



G-Cloud 14

# Service Definition Document

May 2024



Mphasis has 15+ years of experience in delivering successful digital transformation programs for central and local government entities across the globe. We offer the opportunity to accelerate their digital journey with a wide range of solutions cost-effectively, allowing maximum reusability of their current legacy systems. We understand the unique nature of the public sector's needs and challenges, and our offerings enable the right transformation to enable continuous adaptation for improved outcomes.

Mphasis is a leading applied technology services company with 20+years of experience in delivering successful digital transformation for our clients across the globe. Incorporated in 1998, Mphasis is a multinational IT software consulting services company which provides Integrated services offerings in Application, Infrastructure & Business Process Services. We offer organisations an opportunity to accelerate their transformation journey with a wide range of technology solutions. Currently, we operate in 22 countries with more than 37,000 plus employees and 71 delivery centres with annual revenue of \$1.4Bn and a Market Cap of \$7Bn.

Mphasis' Service Transformation approach helps 'shrink the core' through 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 specialisation are key to building strong relationships with marquee clients.



# Our Next-Gen Offerings for Digital Transformation

We are strategic partners in our clients' business transformation journeys through our Front2Back™ (F2B) approach, and the eight powerful offerings

## Experience

Redefining experience using Front2Back™ approach, by rethinking the customer and other stakeholder journeys

## IT Value Stream Acceleration

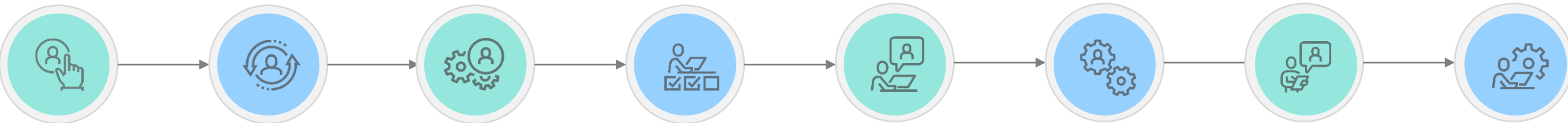
Helping enterprises derive maximum productivity and efficiency across the software delivery value chain, while aligning with the rapidly changing requirements .

## Next-Gen Data

Enabling enterprises to recognize the value of data by leveraging data best practices with DataOps and MLOps tools & technique, helps them see immediate business benefits, without getting mired in sorting out the data quality and data dialect problems that hinder progress.

## Platforms & Protocols - XaaP

Enabling enterprises generate value by enabling interactions between people, groups and users by leveraging network effects and kicking off interactions between supply and demand.



## Modernization

Enabling enterprises to modernize their legacy applications and infrastructure, our self-funded modernization facilitates both accelerated shift out of expensive platforms and extracting business logic from legacy applications and rebuilding them using modern platform architecture.

## NextOps

Combining domain specialization with knowledge in digital and operations, NextOps focuses on a complete rethink of business operations by using advanced automation tools, digital devices and AI/ML. This not only optimizes cost but also dramatically improves customer experience and reduces errors & risk.

## Agile IT Operations

Taking a digital approach to both infrastructure as well as application maintenance to allow enterprises to save on the run budget and use those savings to power digital transformation. The Agile IT Ops tribe is focused on providing this service and at the same time accelerates adoption of cloud.

## Cybersecurity

Enabling CISOs to build secure enterprises that focuses on safeguarding all data against increasing threats in an age of increased adoption of digital channels.



## Mphasis Big Data and AI/ML capabilities underpinning the NextGen Transformation

450+ PB

Data modernized from mainframes and other legacy databases during past seven years

200+

Big Data and Advanced Analytics implementations since 2012

35+

Partners in enterprise data, advanced analytics, AI/ML and data modernization space

80+

Frameworks & Accelerators in Big Data space

27+ PB

of data migrated to cloud from just one on-premise Data Lake in 2016



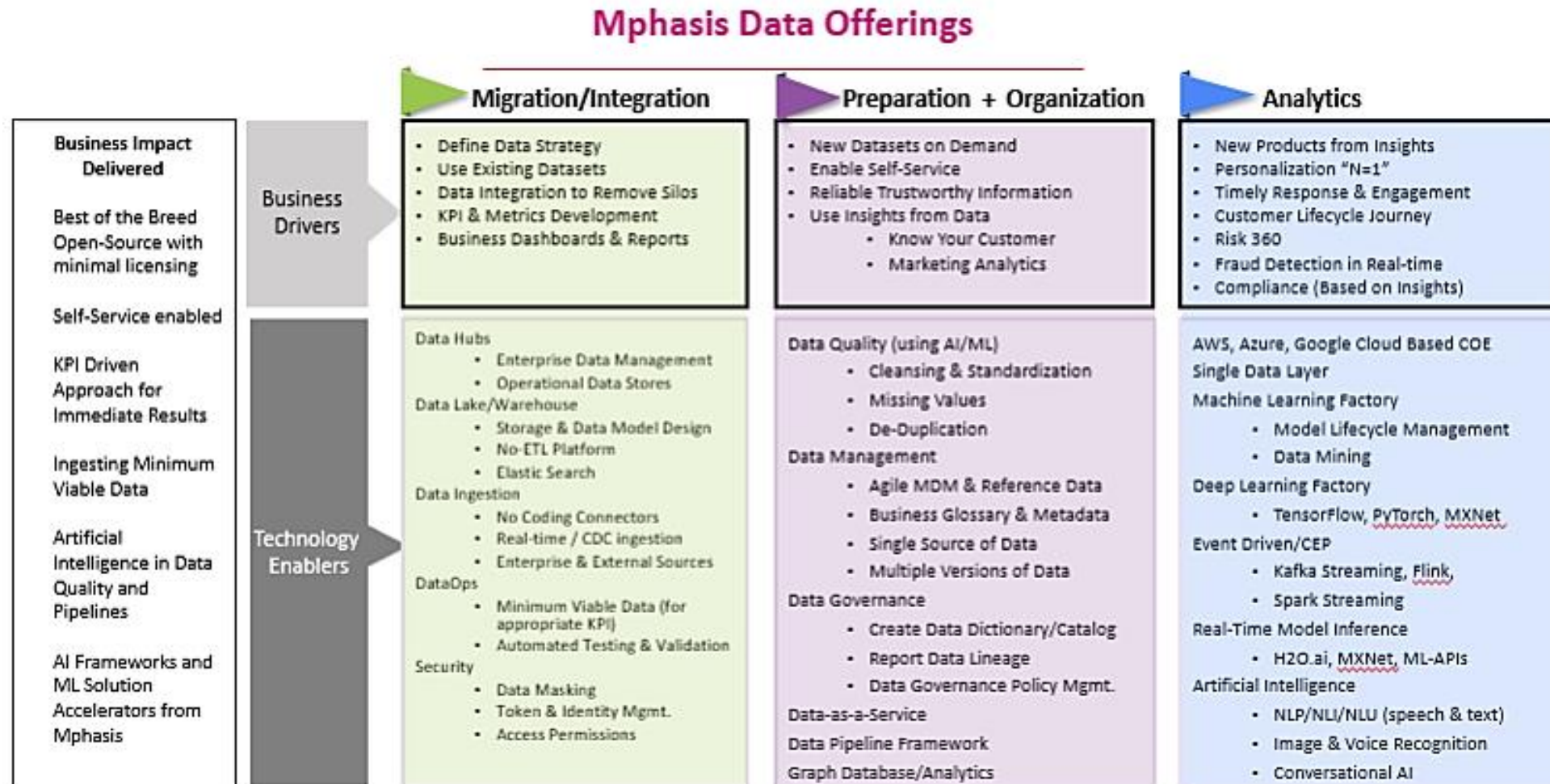
Key Partnerships and Alliances

Technology Stack

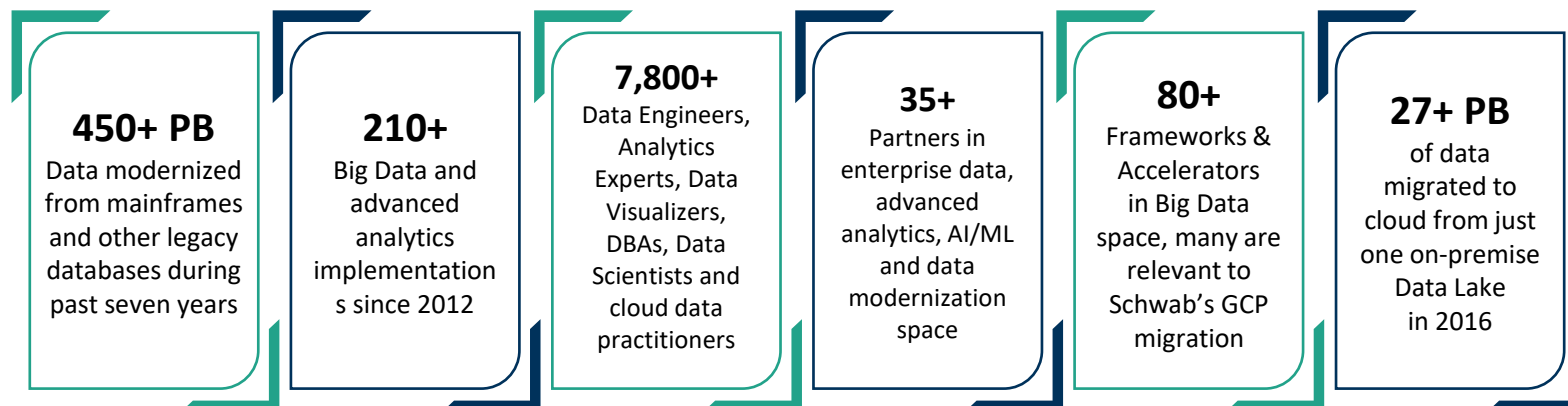
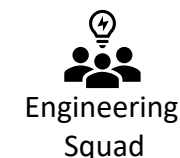
Our Technical Expertise	
Data Ecosystems	<ul style="list-style-type: none"><li>Legacy EDW / GDW</li><li>Cloudera, Hortonworks, MapR</li></ul>
Data Ingestion	<ul style="list-style-type: none"><li>Informatica, Ab Initio, Talend</li><li>Kafka, Spark, Scala, Java</li><li>Flume, Sqoop</li></ul>
Processing Tools	<ul style="list-style-type: none"><li>SparkSQL, TensorFlow, MLlib</li><li>Java, Python, Scala, R</li></ul>
SQL/NoSQL Databases & Query Engines	<ul style="list-style-type: none"><li>Esgyn, HBase, Hive, Neo4j</li><li>Mongo DB, Cassandra</li><li>Spark SQL</li><li>Presto, Dremio, Drill, Impala, Tez</li></ul>
Data Gov.	<ul style="list-style-type: none"><li>Atlas, Talend, Collibra, Manta</li></ul>
Visualization & Reporting	<ul style="list-style-type: none"><li>BusinessObjects, Cognos, SSRS</li><li>Tableau, Qlikview, Spotfire</li><li>Power BI, D3.js, AmCharts, Python</li></ul>







