



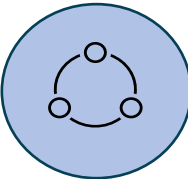
Managed Services



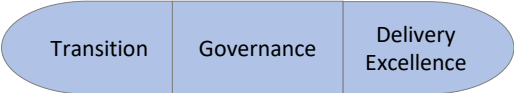
Cloud Operations Services



Service Portfolio



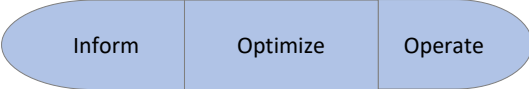
Hybrid Infrastructure Managed Services



Infra & App Lifecycle Management	Data Protection	Observability	Automation
Using IaC for provisioning, managing, and deprovisioning cloud solutions	Backup solutions with Cloud native Backup solutions and third-party backup tools	Monitoring and tracing configuration via Cloud native or partner solutions	AWS CloudFormation, Terraform and Ansible based IAC & Config Management
Platforms, Database, Middleware, Storage & Backup & Containers administration	DR using Cloud native Disaster Recovery solutions and third-party tools for Hybrid and Multi Cloud	ITSM Integration and ITOM	Point Automations & SIPs and AI-ML
ITSM via InfraGene, along with patching and continuous service improvement	Data Encryption at Rest and In-Transit, Data Integrity checks	AIOps Implementation on ITSM and Observability tools for event correlation & self healing	DevsecOPS & SRE implementation



FinOPS Services



Visibility and Transparency	Budgeting and Forecasting	Governance and Policy	Optimization and Efficiency
Capex/Opex/TCO Assessment through AI enabled Tools and Alliance solutions	Setup Budgets, Monitor and Alerting	Policies and Guardrails for standardization	Capacity Planning, Dynamic Scaling
Resource Tagging, Cost Allocation and Chargeback engineering	Forecast based on Historical Data	Cost Monitoring and Alerts	Implement cost effective Infra solutions eg: Diamanti
Customized Dashboards for Unified Organization- Wide View of Cloud-Spend	Cloud native and Multi-Cloud Cost Advisor based remediations	FinOps Education and Timely Reviews	Leverage Hybrid Benefits, BYOL, instance reservations

Domain Expertise
Customized Governance Model

Top
Tool stack



Business Drivers

Cost Optimization

Skills and Talent Gap

Vendor Consolidation and Simplification

Scalability and Flexibility

Security and Compliance

Digital Transformation and Cloud Adoption

ESG Considerations

Why Mphasis

An integrated service management and intelligent automation platform, InfraGenie™ is the Mphasis AI-enabled solution for predictive, **highly automated, zero-touch service delivery** & operations management

Up to
60 %
reduction in
tickets by Zero
Touch

Up to
30%
reduction in
Incidents

Up to
30% Cost
Saving

Our ITIL base framework focuses on Service Strategy, Service Design, Service Transition, Service Operation and Continuous Improvement. This structured methodology ensures a seamless transition, robust security, and continuous optimization of infrastructure services.

- ✓ Seamless management of hybrid environment - on premises, co-located
- ✓ Always-on infrastructure : 30% reduction in incidents, ~ 80% reduction in MTTR
- ✓ Superior user experience Omni-channel including Mobile enabled
- ✓ Unified consistency across the IT landscape
- ✓ Highly automated operations

Our Depth

- **70+ global** clients
- **3500+ FTEs**
- **1500+ certified**
- professionals
- 100+ IPs

Managed services Timelines

Planning and
Readiness

Knowledge
Acquisition

Secondary Support/
Reverse Shadow

Go-
live/Optimize

General Timeline is 1-3 months of Transition, followed by steady support.

Mphasis Offering

Infrastructure Management

Productivity through Automation

Comprehensive Observability and Monitoring

Patch Management

Business Continuity and Disaster
Recovery(BCDR)

