

Improving Client's Productivity through Service Integration and Near-Shore Delivery



The Client

A high-end luxury automobile manufacturer headquartered in UK

Challenges

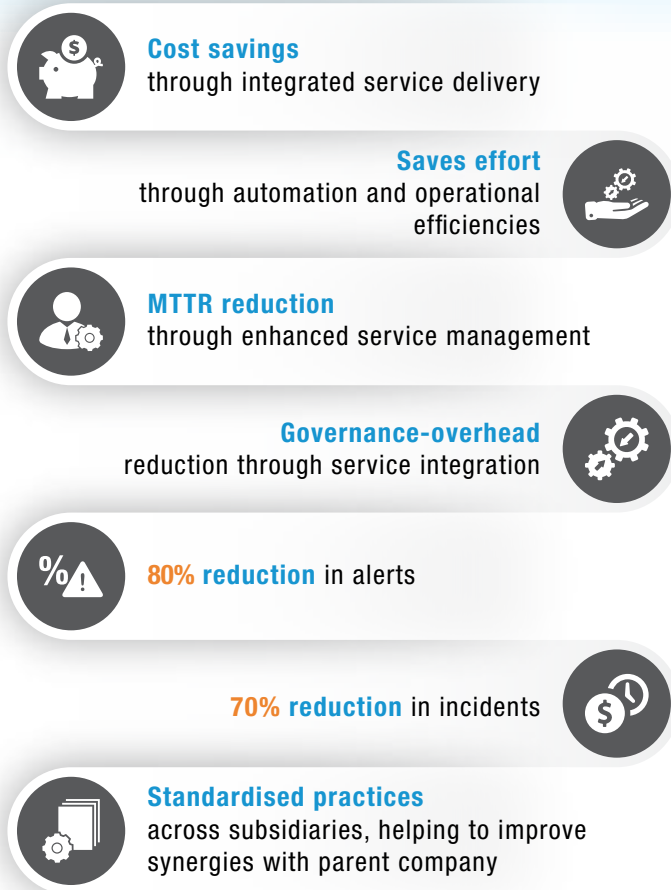
The client faced following business challenges:

- Manufacturing setup with disjointed IT systems
- Integration issues owing to multi-vendor model
- Outdated service management processes and tools
- High total cost of ownership of IT systems
- Synergies not realised with the parent company
- Higher time-to-market giving away competitive edge
- Lack of SOPs and minimal automation

How Mphasis Helped

- On-boarded customer on to InfraGenie in a multi-tenancy model
- Automation and continuous improvement through autonomics led delivery
- Onsite Service Desk with multi-channel capabilities to enhance employee experience of IT
- Service Integration and Management framework for hardware, connectivity, management, etc.
- Customised onsite-offshore mix to suit the specific requirements of manufacturing domain
- Matured combination of dedicated and leveraged and support

Value Delivered



About Mphasis

Mphasis is a global technology services and solutions company specialising in the areas of Digital, Governance, Risk & Compliance. Our solution focus and superior human capital propels our partnership with large enterprise customers in their digital transformation journeys. We partner with global financial institutions in the execution of their risk and compliance strategies. We focus on next generation technologies for differentiated solutions delivering optimised operations for clients.

For more information, contact: marketinginfo@mphasis.com

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

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

USA
226 Airport Parkway
Suite 638
San Jose, CA 95110, USA
Tel.: +1 408-327-1240

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



www.mphasis.com