# Next Gen Data Offerings



## Key Partnerships and Alliances



## Key Offerings

<b>Cognitive Mesh 2.0</b>	<b>Liberated Data</b> (SSOT on Cloud)	
<b>Cloud Data Platform Chassis</b> (ADP, <b>Snowflake VW</b> , Cloud Chassis of Cognitive Mesh)	<b>Any Data - One Integration Platform</b> (Mezocliq Low-Code Platform)	
<b>Legacy Data Modernization</b>	<b>Data Fabric</b>	
<b>Xenon Framework</b> (for Data Migration to Cloud)	<b>Migration to MongoDB</b>	
<b>Rapid Data Testing Automation</b> (MD-Gen, MD-Cert, Delphix)	<b>CEP Analytics</b> (IoT/IIoT based)	
<b>DataOps</b>	<b>MDM/RDM</b>	<b>PACE-ML (MLOps)</b>
<b>Analytics Modernization</b>	<b>Data Quality</b>	



## Agile Teams & Communities of Practice



# Data Analytics and AI: Analyzing & Transforming Data

Data is the most valuable asset a company can have. But simply collecting and storing data is no good unless we transform it into useful information. Only when data is extracted and appropriately categorised to identify and analyse patterns, it can be used for business gains and productivity.

Data Analytics is examining data to conclude the information they contain. Several tools and techniques can be used to collect, transform, classify, cleanse, and convert the data into easy-to-understand information. Leveraging the power of analytics helps us locate, refine and connect data more effectively and efficiently.

With data increasingly recognized as a key element of the digital age, the focus is on how data should be collected, leveraged and managed. For a long time, enterprises relied on relational databases. Still, these were soon replaced by big data, mainly due to the velocity and variety, and data lakes that bring all data in one place, available 24\*7, to the right set of people.

AI is used to create metadata and governance without manual intervention to make meaning out of data and find insights. The ultimate goal is to make data available as knowledge – where to find data and how to make it available 24\*7.

To make this happen, Mphasis has certain differentiators and interventions –

- Intervention 1: AI in data (replacing 'people' with AI to create content that downstream systems can use)
- Intervention 2: Big data in the Cloud (replacing two systems - Systems of Records and Systems of Analytics with one system in the Cloud - Hybrid Transactions and Analytics)
- Intervention 3: Streaming Data (replacing traditional analytics with Kafka and Spark that analyses even the transient data)
- Intervention 4: Serverless data management (moving from traditional platforms to Cloud)

Mphasis works on data migration and integration, preps and organizes the data, and analyses this prepared data for the downstream system. Once the data is ingested, prepared and organized, it can be analysed at various points for several purposes.

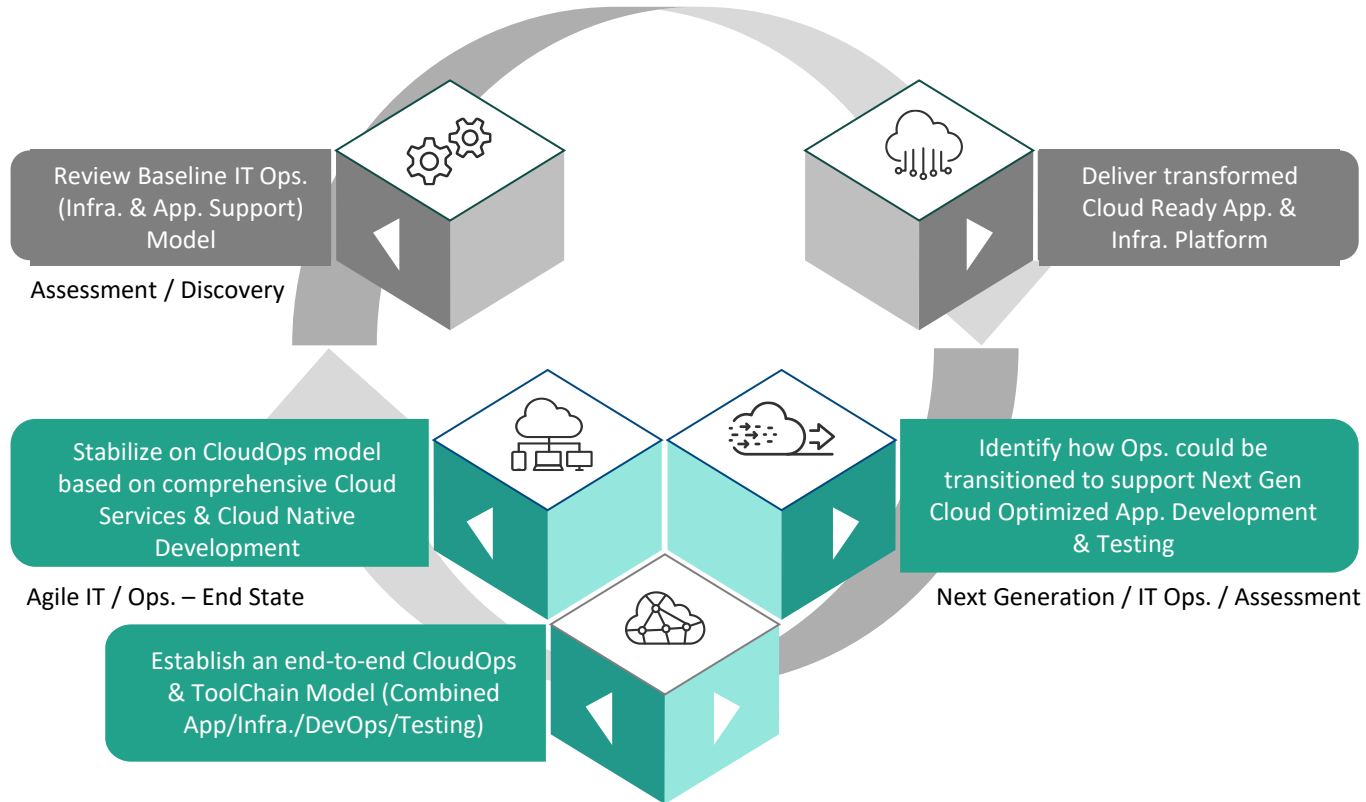


# Agile IT Ops – Applications | Infrastructure | Security | End User

Taking a digital approach to both infrastructure as well as application maintenance allows enterprises to save on the run budget and use those savings to power digital transformation. Our Agile IT Ops focuses on providing this, while accelerating cloud adoption.

- **Integrated Hybrid Management & Brokerage for consumption** monitoring, chargeback, cloud specific SSP with automated workflows
- **ITIL v3 compliant, ITIL v4 Ready Process workflows**
- **Integrated Discovery & Service aware CMDB**
- **Autonomics based Engine**  
Automation across IT stack  
Integration with DevOps and Cloud Automation tools
- **Standard Seamless Interfaces**
  - Monitoring of entire IT estate Physical, Virtual and Cloud - Infra + Apps
- **Delivering end user experience**
  - Self Service Portal
  - Client automation
  - Zero touch fulfillment

Mphasis' Agile IT Ops **integrate automation of operations, design-thinking of user journeys** and creation of new practices to deliver continuous transformation in operations and keep organizations ahead of the digital evolution curve



Mphasis' Agile IT Ops is built on the **strong pillars of the InfraGenie™ platform** that encompasses the critical elements of customer journeys, data analytics, technology and systems, people management, operations and processes, and optimal delivery.

## Mphasis' Infrastructure Services

Seamlessly manage diverse and ever-changing infrastructure, which sets the stage for adopting Next Gen technologies and accelerating digital transformation. Our solutions transform infra and ops to support the demands of an agile and secure hybrid IT environment and enable cost-efficiencies.

## Mphasis' Application Evolution Management Services

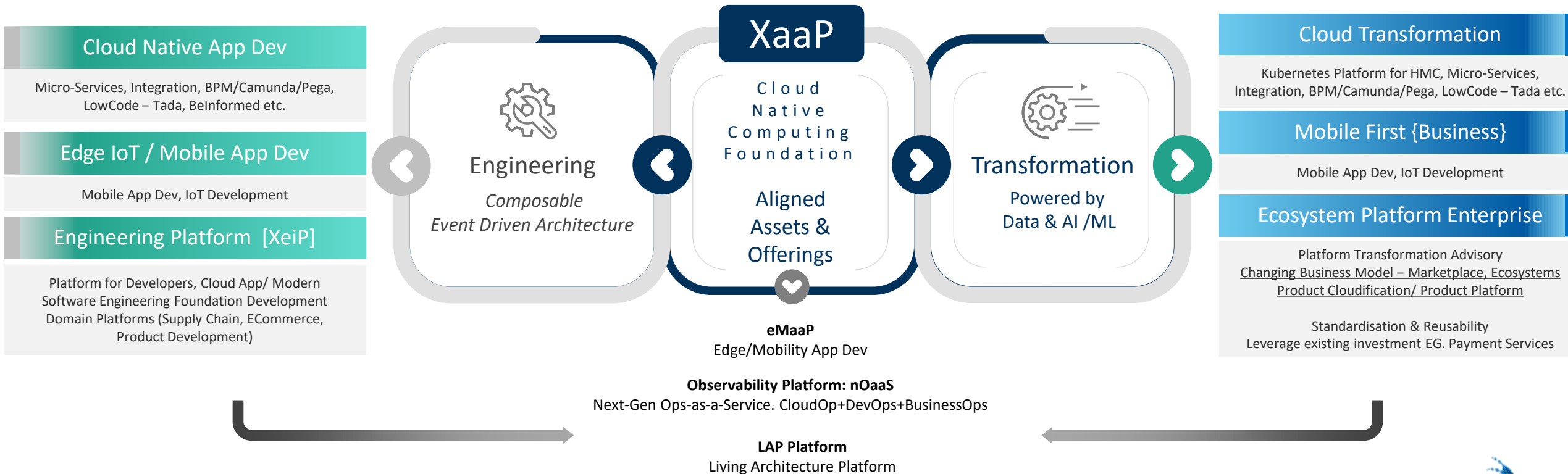
A unique approach powered by NextSTEP platform that not only manages the evolution of applications but enables the journey as 'Technology Evolves' and as organizations move from an 'Applications Environment' to 'Business Capabilities'