Database and Middleware Administration

Hybrid Cloud Management

Compute and Storage Administration

IT Governance and Strategy

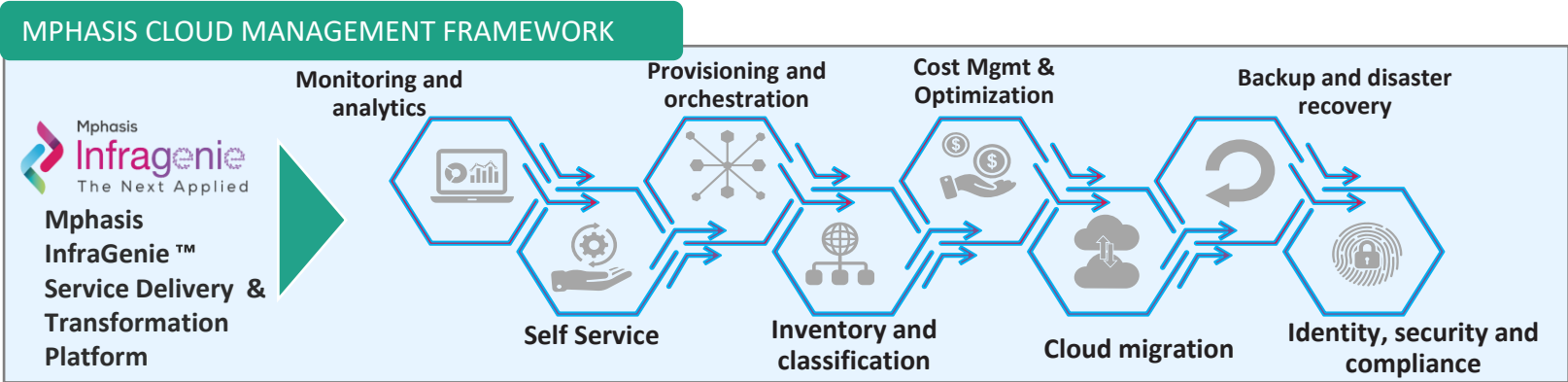
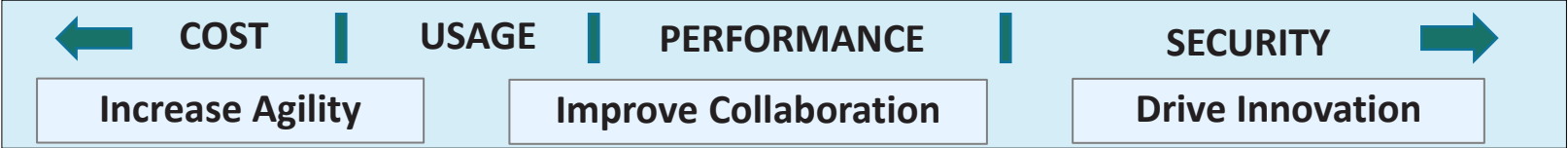
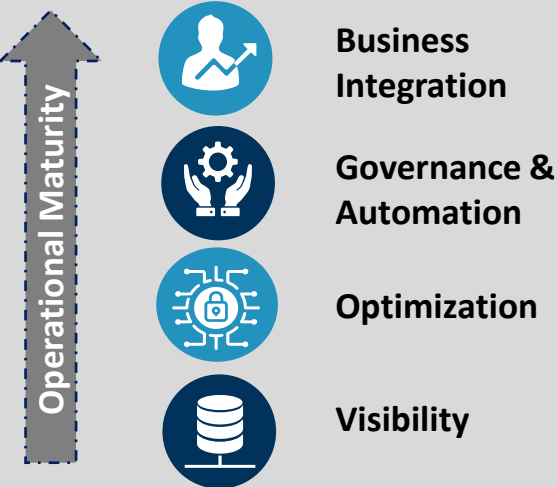


Optimizing IT Operations Model, Tooling, and Resource allocations in support of Hybrid Cloud Operations

Value of our Offerings

- Integrated & modernized Hybrid ITOps through InfraGenie and AI-Powered NextGen Cloud Governance tool (delivering upto ~30 % Cost Reduction)
 - Standardized CloudOPS, SecOPS & FinOPS tooling and capabilities across environments
 - Cost and performance optimization strategies for hybrid workloads.
 - Best Practices & Accelerators
- Enhance Observability & Svc. Mgmt.

Maturity Model Approach to ZeroOps



 Operations (Observability & FinOps)		 Governance
• Hybrid Governance & Compliance • Seamless Workload Mobility • Azure Stack HCI Integration • Integrated Monitoring & Observability • Cost & Performance Optimization • Automated Patching & Updates • Disaster Recovery & High Availability		• Capacity Mgmt. • Financial OPS • Value Realization • Reporting • Dashboard • Security Policy • Identity & Access • Compliance • Threat Mgmt.

