Mphasis
The Next Applied

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

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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.

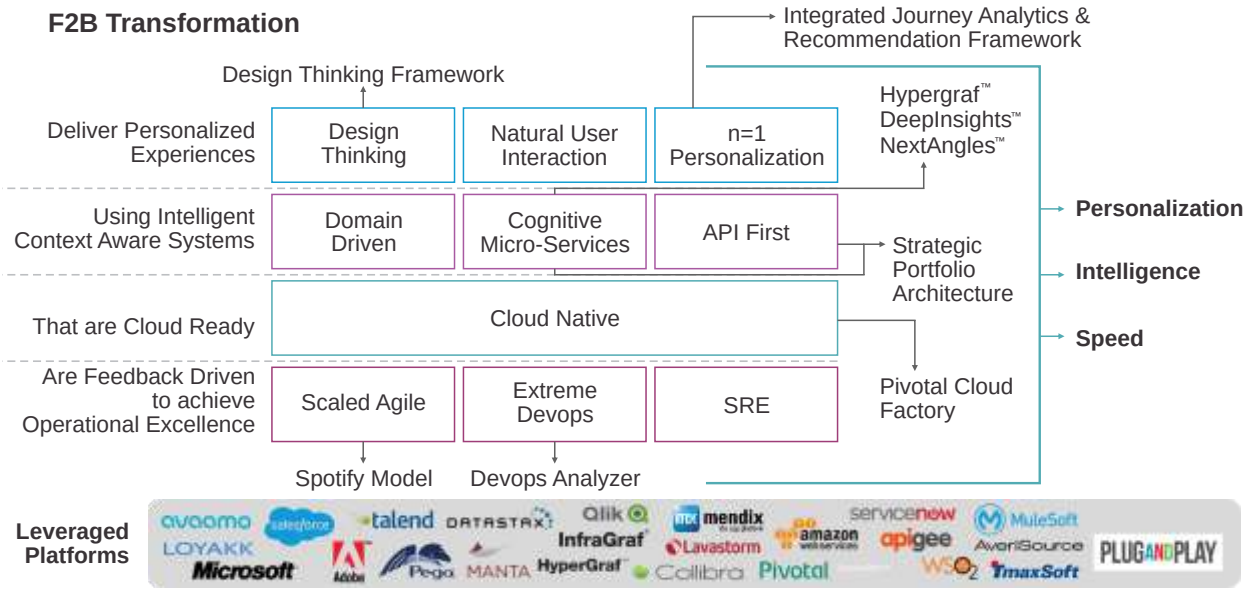
Our versatile offerings span the range of:

- 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.

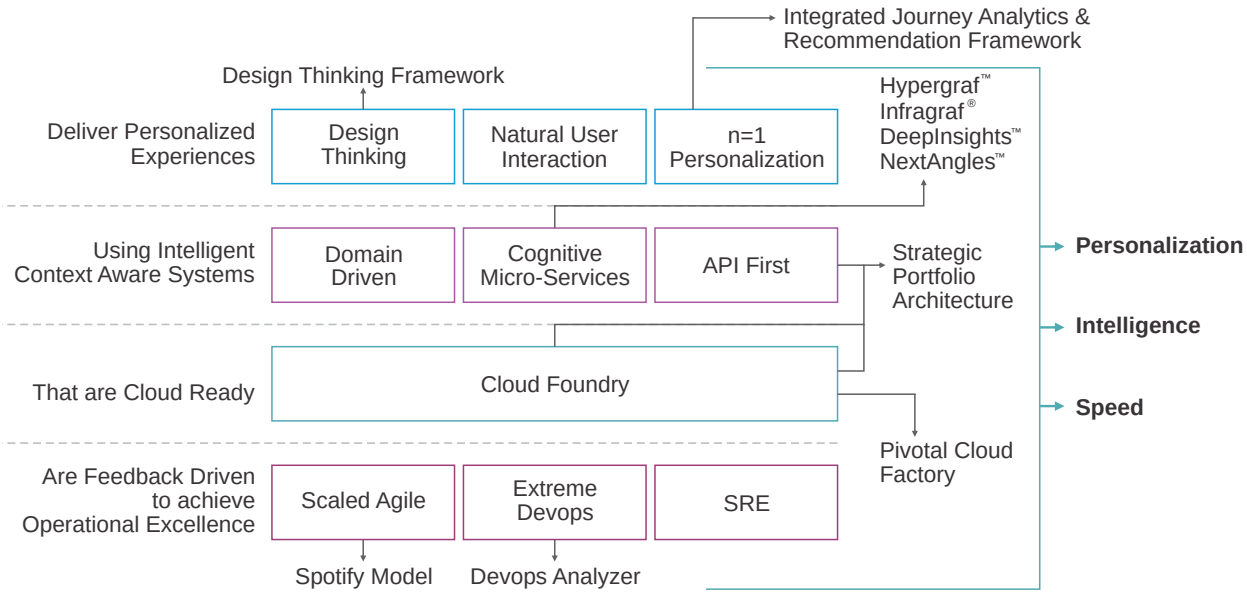
Front2Back™ (F2B): Solution Framework for Engagement and Intelligence Layer around Core



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.