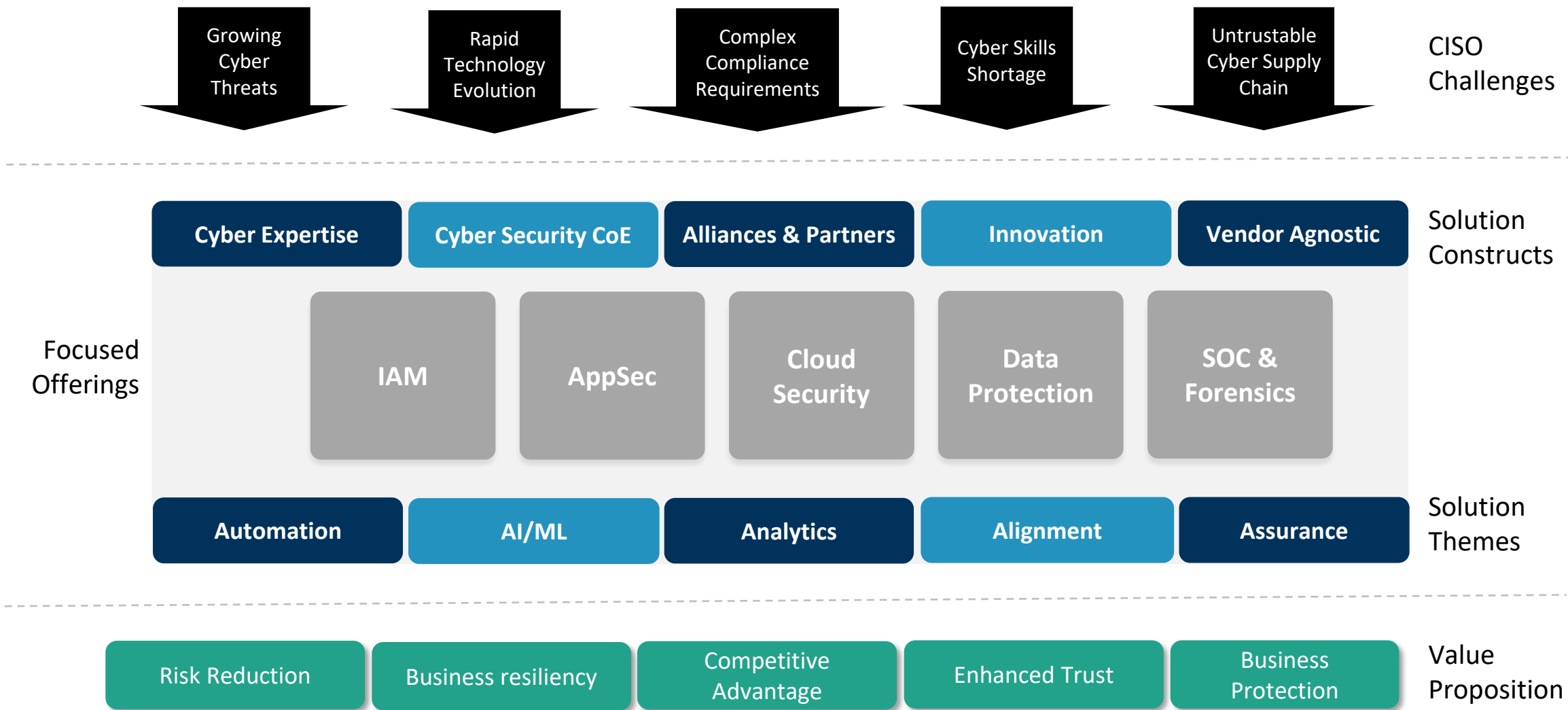


# Protocols and Platforms - XaaP

- Ease of doing business with customers in the digital economy demands connected, seamless, delightful experiences & ongoing governance
- Switch to engineering composable business platforms to accelerate product and service delivery, innovate with partners and customers
- Eliminate the complexity of the systems by reimagining & redefining the simplicity of the transaction to meet growing business / customer needs
- Mphasis XaaP provides cloud-ready platform offerings with industry specific frameworks and accelerators to enable next-gen app development



# Cybersecurity Services



Mphasis Cyber Defence Services enables the CISO to effectively deal with the growing cyber threats using disruptive security technology to provide customers with the confidence to use technology in a boundaryless digital environment. Through decade long experience in providing security services to our clients, Mphasis understands the modern CISO's challenges and endeavours to create solutions that transform security from an impediment to a business enabler.

Mphasis uses its industry-specific X2C2™ framework and Front2Back Transformation approach to adopt a value chain/customer-in view transforming enterprise security programs. By harnessing the power of cognitive technologies and rich data residing in enterprises, Mphasis helps extract maximum value from the existing security investments. It introduces the necessary security intelligence & automation layer teaming with our clients to derive high-risk assurance jointly. In doing so, Mphasis leverages the state-of-the-art reference frameworks such as NIST, ISO, and capabilities of agile transformation for quick results that compound over time

### **DIFFERENTIATORS:**

- Cyber CoE is infused with strong technology enablement
- At Mphasis, having supported 20+ global clients in technology areas, we have created a unique differentiator to support our clients in strategic, technical and operational areas
- From our Cyber CoE, we provide Cyber Advisory, Cyber Technology Implementation and Cyber Operations in multiple areas, such as Identity and Access Management (IAM), Application Security including DevSecOps, Digital Forensics, Infrastructure & Endpoint Security, Security Monitoring and Threat Response, Risk & Compliance Management, Cloud Security and Data Protection, among others.



## CLIENT DEDICATED AREA OF OPERATIONS



Having three dedicated delivery centres across India, we provide 24x7 support to our clients throughout the year. The client regions are designed and isolated from other clients to ensure an appropriate level of segregation, physical infringement protection and sensitive data protection.

## SUPPORTED BY STRONG ENGINEERING PRACTICE AND PARTNER ECO-SYSTEM

With a focus on control automation and orchestration, our engineering practice has developed in-house technology stack for 2-3X faster transformation at up to 60% lesser costs; and proactively managed compliance posture for technology enforcement

The effectiveness of our service is further strengthened by our core partner eco-system across our service line, providing Cloud, DevSecOps, IDAM, Data Security, Digital Forensics, Infrastructure Security; and Risk and Compliance services, among others

## FLEXIBLE ENGAGEMENT MODELS

- 1 Security as a Service: Provide a full stack of Cyber CoE as a service to improve service consumption and integrated services to our clients at an affordable cost
- 2 Security operations for your technology stack: Provide skills and capacities to securely operate and maintain your implemented cyber technology stack from our delivery centres or your office location
- 3 Hybrid model of operations: Provide the best of both the models to our clients wherein SaaS can be consumed for new initiatives, and existing investments can be maintained and operated under 2nd model of operations
- 4 Hybrid model of operations: Provide the best of both the models to our clients wherein SaaS can be consumed for new initiatives, and existing investments can be maintained and operated under 2nd model of operations





# Cybersecurity - Our Key Offerings

## Cybersecurity Support as a Service

Mphasis Cybersecurity Support as a Service bridges the cybersecurity skills shortage through trained and experienced specialists and offers flexibility to scale based on the need of the business to ensure “always-on” (24x7x365) security operations.

## Governance, Risk and Compliance

Cyber defence is not about just having the latest technology. Having a pragmatic approach to cyber defence is key to ensuring full visibility of your security program, compliance with mandatory obligations, and taking a risk- based approach to spend your security budget.

## Cloud Security

Cloud is the new normal; however, most organisations find their security program lacking to protect security on the Cloud. Mphasis Cloud security services help you transform and extend your security program to protect your cloud- based assets while approaching it from four key perspectives: identity security opportunity, workload protection areas, data security strategy, and leadership reporting.

## Application Security and DevSecOps

Applications provide digital access to enterprise resources. Our Application Security and DevSecOps offering provide end to end security of the CI/CD pipeline. From securing your Infrastructure as code to automated application testing, intelligent vulnerability prioritisation and remediation.

## Data Security

Tightening data protection & privacy requirements are a major focus area of regulators and organisations. Breach or loss of business-critical data could damage the organisation’s viability. Mphasis Data Security services offer data leakage protection, encryption, masking and tokenisation to protect data at rest and in motion, on-premise, Cloud and mobile.

## Identity and Access Management (IAM)

- Utilising the power of AI and ML, our IAM service provides:
- e-based access control.
- Identity consolidation and centralisation.
- Protecting the systems against identity breaches and phishing attacks.
- It strengthens the Identity perimeter and transforms Identity security as the first line of defence.

## Threat Monitoring & Incident Response (SOCaaS)

Moving from traditional Security Operations Center (SOC) to Proactive Threat Monitoring & Incident Response helps you prevent threats before they can cause damage. In addition, Mphasis Cyber Defence Services helps transform your incident response preparedness.

## Infrastructure Security

Intending to protect the core, Mphasis helps you establish security for the core technology stack of your organisation, covering endpoint, networks and protection against vulnerabilities.

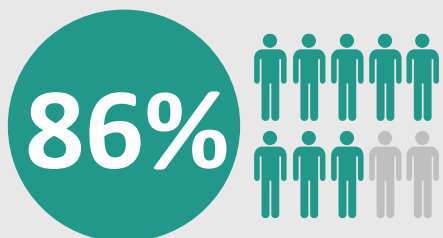
## Digital Forensics and Breach Investigations

Digital Forensics & Incident Response (DFIR) service provides in-depth forensics investigation of digital analysis assets and analyses advanced threats and malware. It gathers evidence on malicious activities, investigates incidents at speed, and responds with short-term containment and long-term preventive strategies.



Mphasis acquired Blink UX - a User Experience research, strategy, and design firm

## CUSTOMER EXPERIENCE IS THE NEW BRAND



of buyers will pay more for a better customer experience



The global Customer Experience Management market size by 2027

**\$23.6 Billion**

Technology is a commodity



Customers want the ability to differentiate

Design is in our DNA



Mature UX Practice

"Defragmented" Solutions



Design + Domain & Technology

**WE ARE ALREADY  
IN MOTION**



## The Experience Lens – The critical differentiator that enriches our value proposition

### Our Offerings

#### Strategic Consulting as a wedge



##### CXM Consulting

Experience Debt, Maturity Models, Frameworks & Accelerators, Consulting Services



##### Customer-Centric Business Strategy

and Business Model Design  
Design Thinking, F2B



##### Touchpoint Design

Bridge the Product and Promise Gap

#### Design Led Offerings



##### Workplace Management

The Workplace of the Future



##### Experience Lens on Domain

Reimagine Care  
UW Experience  
Broker Experience  
Payments



##### Journey based Organizations

Methodology & frameworks to enable customers



##### Contact Center Experience Design

The Contact Center of the Future



##### Design 3.0

Design Systems & Design Platforms

**Methodologies | Frameworks | Accelerators | Experience Design**



# Mphasis Experience Services

We help clients innovate, imagine, and transform.

