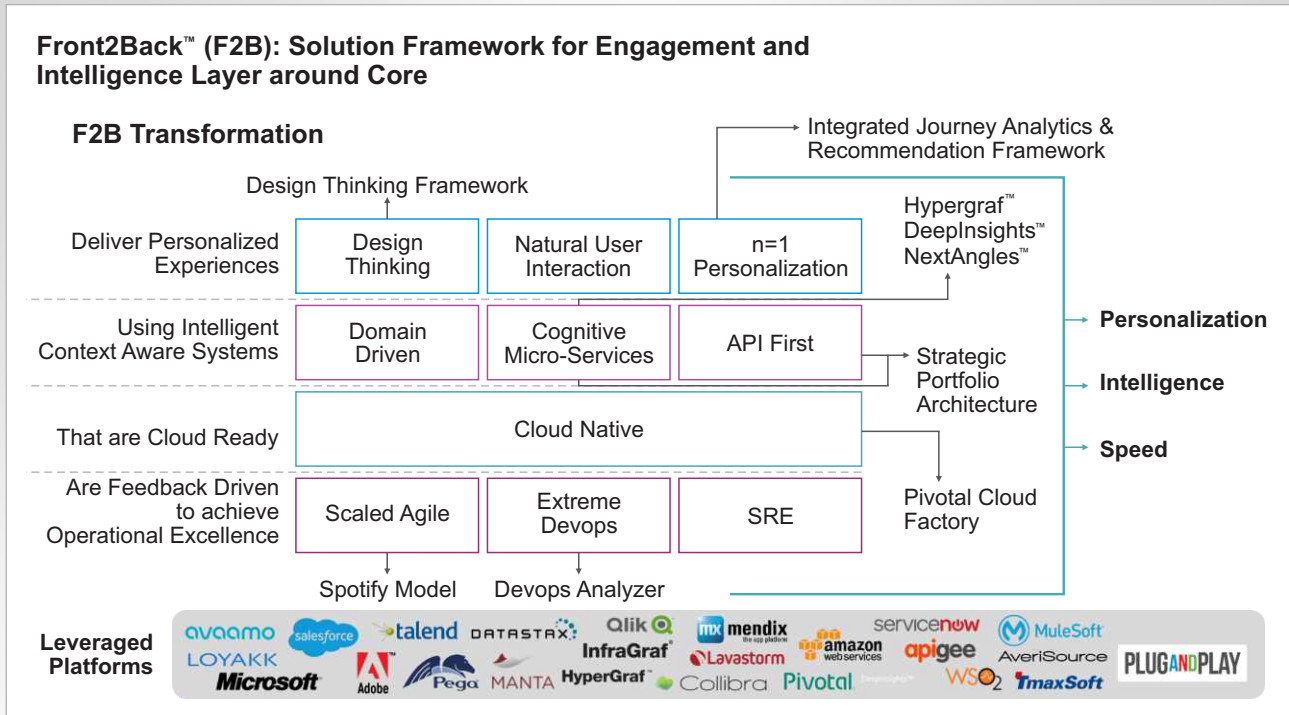
We understand the unique business and process needs of your clients and our solutions are tailored to meet such requirements. Our models are designed incorporating our rich experience and industry-wide best practices. We use adaptive development principles to develop feature-rich, business-critical applications, which are based on open industry standards and technology frameworks in the area of emerging technologies.

Our versatile offerings span the range of:

-  Digital
-  Cloud
-  Cognitive
-  Usability Experience
-  Mobility
-  DevOps and SAFe Agile
-  Enterprise Automation
-  Data Engineering
-  Testing
-  Enterprise Architecture and Integration (EA&I)