Solution Framework for Next Gen Application Development



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

DeepInsights™ –
A cognitive computing platform for deep analysis of structured and unstructured data

InfraGraf® –
An intelligent infrastructure platform that identifies and key incidents in IT infrastructure

NextAngles™ –
Provides disruptive solutions in the area of compliance and security for the financial services industry

HyperGraf™ –
An omni-channel, digital 360-degree analystics slutions that cuts across enterprise data silos to provide customer and enterprise metrics

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

Vision and Definition for BaaS

- What are our experience goals?
- How will we get there?
- How will we measure success?
- What is the business value we need to deliver upon?

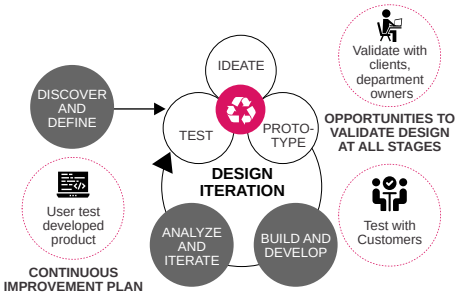
Study of current ecosystem and business workflows

- Analyze the current ecosystem of the suite of applications, understand user pain points across different applications in use today on the web and mobile platforms
- Work closely with SMEs to optimize business process workflows

Design Thinking Methodology

- Understand and better define business problems, understand end-user needs and design and test potential solutions to resolve those problems and needs
- User research activities such as brainstorming, persona definition, user needs analysis, user journey mapping as well as detailed design activities such as wireframes, visual comps, prototyping will be at the core of all design of BaaS

Design Foundation and Design Language



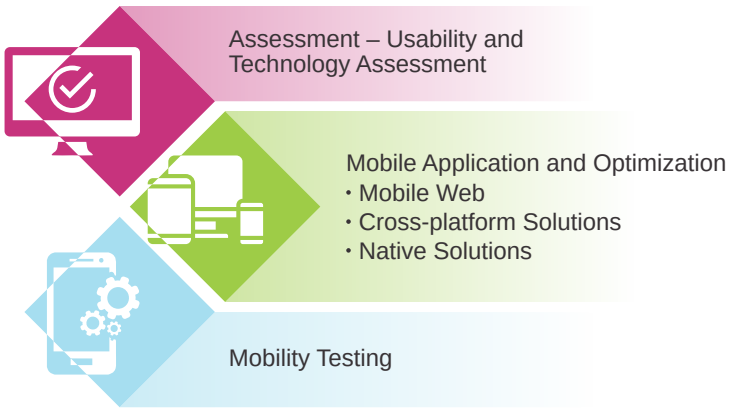
- Build the right initial UX and UI foundation and a process that will factor in rapidly changing requirements
- A process definition to address such needs will include aspects like discreet design sprints, room for retroactive changes and usage of UI frameworks that will allow for rapid changes

UI Framework & Technology Integration

- Support multiple devices through Responsive Design framework Defining the
- Defining the front-end Architecture/ Stack/ Integration model
- Design of common UI patterns and templates
- Unit and Functional Testing with new UI

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.

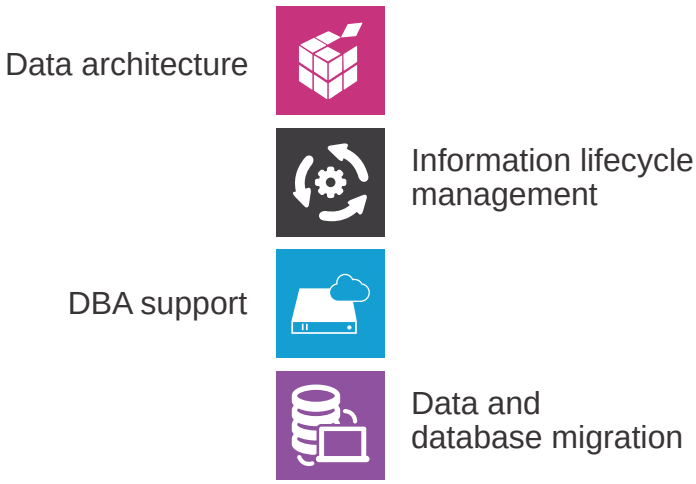
Solution Framework for Enterprise Automation

Domain Focused	AM & Wealth	Payments	P&C Insurance	Compliance	Lending
Delivering Personalized Experiences	Natural User Interaction	Contextual Personalization	Contextual Insights		
Using Intelligent Systems	Scripts	RPA	Intelligent BPM	API	Decision Management
Feedback Driven	Operational Monitoring	Contextual Discovery	Assistive Predictions		
Built on	Smart Data				

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.