Envision new opportunities	Create great products	Enable transformation
<p><b>From new services, products, or features, we innovate using a proven process combining creativity and research.</b></p> <ul style="list-style-type: none"><li>•Competitive Analysis</li><li>•Concept Evaluation</li><li>•Contextual Inquiry</li><li>•Customer Experience Journey Mapping</li><li>•Design Workshops</li><li>•Diary Studies</li><li>•Ethnographic Research</li><li>•Experience Prototypes</li><li>•Future State Storyboards</li><li>•Prototyping</li><li>•Service Design Blueprints</li><li>•Strategy and Envisioning Workshops</li><li>•User and Stakeholder Interviews</li><li>•Vision Prototypes</li></ul>	<p><b>Solving complex problems through an evidence-driven design process that delivers innovative, useful, and inspiring digital products.</b></p> <ul style="list-style-type: none"><li>•Accessibility Reviews</li><li>•Customer Experience Benchmarking</li><li>•Data Science and Analytics</li><li>•Expert Reviews</li><li>•Field Trials</li><li>•Front-end Development</li><li>•Interaction Design</li><li>•Prioritized UX Metrics</li><li>•Survey Research</li><li>•Usability Testing</li><li>•Visual Design</li><li>•Back-end Engineering</li></ul>	<p><b>Providing leadership teams with the strategy and vision to improve the customer experiences of their products and services; aligning internal teams around user experience and design thinking.</b></p> <ul style="list-style-type: none"><li>•Design Thinking</li><li>•Design Systems</li><li>•Embedded Teams</li><li>•Research Recruiting &amp; Facilities</li></ul>



# Mphasis Experience Services

We help clients innovate, imagine, and transform.

## Iterative Design – Visual Hierarchies Based on Branding Elements

Design strategy was built based on user needs, business inputs, branding requirements, scope of work and contemporary design standards.

Multiple different options and several variations were developed based on the design strategy. Tile-based modern UI was finalized based on user and business stakeholders' feedback.





## Modernization Platform

## HOW WE SOLVE IT: 4 KEY TENETS

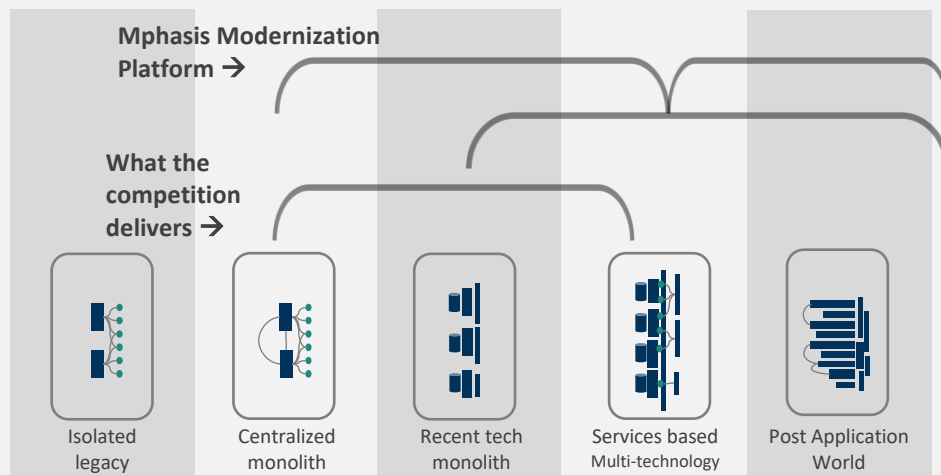
### The Problem

- While older applications contain hundreds of person years of investment; they severely limit the ability to innovate and leveraging the latest AI-based techniques
- Modernizing legacy platforms usually involves huge IT investments in enterprise scale programs that drain the organization's talent and resources

### Our Solution

Based on our Front2Back™ (F2B) methodology, we focus on delivering business benefits through smaller modernization iterations. They, in turn, deliver quantifiable benefits and move the enterprise towards a sustainable next-generation, cloud ready and cognitive enabled ecosystem.

### What we deliver



### Iterative Business Capability Modernization



- Changing the technology of a platform does not automatically deliver business benefits.
- We use our F2B methodology to deliver meaningful business benefits, while shrinking the core and modernizing the ecosystem.

### Iterative Technical Debt Reduction



- Old code is not inherently a problem. Technical debt is a formal measure of how much of a problem the code represents.
- We address technical debt – so we only fix what could be better.

### Shrink, Wrap, Rethink; maybe Replace



- Older systems tend to bloat over time, mixing many semi-related capabilities. We break these to smaller, self contained units, shrinking core systems.
- These “purer” implementations, are easier to rethink and replace with commodity software.

### Ecosystem Transformation



- Changing technology does not automatically guarantee faster time-to-market and improved functionality
- We deliver changes to the business / IT ecosystem: e.g., product thinking & DevSecOps.



Mphasis Application Development Services enables organizations to reduce product life cycles while improving time to market and increasing return on investment. Mphasis Application Portfolio Services – MAPS© provides for collaborative management of applications based on portfolio valuation and knowledge management principles in a dynamic business environment with constantly changing technology and business goals. These include Digital, AMOD, ERP, CRM, Data Engineering, Testing, BPM, EA&I, and Application Management Services.

## Next-Gen Application Development & Maintenance

- Outperforming agencies are continuously looking to introduce new business and models at speed and scale. In leveraging new technology as an advantage, their prime goal is to encompass the following
- Roll out Hyper-personalized products with significantly shortened development cycles Introduce new business/business models
- Leverage new technology as a competitive advantage



The primary intent of the Mphasis Modernisation program is to incrementally move logic from the older, monolithic applications to more modern microservices-based designs.

Older applications represent both an asset (hundreds of person-years of investment) and a liability limiting the ability to innovate & leverage the latest AI-based techniques. Until recently, truly modernising legacy platforms involved huge IT investments into enterprise-scale programs that suck up all the talent and resources of the organisation. Automated code conversion and wrapping legacy code in reusable, modern APIs are alternatives to achieving modernisation, but these are inconsistently successful and are mostly opaque to the business.

For our modernisation programmes, we measure the progress towards modernisation by reducing technical debt in the ecosystem. Our Front2Back™ approach leads to a short-term increase in technical debt as we invest in the intelligent integration layer. However, we bring down the technical debt across the enterprise, lowering the ongoing IT run cost of the organisation.

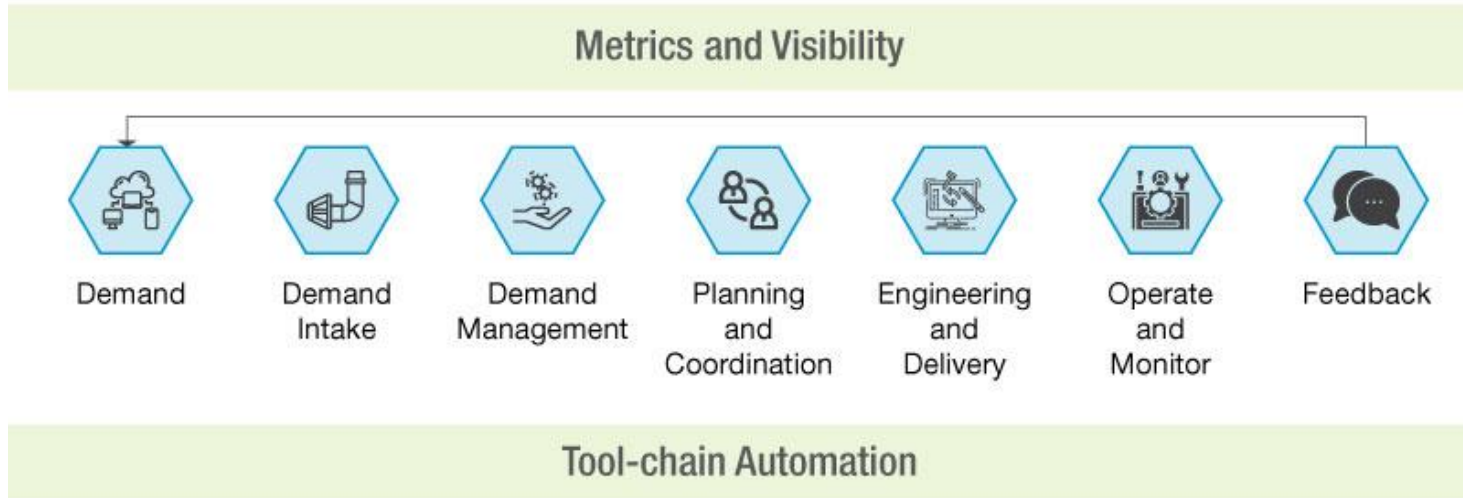
Government agencies struggle to enable business transformation because of the ballooning cost, time, and effort to support applications' landscape that keeps getting more complex with versions ranging from modern to intermediate (client-server) to legacy environments.

As CIOs take their journey to evolve the existing applications to modern platforms, application management becomes more complicated and expensive. This calls for the need to –

- Optimise cost and efficiency – shift technology spending from sustainment to growth
- Simplify operations and obtain an integrated view of IT
- Improve application availability, resiliency and performance
- Enhance customer experience, reduce or eliminate defects
- Transform and modernise application landscape for cloud-first IT environment
- Reduce dependency on legacy code and ageing skills + free up SME or talent bandwidth



## Core Building Blocks of MAD Operating Model

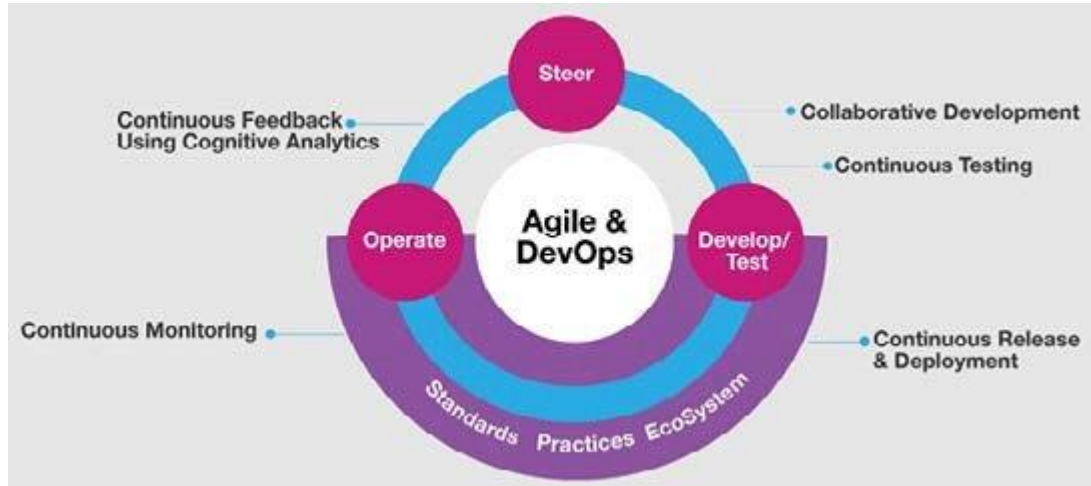


Mphasis brings opinionated views on how to organize to handle work in modern enterprise. Utilizing lean and agile concepts in a comprehensive model to promote flow, ownership, and scalability in organizations.