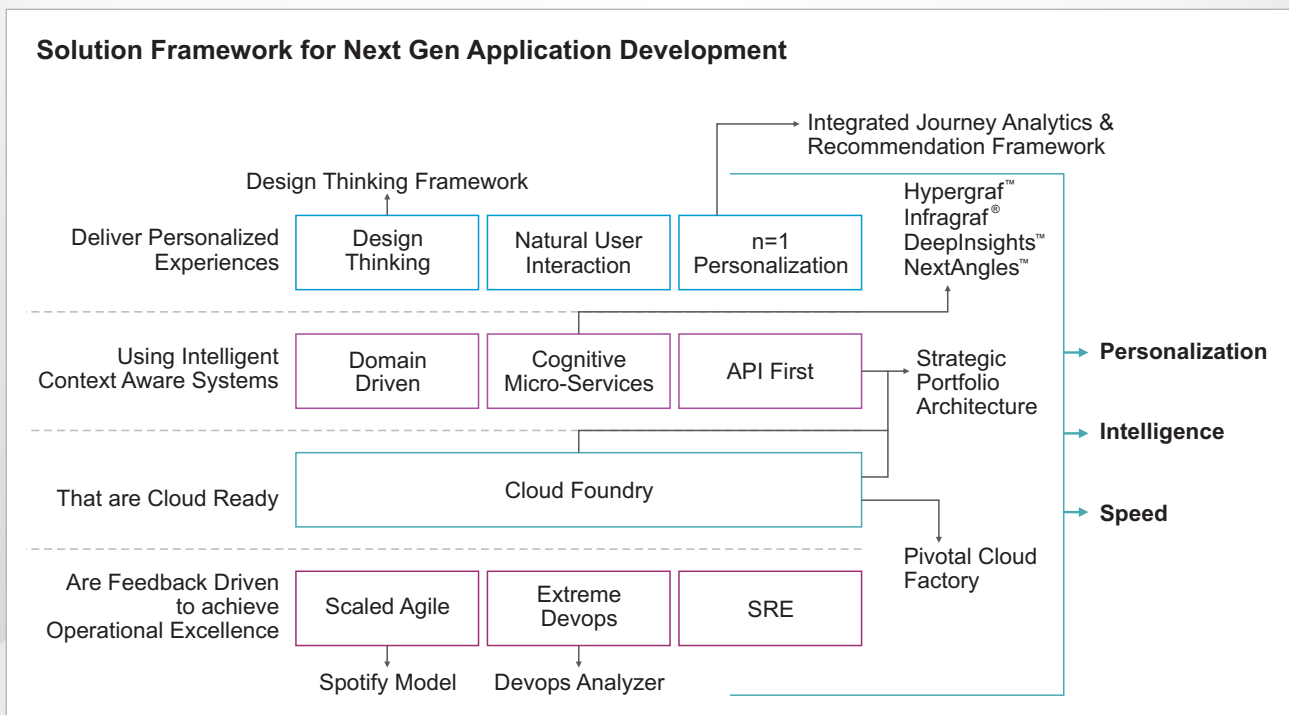
Digital

We drive relevant innovation and transformation using a Front2Back™ approach and applying relevant digital technologies. We use proven mobile-enabled, DevOps and microservices oriented architecture coupled with agile development to assist enterprises achieve rapid ROI and superior engagement.



Cloud

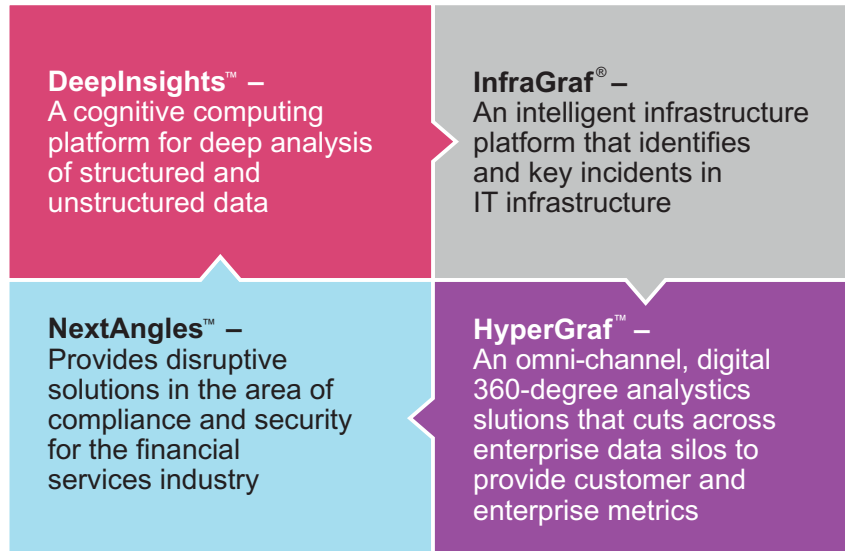
Our end-to-end suite of hybrid cloud services enable organizations to scale up to the next level in integrating cloud into the very foundation of business.



Cognitive

Our Cognitive Practice enables the service transformation of legacy systems to modern, high performance business applications, deploying technologies related to digital, artificial intelligence (AI), machine and deep learning, big data, advanced analytics and robotic process automation (RPA).