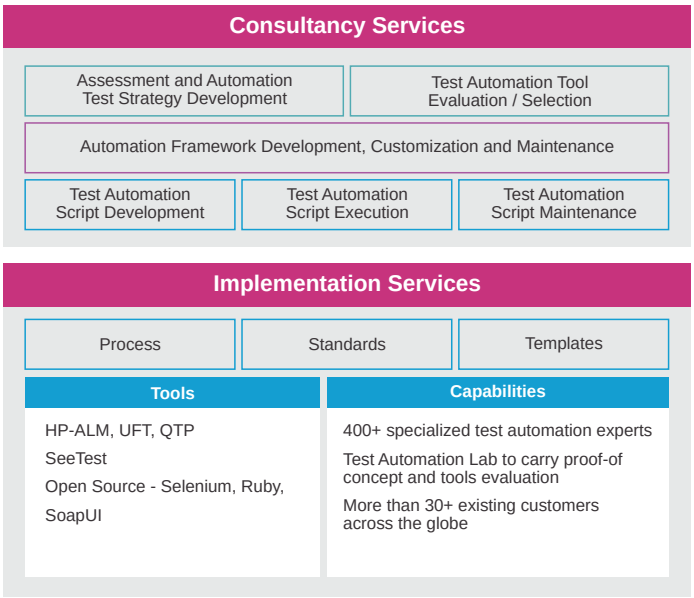
Data engineering Offerings and Services

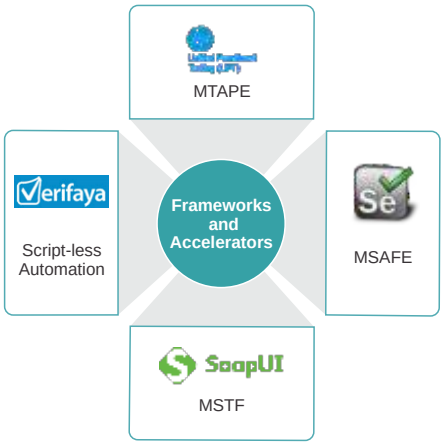


Testing

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.

Test Automation Services





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 • End-user support • Infra provisioning • Workflow optimization	• Automation • Outsourcing/ Offshoring • Shared services • Capex/Opex transformation	• Portfolio rationalization • Technology refresh • Transformation (X2C$^2_{TM}$, F2B) • Desktop Unification	• Code quality • Reliability • Security • Standardization • Operations Quality	• IT integration • Separation • Migration • Skill Consolidation
Architecture and design					
Development and testing					
Production Support					
Service Operations					

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

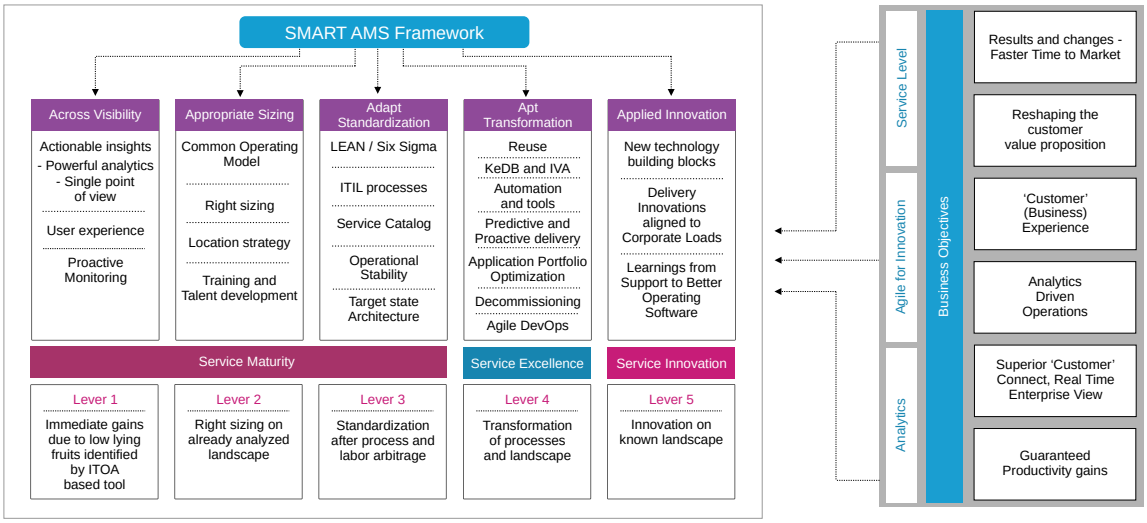
Smart AMS

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
- → Guarantied productivity gains