- Execution for all types of work
- Efficient scaling from teams to enterprises
- Foster clear ownership & accountability
- Accelerate the adoption of modern practices
- Optimizing talent deployment & development
- Understand and improve productivity







Mphasis Accelerated Reliability and Agility Engineering (XRAE™) services enable enterprises to deliver faster, recover faster and learn faster.

## Our Service Offerings

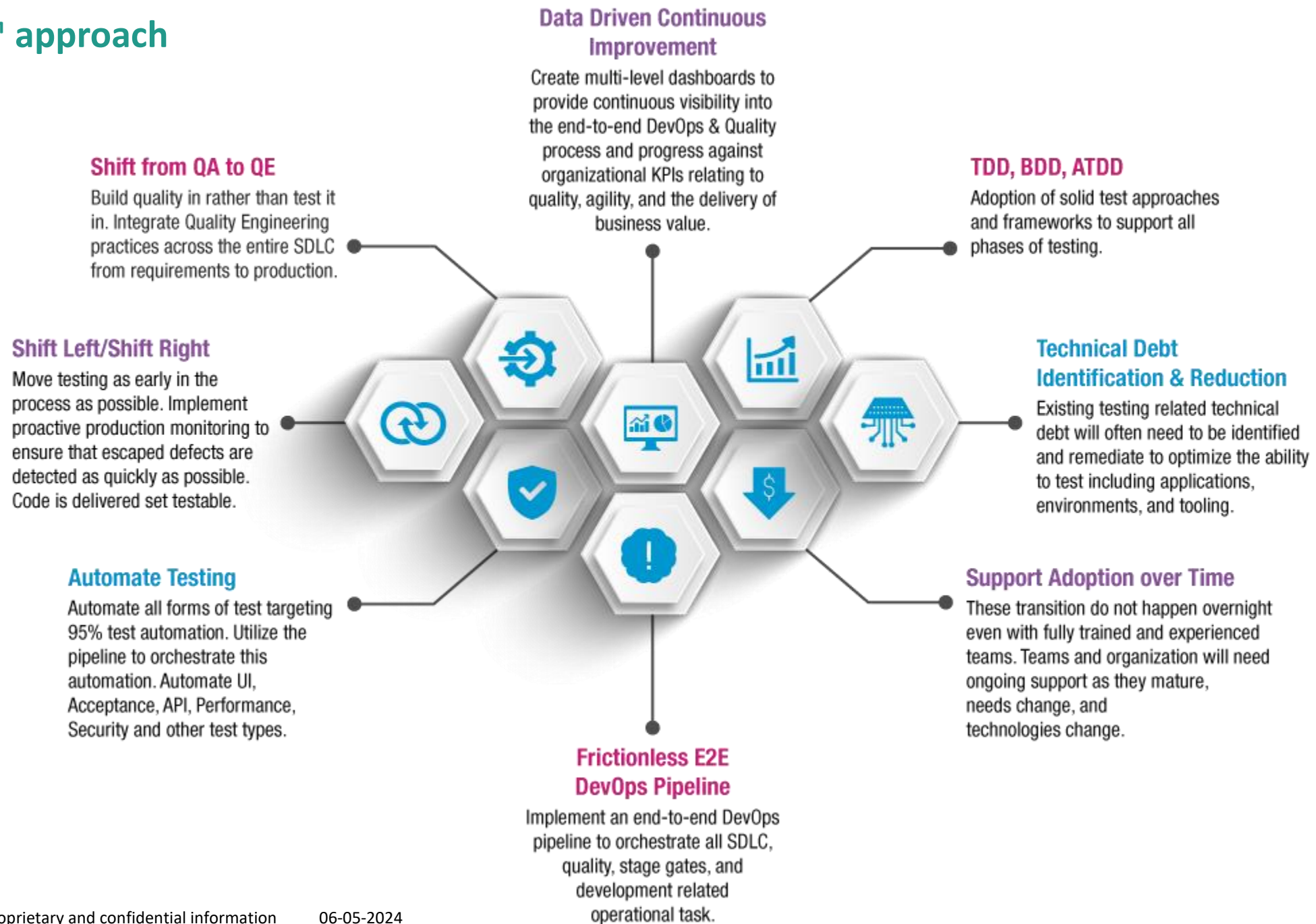
- Insights
- Quality Engineering (ZeroQA)
- Test Environment Management and Monitoring (TEMS)
- Service Reliability Engineering (SRE)

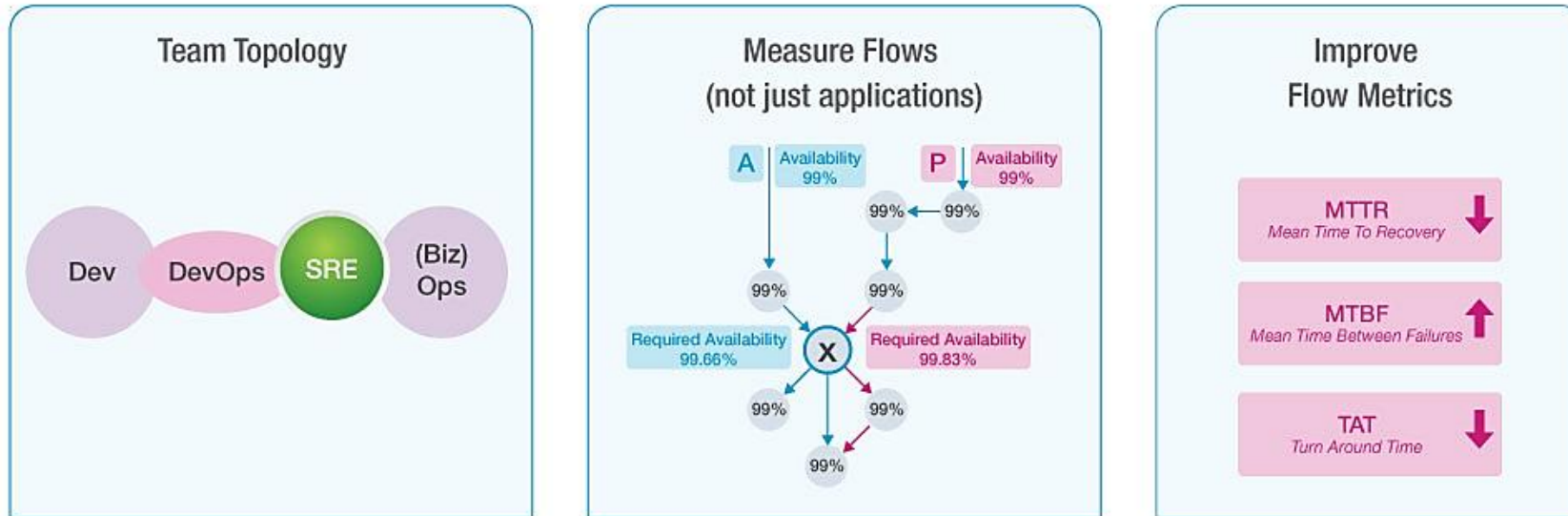
Mphasis DevOps approach is an optimal mix of tools, processes, and business agility; driven by measurable and predictable KPIs.

## Accelerated Reliability and Agility Engineering Services – XRAE™

XRAE™ services boost adoption of DevSecOps and accelerate modernization and next-gen software delivery initiatives. Today's hi-tech world requires code building and code changes to be made at the speed of business. It is about adopting technology and norms that enable a fast flow of work from development, through testing, into operations while preserving security at speed, world-class reliability and optimizing costs. Reliability means delivering high quality, which calls for testing.





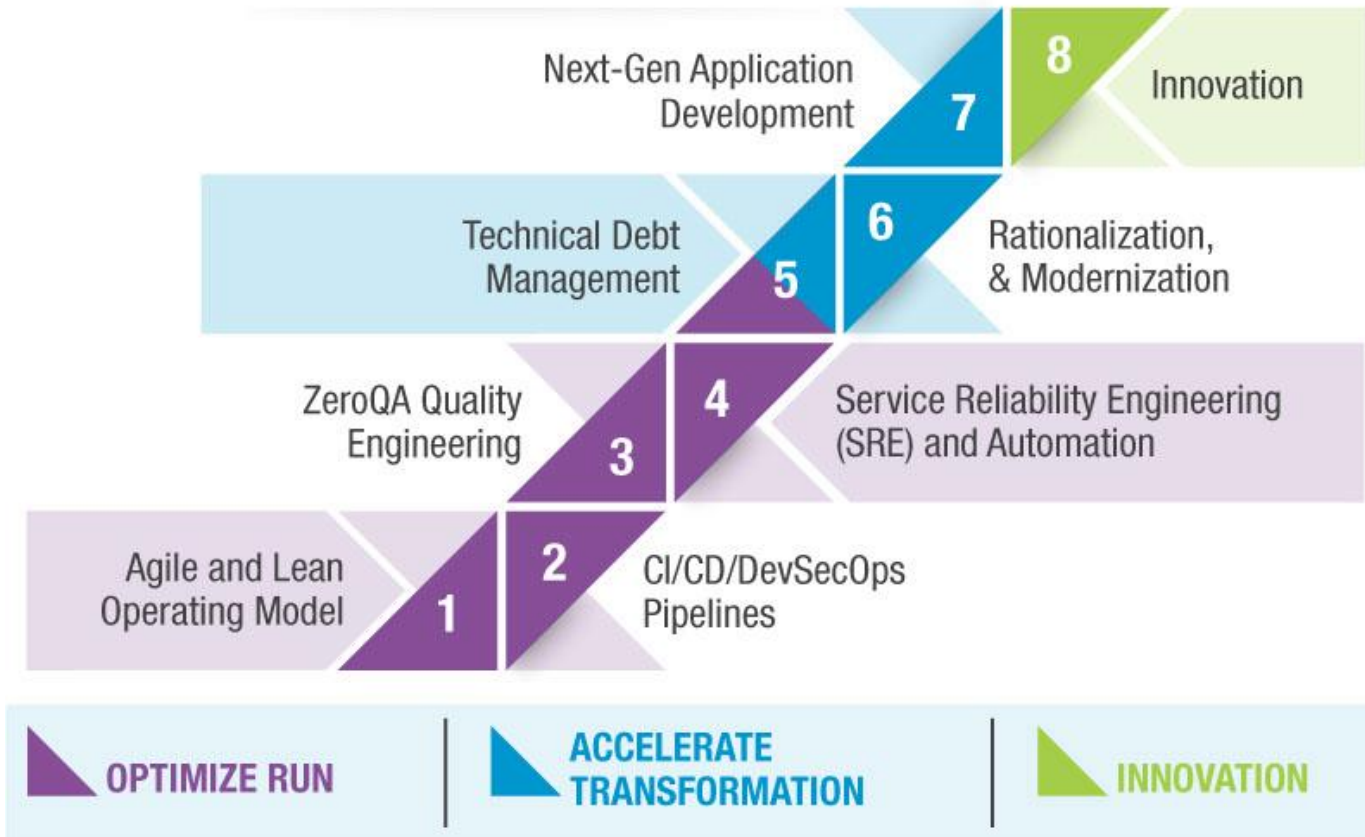


Our Service Engineering Reliability practice places a business lens on reliability to enable rapid & proactive incident detection with accelerated business impact and root cause analyses. The data captured is used to restore systems quickly, apply automation and self-healing approaches to minimize human intervention, the negative impact of issues, and ultimately increase the mean time between failures (MTBF).