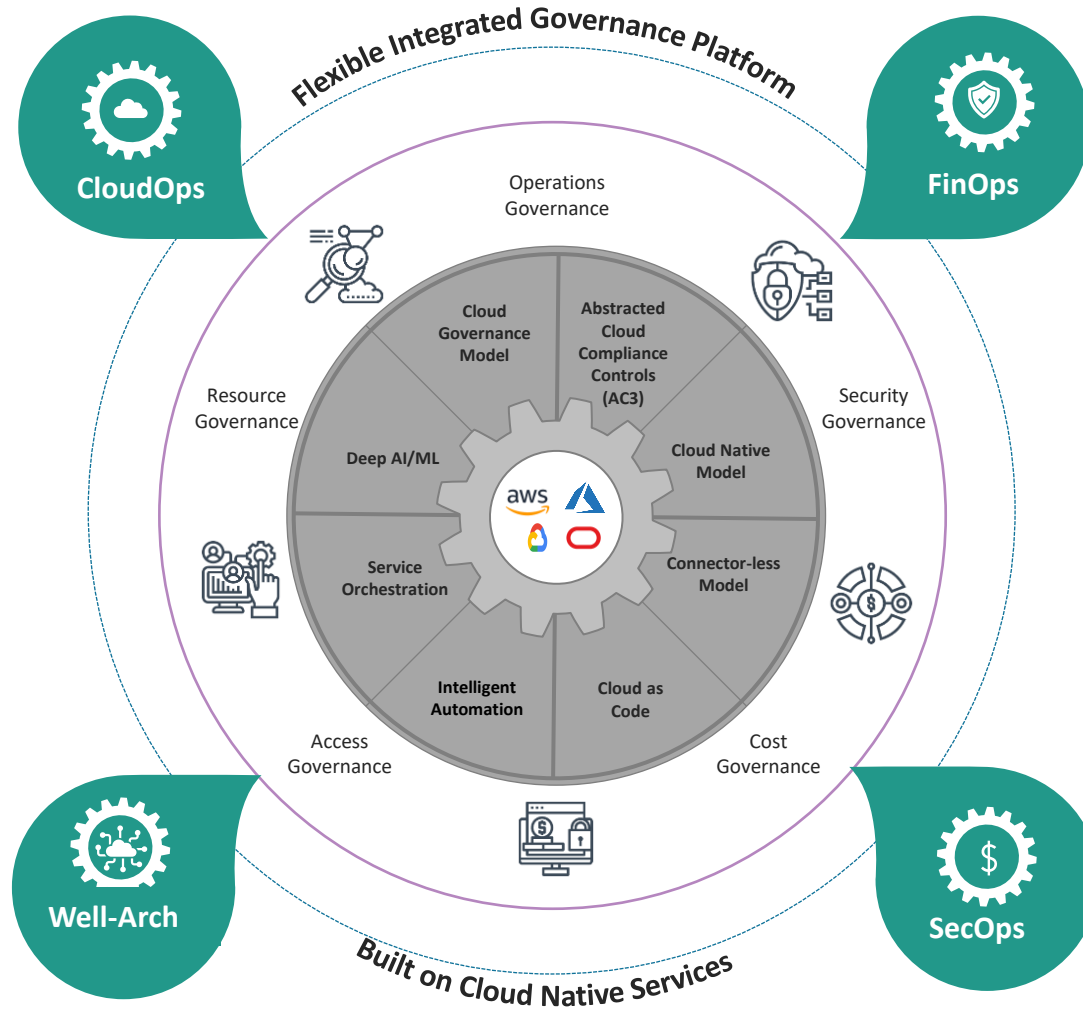


Streamline Cloud Operations Efficiently

- Service Availability
- Alerts and Auto-Remediation
- Activity tracking
- Automated provisioning and orchestration using Infrastructure-as-code (IaC) templates
- Integration with ITSM & Monitoring Tools
- Integration with CMDB

Align Infrastructure to Well-Architected Framework

- Cloud Well-Architected Framework
- Industry aligned Assessment
- Custom Framework Assessment



Optimize & Manage Cloud Spend Autonomously

- Multi-cloud Cost Visibility & Optimization
- FinOps Maturity Assessment
- Forecast & Budget Tracking
- Customizable Executive Dashboard
- Drilled Down Cost Reports
- Proactive Cost Control
- Utilization Monitoring & Right-Sizing
- Run-time Scheduling
- Show-back, Charge-back
- Markups-Discount
- Tagging Compliance
- Resource Visibility and Idle Assets Insights

Assure Security & Compliance Continuously

- Threat Detection
- Vulnerability Assessment
- Security Best Practices
- Compliance Assessment for Industry Specific Standards Like ISO, HIPAA, FedRAMP, PCIDSS, NIST etc.
- DevSecOps Template Scanning
- Access Violations
- Integration with 3rd Party Security Tools