Managed Services

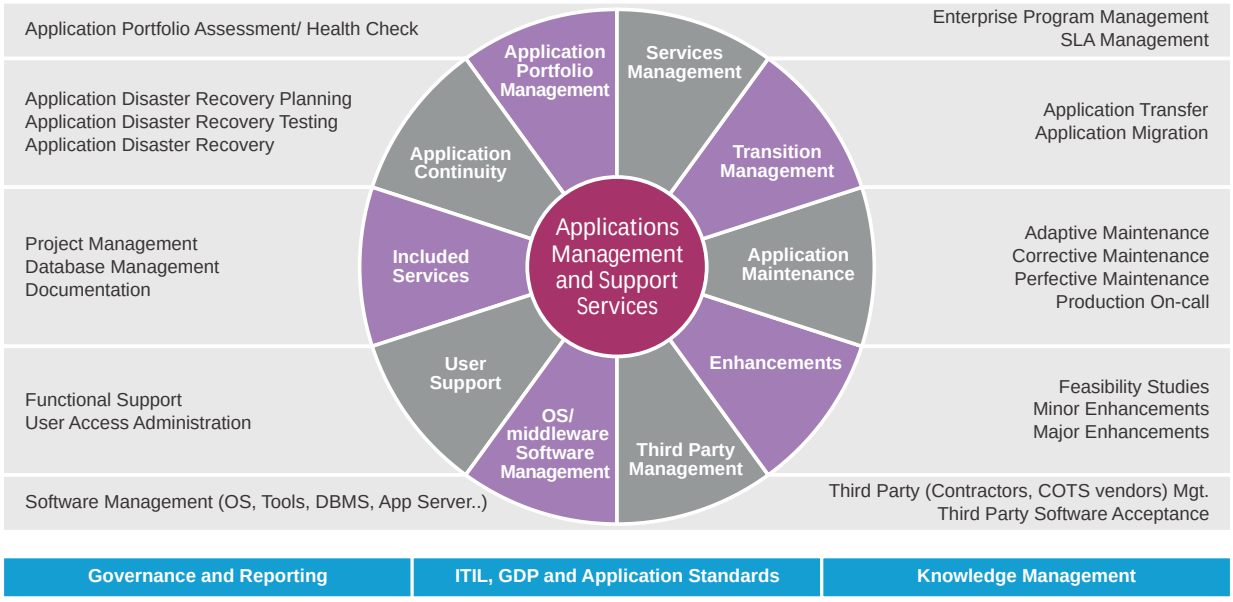


Application Production Support

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.

Application Production Support Services Process

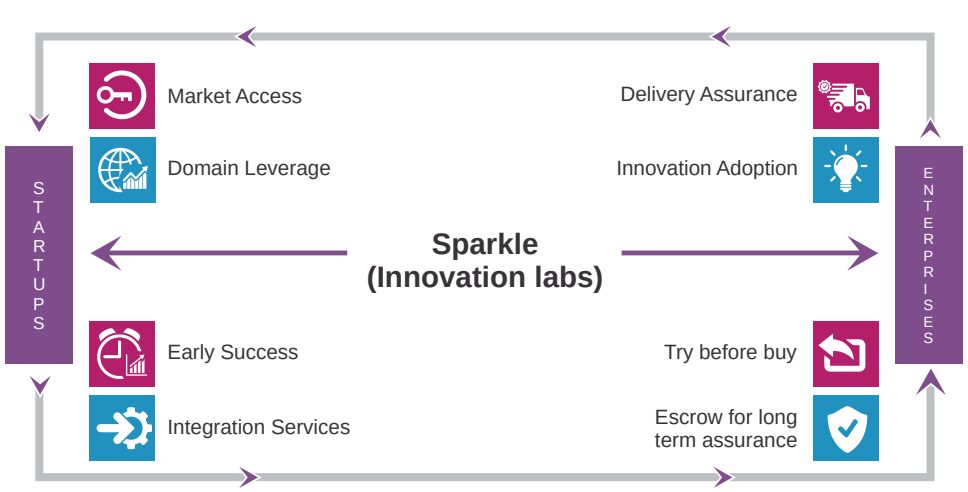


Innovation @ Mphasis

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*

Mphasis Sparkle – Innovation Lab and Partner Program



PLUGANDPLAY

Hypergraf™

Infragraf®

DeepInsights™

Cognitive Guru™

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 applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C=X2C^{2}_{TM}=1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients.

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