- Proactive detection of incident and self-healing
- Rapid reduction of incident impact
- Improved resilience through enhanced feedback loops
- Accelerate root cause & impact analysis
- Reduction in the meantime to recover (MTTR) and increase mean time between failures MTBF
- Automate & measure everything including recurring operational task and toil



## 8 Levers of a Unique Zero Cost Transformation (ZCT)

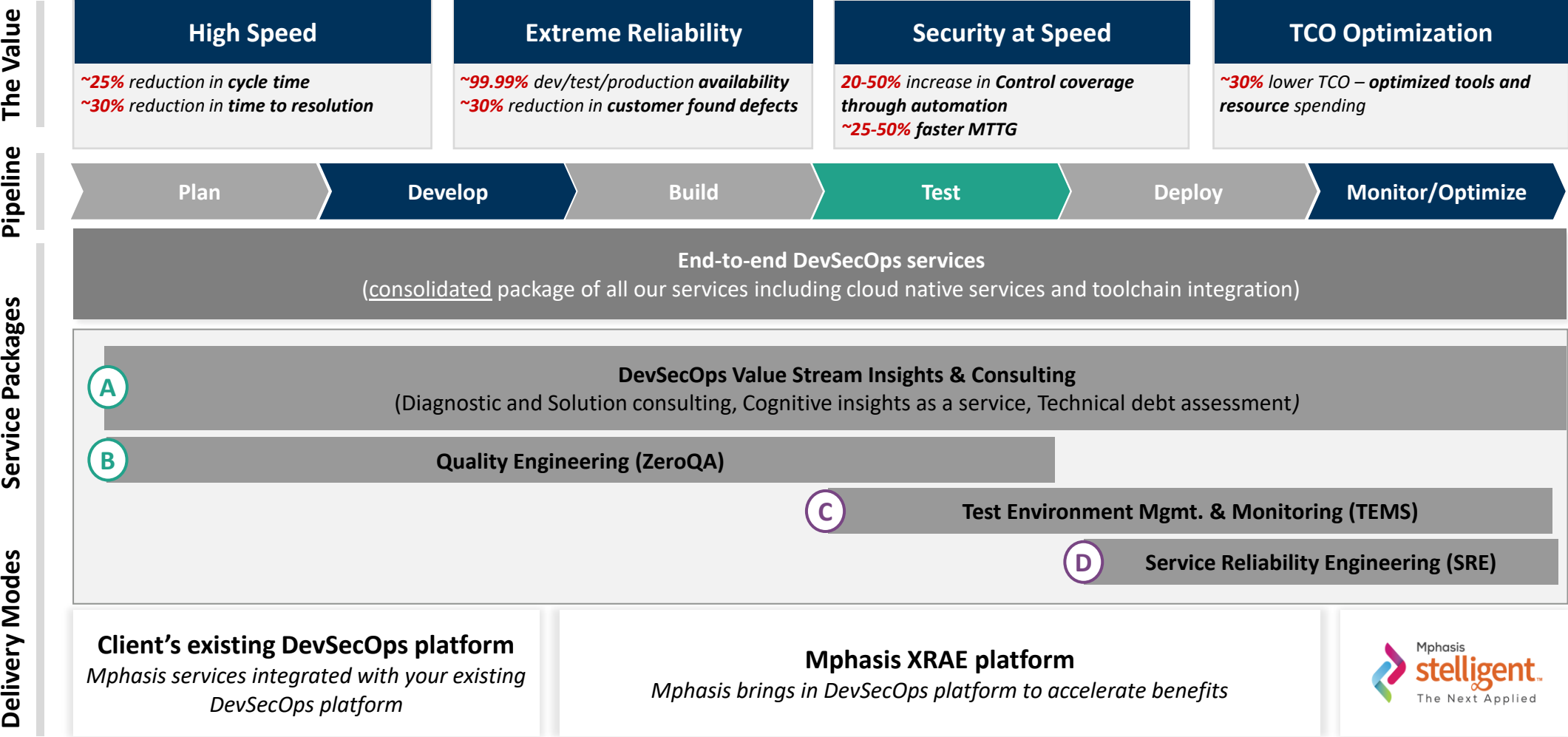


Mphasis DevOps enables customers to navigate the complex transformation challenges, typically increasing 30-40% value delivered per unit of operating cost. Our 8-pronged transformation approach seamlessly orchestrates organizations through the stages of run optimization, accelerated transformation and reimagined innovation to maximize creation and to shift resources towards those areas that create prolonged strategic advantages.

- Delivery at Speed / Become Agile
- Shift resources from run to change
- Accelerate transformation
- Increase innovation
- Automation first



XRAE™ - DevSecOps Solution





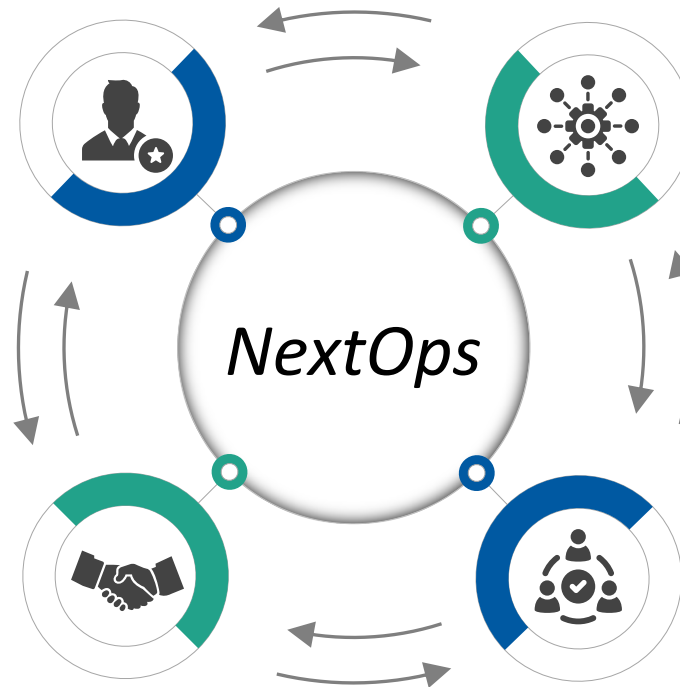
Mphasis NextOps is a lean, highly resilient and ITIL-aware approach to operations, underpinned by an intelligent digital core, a customer-centric design, and a flexible resourcing model

## Customers and Internal Users always Front and Center

- Capabilities designed to understand, personalize and optimize user journeys
- Customer success and business KPI ownership
- Co-creating the solutions - Built on Mphasis 4D Principles (Define, Diagnose, Design, and Deliver)

## Flexible & Composable Teams

- Full Stack resources deployable across multiple tasks to drive maximum operating efficiency
  - Trained to identify improvement and automation opportunities
  - Contextual awareness of why they are performing the 'task'
  - Ability to seamlessly move and successfully perform the next higher order functions
- Dynamic approach to team composition means always having the right skills at the right time
- 100+ FTEs trained across the Automation Spectrum including Data/ Information Extraction



## Intelligent & Continuous Automation

- Every operational event is proactively managed through the NEXTOPS digital core
- Configurable workflows maximize automation, ensuring efforts are decked against high-priority, high-impact activities
- Data & cognitive enabled service delivery – personalized and sustainable business operations
- Proactive signal detection and real-time insights across apps, infra and ops enable anticipatory action and smart planning

## Robust Engagement & Program Management

- Industry-leading program and project management with deep agile expertise
- Sophisticated yet flexible engagement model that evolves as the network grows
- Proven transition playbooks and methodologies



## Compliance Management and Security

Mphasis has industry-wide experience in developing technology solutions, developing safety-critical applications, streamlining IT infrastructure, and is accredited with ISO 9001, Cyber Essentials, CMMI Level 5. Mphasis has a wide experience working with different government bodies in the UK. Our work with the Public Sector organisations helps them align with best practices and use Government Digital Service Standards to deliver Digital Services and follow NCSC Cloud Security Principles in all our cloud engagements.

Our team has always followed best practices, guidelines, and standards set out in GDS in our engagements with UK Public Sector clients. Our team follows GDS parameters, including 14-point service standard, API technical/ data standards, code-of-practice, service manual and Agile delivery.

