

# Voice Infrastructure Deployment for an American Grocery Manufacturing and Processing Giant



## The Client

The client is a leading grocery manufacturing and processing conglomerate in America. The client's voice infrastructure needed to span over 300 devices across the US and Canada.

## Business Objective

The client's infrastructure was scattered with multiple platforms and solutions, and lacked standardization. These included stand-alone systems that were expensive to maintain. Lack of standardization also resulted in the inability to have a unified view of the infrastructure, which increased cost, effort, and risks in managing the environment.

## How Mphasis Helped

After analyzing the infrastructure, Mphasis laid a roadmap for an infrastructure transformation. The solution involved installing new systems and software, upgrading existing systems and retiring legacy systems that were compliant to standards.

As part of the solution, Mphasis employed governance mechanisms to facilitate daily reporting and developed strict compliance checks to maintain standards – improving service quality significantly.

The end values delivered are increased availability through consolidated and standardized infrastructure and highly improved productivity through better operational governance.

## About Mphasis

Mphasis is a global Technology Services and Solutions company specializing 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 optimized operations for clients.

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