AIOps services portfolio mapping with respect to Infra Services

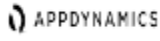
Mphasis Infra Services

Infrastructure Services	Service Management (ITSM/ITAM/SAM)	Service Desk/UCCS	End User Compute & Communications (EUCC) Support	Performance Management
Platform Engineering Services (OS, Middleware, DB & Storage/Backup)	ITIL Process Lifecycle Management	Preemptive Interventions, Harness Power of AI, Effort Optimization	Unified End Point Management	Observability
DC Exit/Cloud Migrations	Process Consulting & Advisory Services	User Experience Index, User Experience, Digital Experience, Employee Experience	Application Packaging/Virtualization	ITSM
Managed Hybrid Cloud Operations	Service Integration & Management (SIAM)	Service Design Index, Dynamic Delivery Model, Frameworks and Governance, Measure Success	Messaging & Collab (M365, Gsuite, etc)	SRE

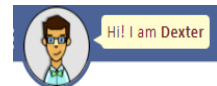
AIOps Services Offered

Monitoring & Observability	FinOPS	Cognitive/Self Service/Bots	General Automations	Service Management Process Enhancements, ITSM
- Observability - Historical analysis - Anomaly detection - Performance analysis - AI-centric cloud operation (monitoring and management) - Event Correlation - Real-time and predictive analytics and security services - Pattern discovery - Real-time data processing	- Predictable, recurring monthly costs - Optimize cloud footprint - Refine discounts for commitments - Continually evaluate reservations (Reserved Instances / Committed Use) - Automate rightsizing allocations	- Contextualization - customer self service - Bot-enabled ticketing and service system	- Task automation - Scripts - Run books - IT automation and scalability	- Services & Process Design - ITIL Process Assessment & Standardization - Operational & Governance SIAM - Change risk analysis - Agent performance analysis - Knowledge management - Zero-touch and one-touch resolution