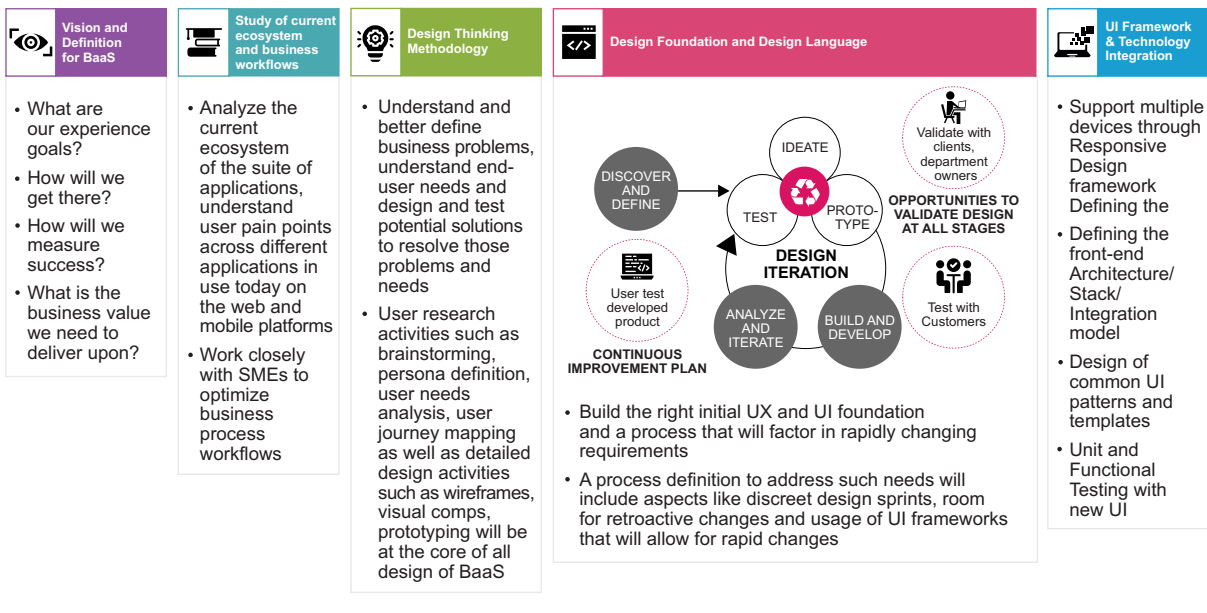
Cognitive Offerings



Usability Experience

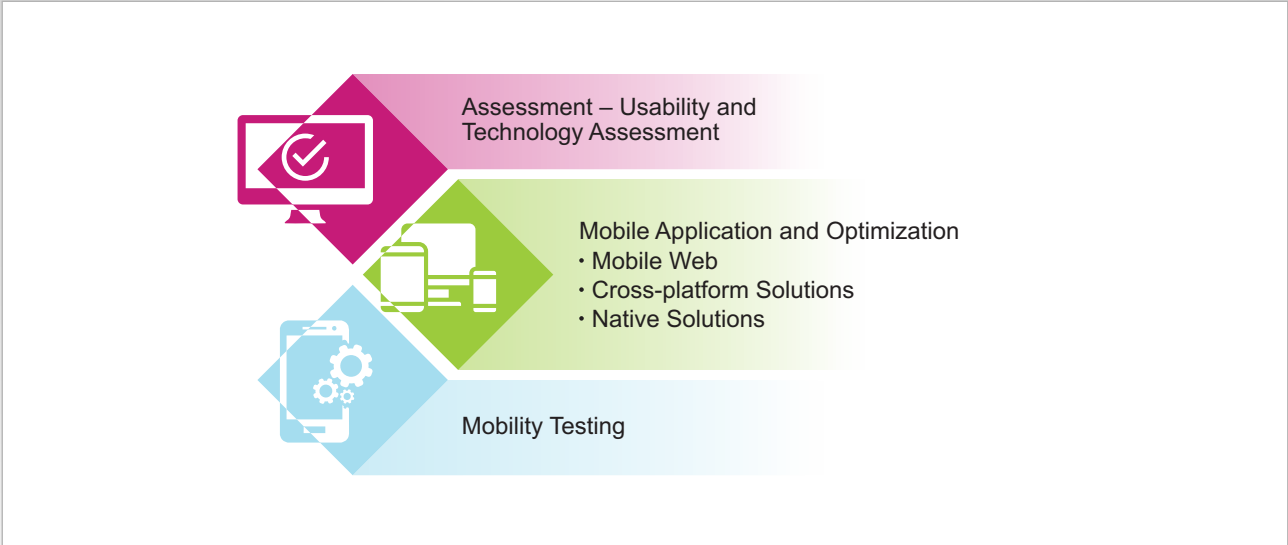
We look at user experience with a designer mindset and adopt design thinking to create change. Our collaborative approach enables clients to experience the benefits of shorter design cycles.