To ensure future Target Operating include government service standards, we will:

- Work in a collaborative, lean, and transparent system with other stakeholders, addressing gaps in understanding
- Coach delivery teams on assessment processes
- Successfully challenge assessment criteria in areas including accessibility/style guides through A/B testing/user feedback
- Connect teams with their peers in other government departments to share knowledge/experience of the assessment process
- Organise Show-and-Tell sessions for regular feedback
- Plan coaching on assessment/processes
- Conduct frequent knowledge-sessions with government departments



# Aligning with Government Digital Service standards and best practices

## Principles

- Meet clarity with user needs and aligning with government policies
- Understand the risk profile of the organisation
- Services as per the user's viewpoint
- Upheld Public service codes of conduct and ethics

## Digital, Data & Technology

- Identification of more efficient government services
- Enable Agile delivery approaches, identify areas of Scrum, Kanban and Lean
- Provide service in a legally compliant and personalised way
- Aims to enable consistency in building, buying and creating digital services across government organisations whilst ensuring priorities align with cross-government policies

## Governance

- Include authority limits, multidisciplinary decision-making roles and rules, degree of autonomy, assurance needs, reporting structure, accountabilities and responsibilities
- Assessment to make sure integration in an end-to-end, coherent manner
- Digital and technology activities meet the criteria laid out in the Government Service Standard and the Technology Code of Practice



# Aligning with Government Digital Service standards and best practices

## **Delivering digital services and technology**

- Include technical considerations as early as possible where digital service or technology relates to a new or existing policy
- Continued assessment of Value-of-Money.
- Ensure buyer continue to receive actionable insight

## **Security Monitoring**

- Mphasis is a Cyber Essentials certified organisation
- Ensure all security parameters and assessments as per the standards Factor fraud prevention into the assessment and adoption of services and technologies
- Comply with Government Functional Standard Counter Fraud

## **People and Skills**

- Work in multi-disciplinary teams in an open, user-centred, design-led, data-driven way and focused on the team's objectives
- Ensure relevant DDaT skills and experience
- Ensure that all resources understand their legal, ethical and contractual obligations



## Skill and Knowledge Transfer

With our experience and quality engineering thought leadership, Mphasis will work with buyers to establish a fit-for-future knowledge transfer plan powered by Cognitive solutions. It will bring people, process, technology, and innovation to deliver mature testing services with continuous improvement and build in-house capability to fulfil the fit-for-future roadmap.

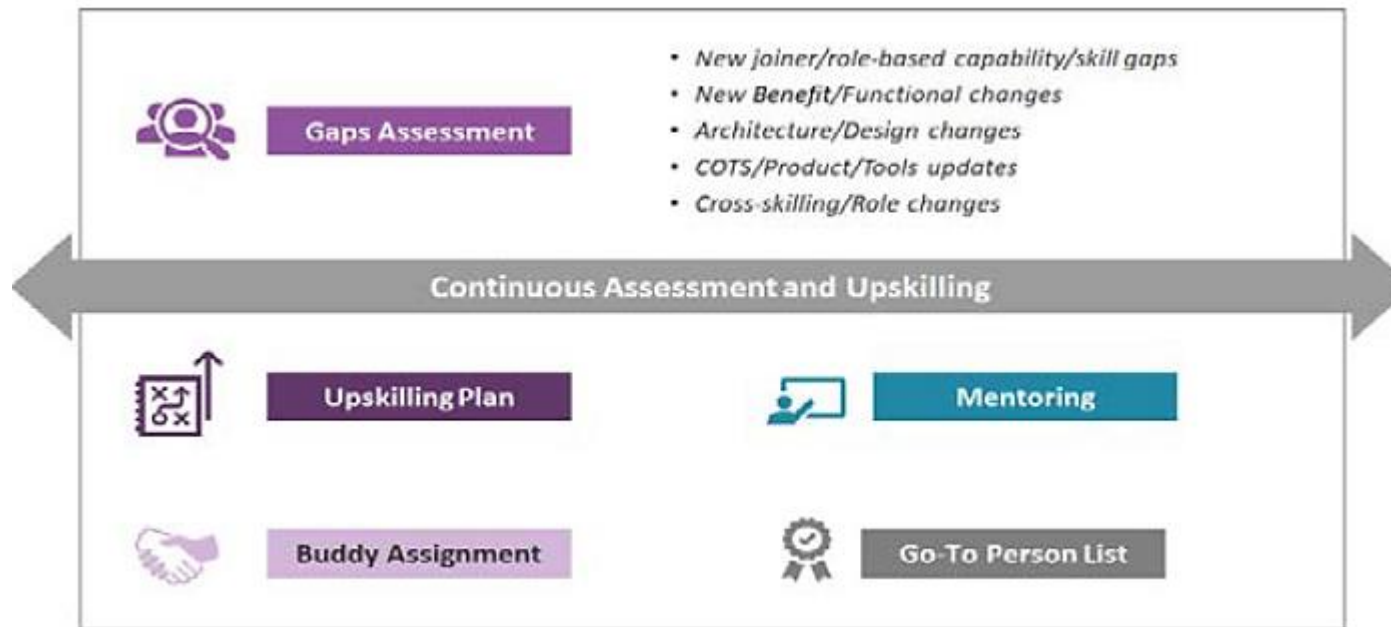
We have designed and developed a web-based learning experience system called “TalentNext” as a one-stop destination for Learning and Development initiatives. Curated and graded courses aligned with immediate and upcoming business requirements are hosted on TalentNext and available to all learners. The platform also includes skill training development for candidates from disadvantaged groups. To date, 30k+ learners have been onboarded on TalentNext.





## Continuous Capability and Skill Management

To achieve the overall supplier objective, we will conduct orientation programmes to ensure the alignment of onboarded resources to the business need. Along with the formal knowledge building/transfer sessions, we will ensure informal team building/social sessions (along with the buyer's team) to get to know one another and facilitate interaction.



## Cloud Offerings

Cloud computing is fast evolving from a transactional cost lever to scale to become the foundation for innovation. Enterprises that design the right strategies to leverage the cloud will lead and win in the Digital space by delivering personalized products and services at speed and driving flexible and innovative business models on the cloud.

Understands the art and the science of delivering value on the cloud and helps enterprises design and execute unique strategies to enable the right-sized value-driven evolution of portfolios into cloud-native experiences.

Mphasis offers an end-to-end suite of cloud computing service packages to drive a scalable hybrid cloud management platform for holistic transformation.

With an inclusive suite of end-to-end hybrid cloud services, Mphasis is well-positioned to enable your organization to scale up to the next level. Regardless of where you are on the cloud transition journey, Mphasis will partner with you to integrate the cloud into the very foundation of your business.

The Mphasis suite of cloud service packages is an end-to-end, scalable, hybrid cloud management platform for a holistic transformation. With a robust and future-ready cloud infrastructure, your organization is no longer inhibited by delivery platforms while choosing the best application for the job.

- Leveraging this platform, we at Mphasis help you to:
- Improve SLAs, develop next-gen IT-enabled capabilities, and accelerate delivery
- Ensure seamless management of your hybrid cloud assets unified under a 'single pane of view'
- Deliver vendor-agnostic offerings that virtually eliminate complexity
- Automate and accelerate provisioning of applications using infra stacks to streamline business processes
- Deploy a best-in-class cloud reporting and analytic framework for enhanced governance and optimization
- Minimize costs by providing tailored solutions specific to your business requirements
- Ensure full lifecycle management and support of private and public clouds with automated portability



## Cloud Computing Services

Mphasis delivers flexibility by allowing you to choose from a diverse portfolio of custom, hybrid, cloud-based services that best suit your business requirements. These include:

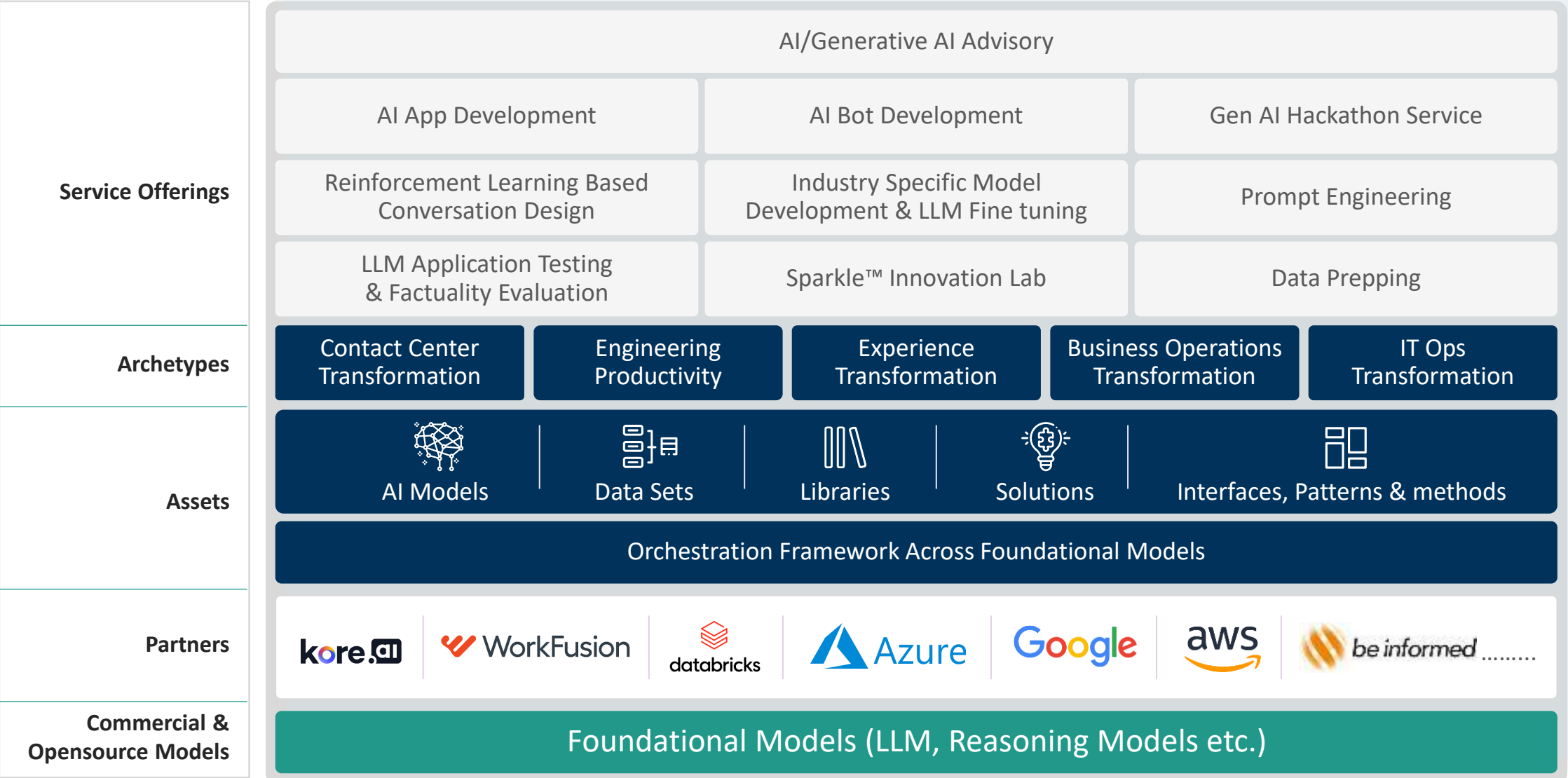
- **Cloud consulting services:** Outlines your cloud adoption, architecture, security, and business value strategies
- **Cloud transformation services:** Enables your business to streamline the transition to cloud
- **Cloud operation services:** Manages all your cloud-enabled IT infrastructure under a single window

