

Transforming Client's Enterprise IT by Implementing Mphasis Service Delivery Platform



The Client

One of the largest automobile manufacturers headquartered in Germany

Challenges

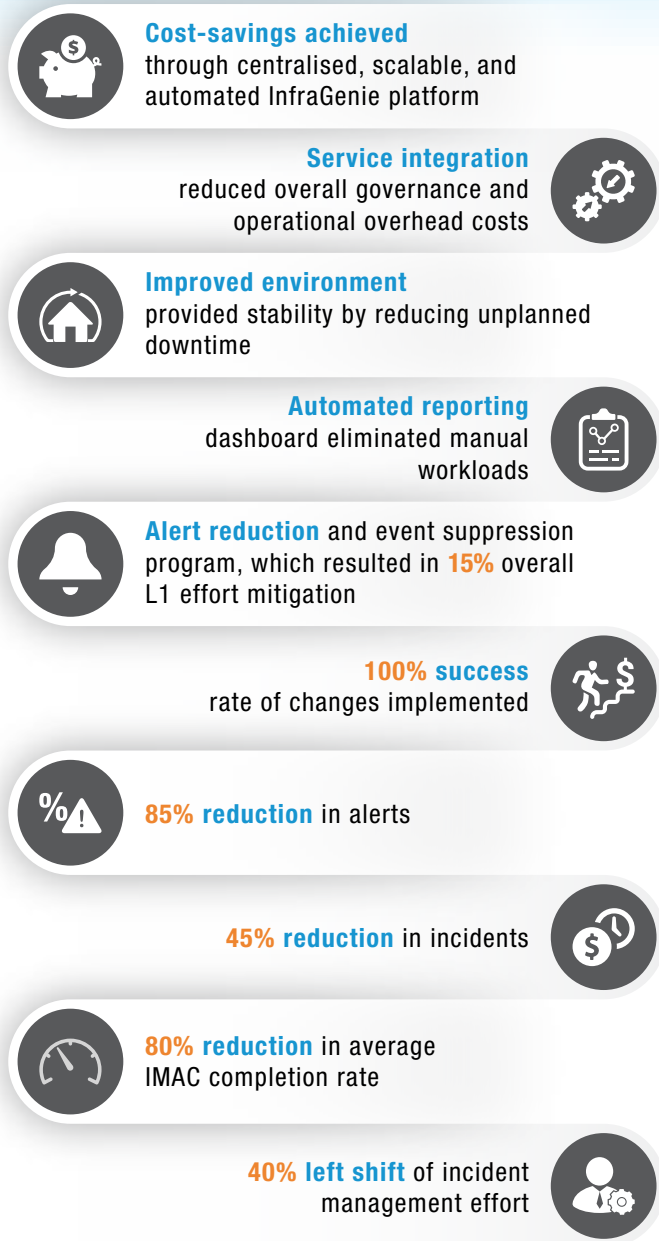
The client faced the following business challenges:

- Fragmented IT ecosystem with systems/tools working in silos
- Integration issues and unstable environment caused by multi-vendor environment
- Subpar employee experience of service desk
- High total cost of ownership of IT systems
- Lack of visibility into operations, impacting change and problem-management initiatives
- Outdated processes delaying time-to-market
- Low end-user satisfaction

How Mphasis Helped

- On-boarded customer into InfraGenie in a multi-tenancy model
- Automation for operational efficiency
- Predictive analytics for environment stability
- Service integration approach for a single business-centric IT organisation
- Enhanced service experience through NextGen end-user services
- Blend of dedicated and leveraged support to maximise output and minimise costs
- Customised onsite-offshore mix to provide heightened support to critical systems

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.

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