Mphasis' Design-Led Execution Framework + Digital Technology Foundation



Mobility

Thought Leadership, research on emerging trends, and deployment of best practices and re-usable frameworks mark the excellence of our mobility solutions and services that include

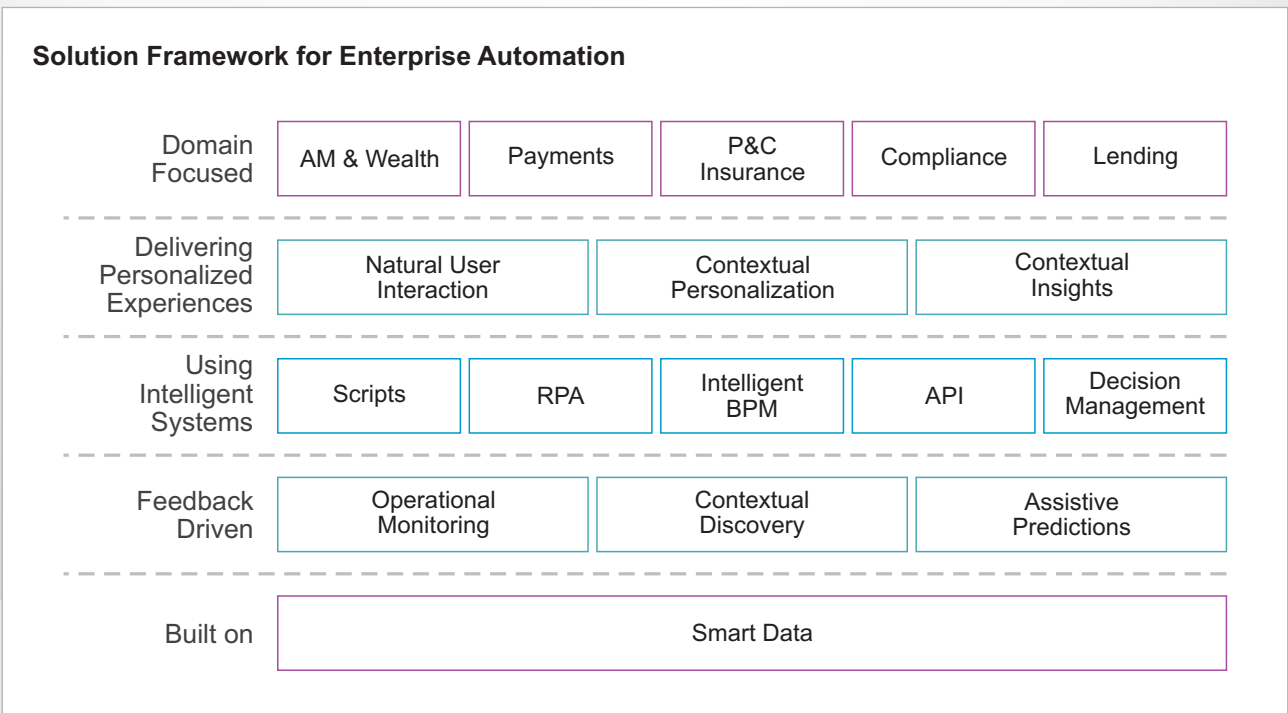


DevOps and SAFe Agile

Our holistic DevOps transformation and SAFe Agile practices improve visibility, reduce complexity, activity time and error rates.