### Mphasis Advantage

- Unique Front2Back™ with X2C2™ KPI-based Strategy for Right-sized Transformations
- NextStep IP Accelerators and Strategic Partnerships Across the Cloud Value Chain
- Sparkle Cloud Innovation Lab with Plug and Play, Driving Innovation on Cloud
- Deep Expertise in Engineering, Migrating and Running Complex Cloud Operations
- Proven Industry Reference Blueprints for Cognitive Cloud-native Architectures



Mphasis.ai



**NEXT Labs is focused on disruptive and break-through innovations across Cognitive, Cloud and Service Transformation**

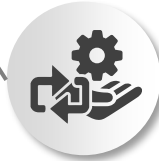
## Cognitive Solutions

- DeepInsights™
- PACE-ML
- Autocode.AI
- Optimize.AI
- HyperGraf™ (Customer 360 Analytics)
- InfraGraf® (Predictive Maintenance)



## Quantum Computing

- EON Quantum Computing Framework
- Quantum Consulting & Algorithm Development



## Thought Leadership & Patents

- Protect IP
- Journals and Conferences



## Mission

Unlocking new growth trajectories

Becoming the preferred Innovation Partner for our clients

Enabling differentiation in the Social, Mobile, Analytics and Cloud, Cognitive Computing, IoT, and Automation space

## AI /ML and Quantum Consulting

- Industry-specific innovative solutions
- Design workshops for AI driven proof of value
- Quantum Computing Workshop



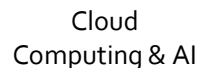
## Hyperscaler based AI/ML Offerings

- SaaS based AI/ML Offerings
- Cloud Marketplace based Offerings
- Hyperscaler partnerships: AI/ML and Quantum



## Academic collaborations

- Joint IP development
- Opensource contribution




**IIT Madras**  
University





- Cloud Migration Strategy & Blueprint
- Data Center Exit and Consolidation
- Modern Cloud Native Apps
- Managed Operations
- Microsoft Security Ops
- Mainframe Exits

**Infrastructure**

- Modernize Digital Workspace
- Migrate from Office to M365
- Managed services
- Increase productivity
- Help shift to hybrid working

**Modern Work**


- Transform Finance
- Optimize Supply Chain
- Enhance Customer Engagement through Service, Sales & Marketing
- Enterprise Automation with Power Platform
- Migrate from on-prem to Azure
- Support & Managed Services

**Business Applications**

- End-to-end Data Strategy
- Design/Build/Deploy Enterprise Data Infrastructure/Platform
- Manage & govern data across the organization to build and enable:
  - Analytics solutions
  - ML/AI

**Data & AI**

- Build new business and digital apps
- Migrate apps from on prem to the cloud
- Manage apps after build including enhancement
- Improve apps TCO
- Integrated org systems

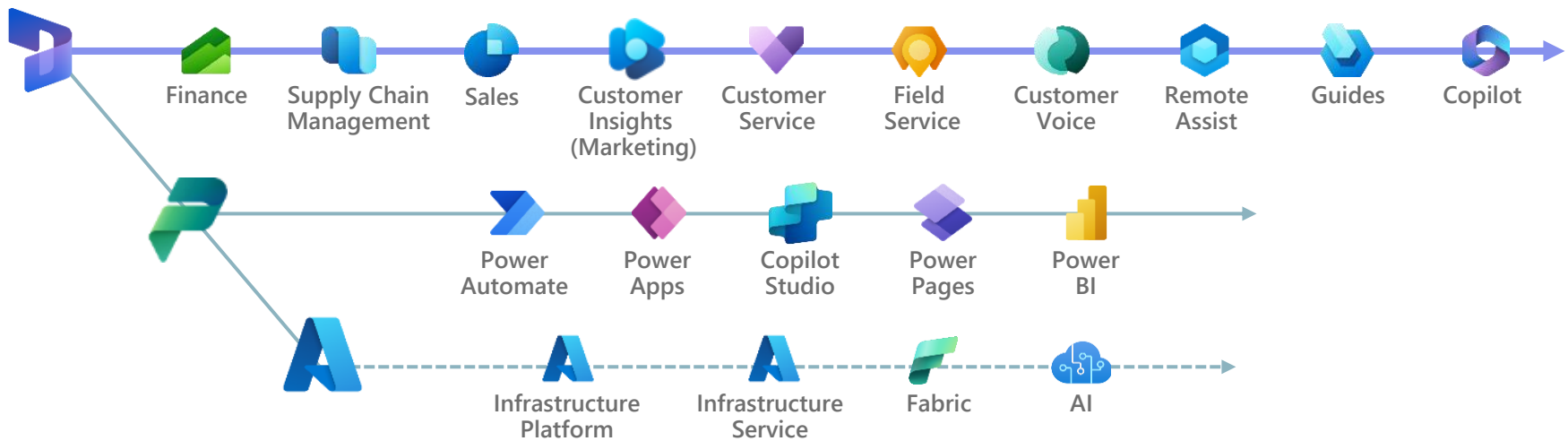
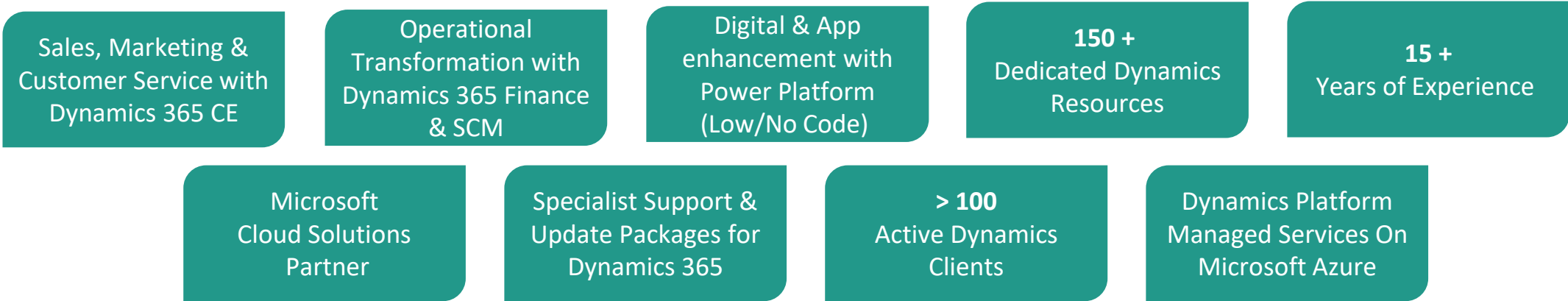
**Digital & App Innovation**

- Security Strategy
- Integrated security, compliance and identity management
- Cross platform capability

**Security**



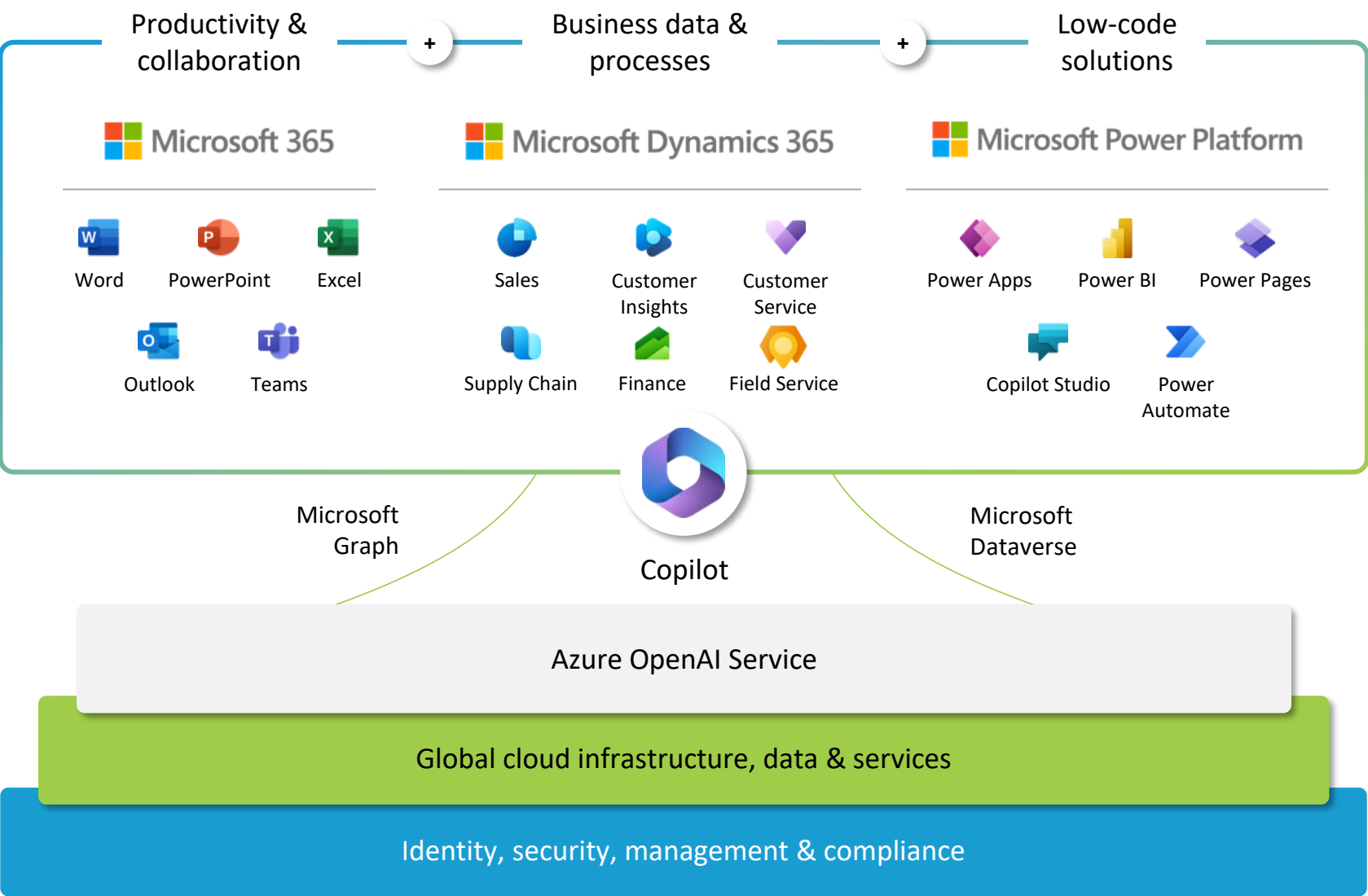
# Business Applications - Our Full Capability



*“ We help enterprises digitally transform their businesses, cut complexity and cost, improve customer service and drive growth ”*



# The blueprint for cross-organisation impact



# Thank You!

**For more information, please contact:**

## About Mphasis

Mphasis (BSE: 526299; NSE: 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=X2C2™=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. Click [here](#) to know

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