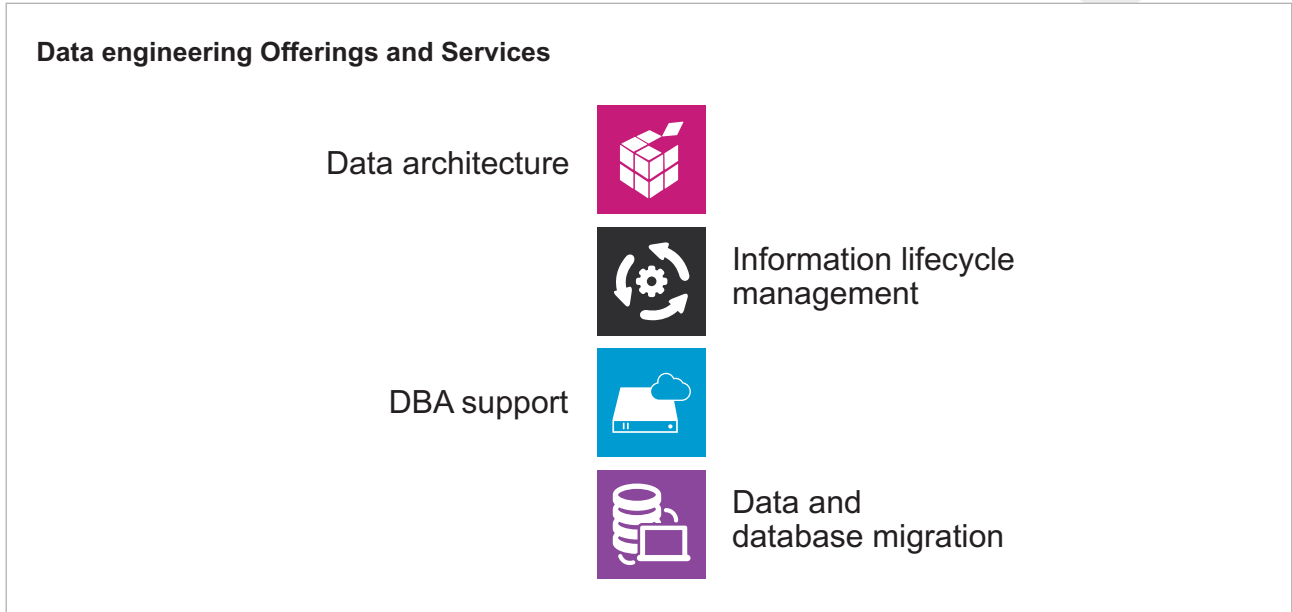
Enterprise Automation

Our domain-focused enterprise automation framework delivers personalized experiences using intelligent systems. Built on smart data and feedback-driven, it enables operational monitoring, contextual discovery and assistive predictions.



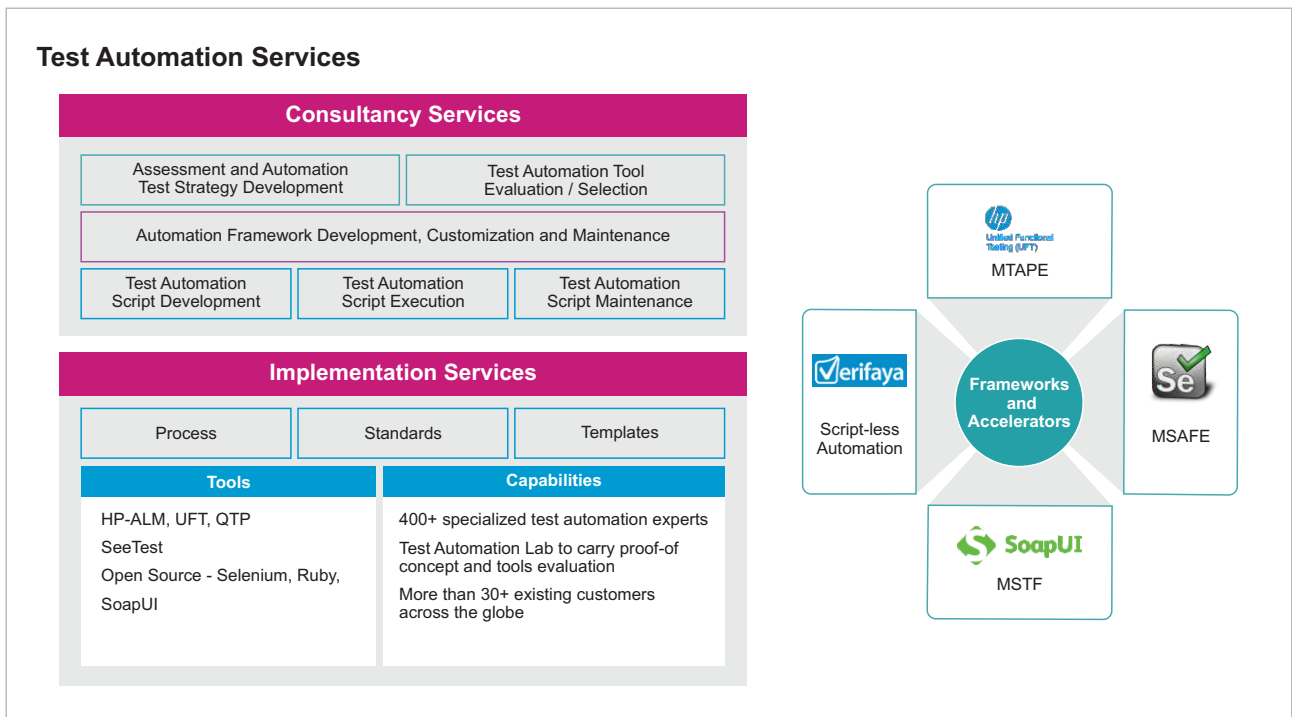
Data Engineering

We enable clients to improve their operations, achieve cost reductions, and accelerate their use of business knowledge by the exploitation of coherent, innovative, reliable, and flexible information assets.



Testing

Our proven testing solutions and services help clients contain costs and optimize time-to-market. As a 'Quality First' value provider, we are quality partners for our clients that deliver sustained innovation to enhance their QA maturity, optimize automation, provide state-of-the-art tools and processes for governance, and reduce costs.



Enterprise Architecture and Integration (EA&I)

Our EA&I practice helps explore opportunities to increase revenues through new distribution channels and electronic service delivery. This reduces transaction costs and maximizes return on IT investments.

NextSTEP

for a next-gen unified service transformation

NextSTEP, our next-gen unified service transformation platform achieves seamless synergy of automation, delivery frameworks, methodologies, tools, accelerators, reusable assets and best practices to deliver the digital promise faster, better and with higher cost-efficiency.

With a complete portfolio of tools, apps, accelerators and reusable assets, Mphasis' NextSTEP enables clients achieve their IT transformation goals with accuracy, efficiency and at much lower costs. All components are hosted on a single platform and dockerized (containerized) for a differentiated touch-and-feel experience on the actual tools and utilities.

Unified Service Transformation Platform

SERVICE TYPES	SCENARIOS / CUSTOMER AGENDA				
	Acceleration	Cost Optimization	Modernization	Quality Improvement	Reorganization
Consulting and Assessments	• Code release	• Automation	• Portfolio rationalization	• Code quality	• IT integration
Architecture and design	• End-user support	• Outsourcing/ Offshoring	• Technology refresh	• Reliability	• Separation
Development and testing	• Infra provisioning	• Shared services	• Transformation (X2C ² , F2B)	• Security	• Migration
Production Support	• Workflow optimization	• Capex/Opex transformation	• Desktop Unification	• Standardization	• Skill Consolidation
Service Operations				• Operations Quality	

Our 'leading edge' platform components can be deployed in any client environment in an **unified and integrated way**

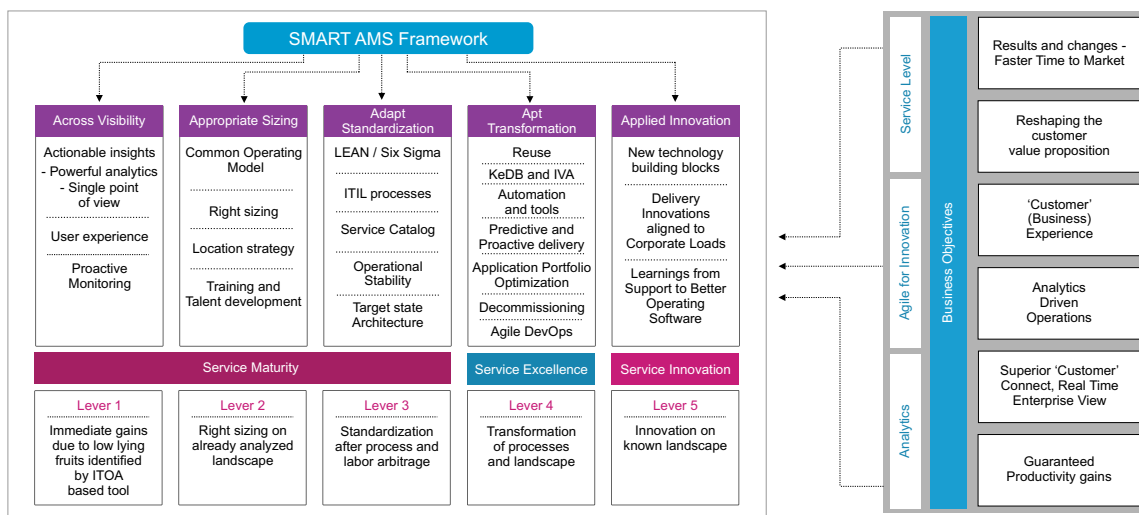
Smart AMS

an agile framework for Application Management

Combining insightful visibility, appropriate sizing, adaptable standardization and applied innovation, the Smart AMS framework delivers analytics-driven transformation for -

- Enhanced time-to-market
- Superior customer-connect and experience
- Guaranteed productivity gains

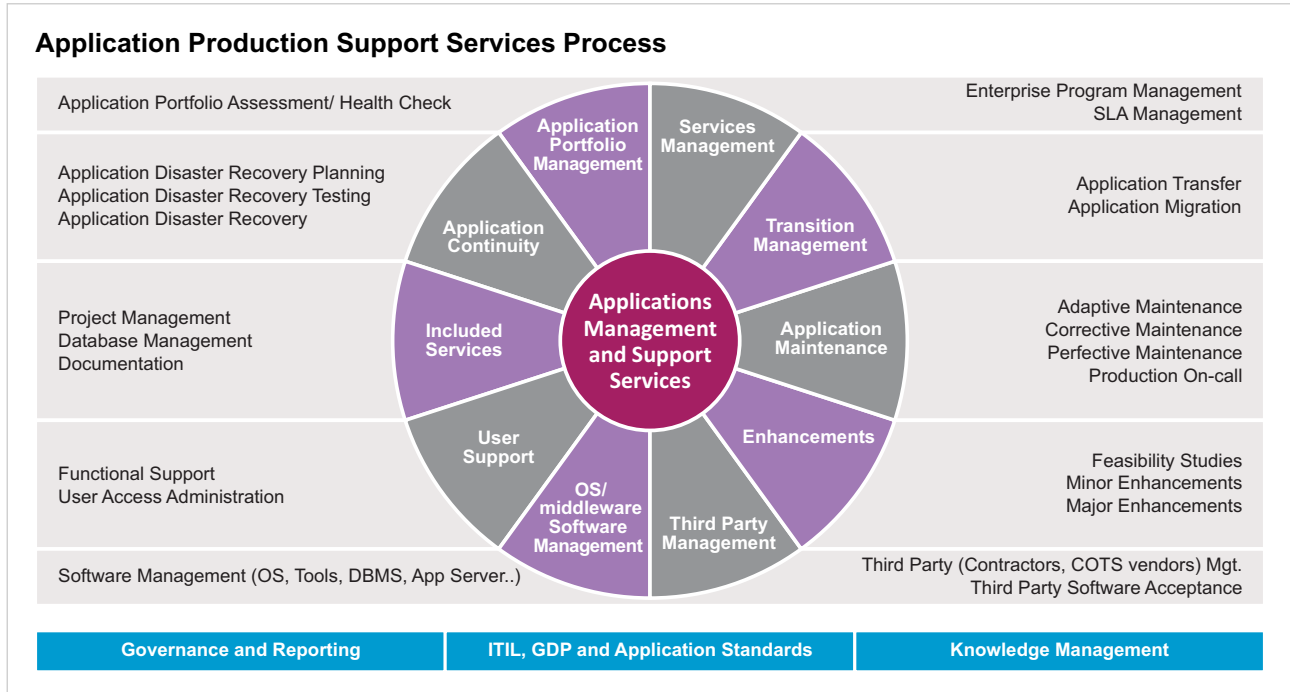
Managed Services



Application Production Support

Our comprehensive and integrated Application Portfolio Management and Support framework provides efficient and meticulous support for varying degrees of application mission criticality.

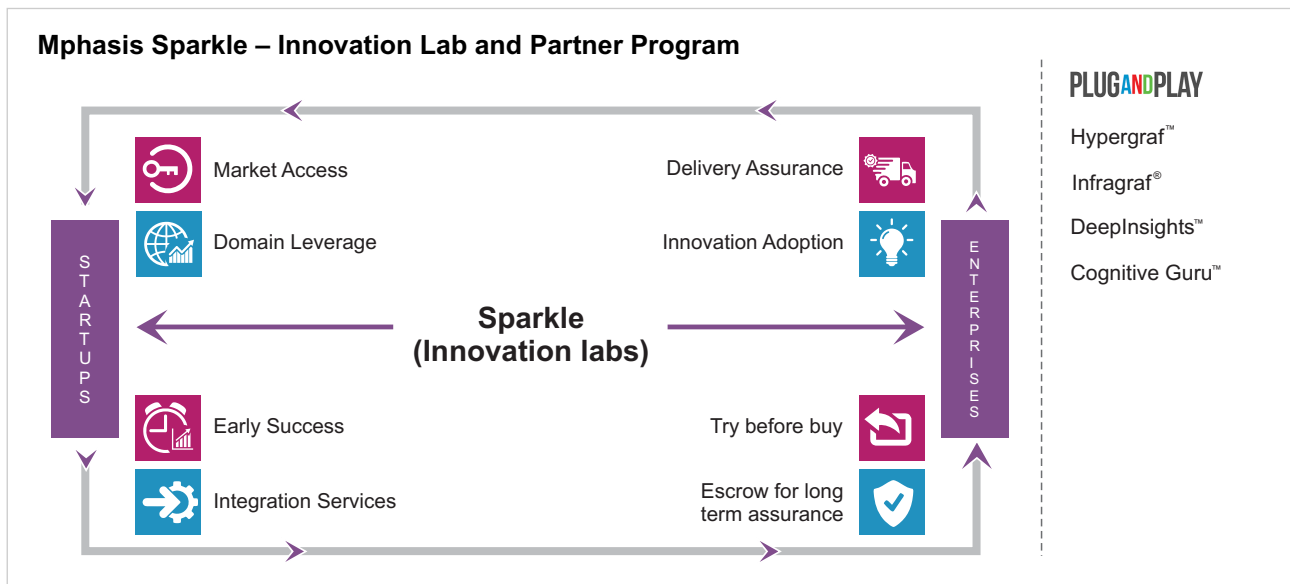
We drive cost effectiveness through deployment of proven Mphasis ITIL-based processes and tools, and providing services from lower-cost locations.



Innovation @ Mphasis

Innovation forms the bedrock of Mphasis' strategy to enable our clients achieve success in their digital transformation journey. Through both inhouse innovation labs (NextAngles) and client-specific innovation programs (Sparkle Labs), we provide transformative solutions in customer experience, IT operations and risk and regulatory compliance.

- Open, collaborative platform between Mphasis, enterprise clients, and technology start-ups
- Domain-relevant and state-of-the-art tech solutions by leveraging emerging technology startups
- Startups get a platform to showcase innovative solutions to large enterprises
- Have leveraged 30+ Innovative startups in Fintech, Insurtech and Supply Chain
- Tie up with Plug and Play



Success stories



CLIENT
Global Financial Services major in Singapore

SCOPE

Production Support and Maintenance Services to re-develop the SMD application with a technology stack that is platform independent.

BUSINESS BENEFITS

- Entire legacy Oracle application screen shots captured in all 941 test cases
- Allow version control related operations
- Allow deployment in a desired environment
- Help in storing the baseline information



CLIENT
Banking Major in Scotland

SCOPE

Production Support and Maintenance Services for mission critical bank payment systems (Euros 25 Bn per day).

BUSINESS BENEFITS

- **60-70%** tickets reduction for critical systems
- **91%** reduction of report runtime, batch runtime reduced by 70%
- **30%** reduction in project commissioning time, improved time to market



CLIENT
American Brokerage and Banking Major

SCOPE

24x7 Production Support and Maintenance, Enhancements and Release Management.

BUSINESS BENEFITS

- **97%** reduction in downtime
- **27%** reduction in number of incidents count



CLIENT
Leading US Wealth Management and Brokerage Institution

SCOPE

Partner in comprehensive PaaS modernization

BUSINESS BENEFITS

- **50%** reduction in infrastructure provisioning timelines
- Modernized applications to provide an intelligent and cloud native portfolio of Retirement Planning services



CLIENT
Large European Airline

SCOPE

24x7 Production Support and Maintenance Services for highly mission critical Airline Reservation System (for 4 airline consortium) with up times from 99.85% to 99.99% and severe financial penalties for downtime.

BUSINESS BENEFITS

- **100%** consistent SLA track record – zero penalty
- **CSAT 5/5** Eclipsed 20 Quarters of poor CSAT
- **25%** cost savings to client
- Delivered high-availability of Super-Critical Reservation System for multiple airlines
- Green dashboard throughout Transition



CLIENT
European Oil and Gas giant

SCOPE

Production Support and Maintenance of entire midrange server farms across 180 locations in US and EMEA.

BUSINESS BENEFITS

- Consolidated IT assets by **30%** and reduced maintenance cost by **56%**
- Unplanned downtime reduced by **65%**
- **95%** reduction in cycle time to build a virtual server
- Helped Client in achieving Disaster-Proof Certification with **\$80M** in business impact



CLIENT
Top Tier-1 U.S. Bank

SCOPE

Design the Cloud transformation strategy, and enable micro-services, cloud native implementations and an integrated DevOps and cloud factory model

BUSINESS BENEFITS

- Micro-services and cloud native implementations and prototypes delivered through Innovation Lab
- Delivered Microservices architecture-based cloud native APPS, on their full stack cloud platform
- Built migration plans and templates, and reference implementations through best practices to enable integrated DevOps and cloud factory model

ABOUT MPHASIS

Mphasis (BSE: 526299; NSE: MPHASIS) enables customers to reimagine their digital future by applying a unique formula of integrated cloud and cognitive technology. Mphasis X2C² formula for success (shift anything to cloud and power everything with cognitive), drives five dimensions of business value with an integrated consumer-centric Front to Back Digital Transformation, enabling Business Operations and Technology Transformation. Mphasis applies advancements in cognitive and cloud to traditional application and infrastructure services to bring much needed efficiency and cost effectiveness. Mphasis' core reference architectures and tools, combined with domain expertise and hyper specialization are the foundation for building strong relationships with marquee customers.

For more information, contact: marketinginfo@mphasis.com

USA
460 Park Avenue South
Suite #1101
New York, NY 10016, USA
Tel.: +1 212 686 6655

UK
88 Wood Street
London EC2V 7RS, UK
Tel.: +44 20 8528 1000

INDIA
Bagmane World Technology Center
Marathahalli Ring Road
Doddanakundhi Village
Mahadevapura
Bangalore 560 048, India
Tel.: +91 80 3352 5000



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