Top Partners & Tools

    	    	 	   	   
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Mphasis IPs



20+ IAC blueprints

250+ Point Automations & SOPs

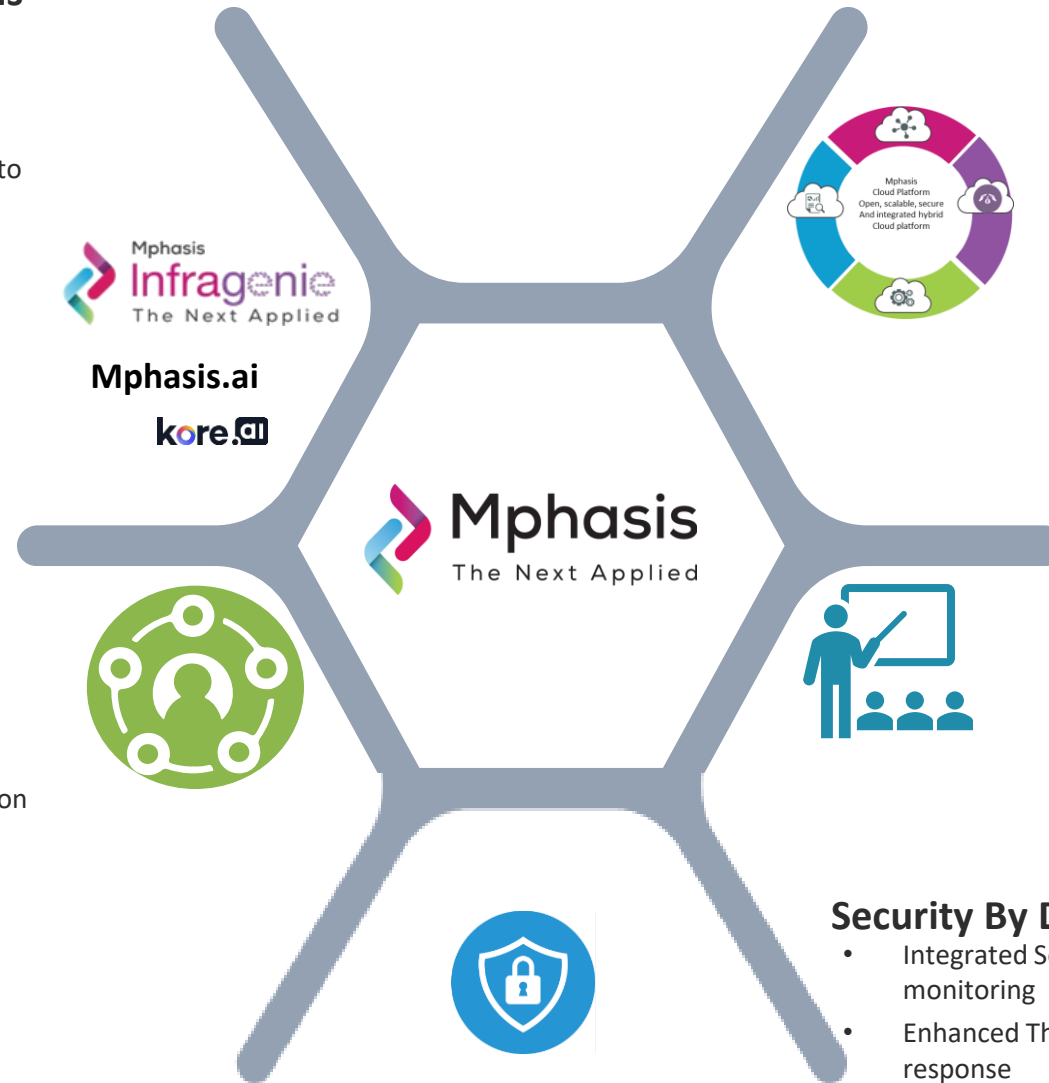


AI Augmented Intelligent IT Operations

- Award Winning Integrated Service Management and Automation Platform
- Complete **ITIL v3 Aligned Services**
- Domain separated multi tenant, onboarding in 90 to 120 days
- Service Aware CMDB - ~100% accurate
- Business Service Mapping – End to end Business Services View
- Integrated Automation – AI/ML, Orchestration, Point Automation
- Event Correlation
- 3000+ Knowledge Articles
- Monitoring Tools Integration
- Hardware Asset Management

Enhanced End User Experience, leveraging AI & human touch

- End user experience index – published monthly
- Contextual Communication - customized notification triggers to end users as part of a user engagement strategy
- Remote Desktop support for faster resolution
- Service Catalog for faster logging of tickets
- License Oversight & Control



Digital IT Operations & Automation

- Integrated Service Delivery across all Infra towers
- Integrated Monitoring team – Across all Infrastructure elements
- Single Pane of Glass Management
- Onsite and Offshore **Global Delivery model**

Robust Governance & Reporting

- Dedicated Key Delivery Management Roles
- 24x7 Cross Functional Services for Priority 1 tickets
- Enhanced Reporting - Performance Analytics Dashboard and Custom Reports
- Support for Organizational Change Management

Security By Design

- Integrated Security management with 24x7x365 security monitoring
- Enhanced Threat visibility and automated orchestrated response
- Continuously discovering, monitoring, assessing and prioritizing risk and trust — reactively and proactively



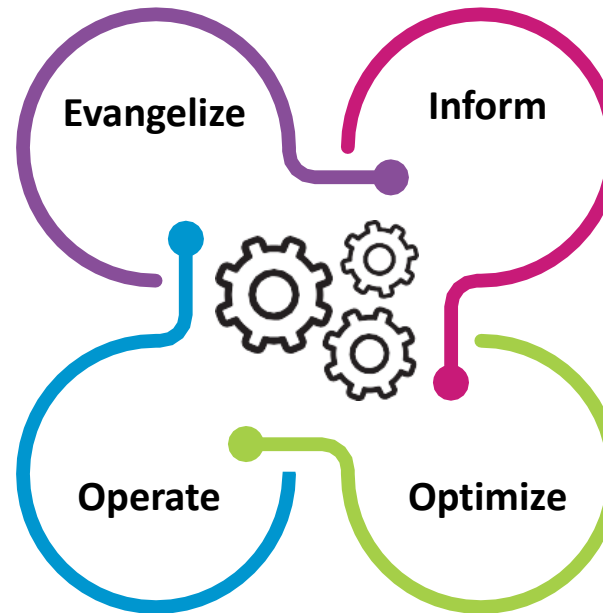
Mphasis FinOps addresses the core challenges of the Target Cloud Journey

Evangelize

- Onboard **Leadership (CFO, CIO/ CTO)** to Change **Ways of Working**
- Define and evolve appropriate **Governance policies and models**
- Build a “**culture**” of FinOps

Operate - Continuous Improvement & Operations

- **Deliver on the Evangelize promise**
- Build key ideas from “**Inform**” phase into **ongoing Operations**
- Automating turning off any **wasteful use of resources**
- Establish **tracking against those objectives** (trend analysis)
- Flag **deviations and anomalies**



Inform - Visibility and Allocation

- Visibility into **allocations, budgeting, and forecasting** (projections)
- Accurate and timely **information for intelligent decisions**
- Accurate **chargeback / show back**
- **Benchmarking** as a cohort / teams

Optimize – Rates & Usage

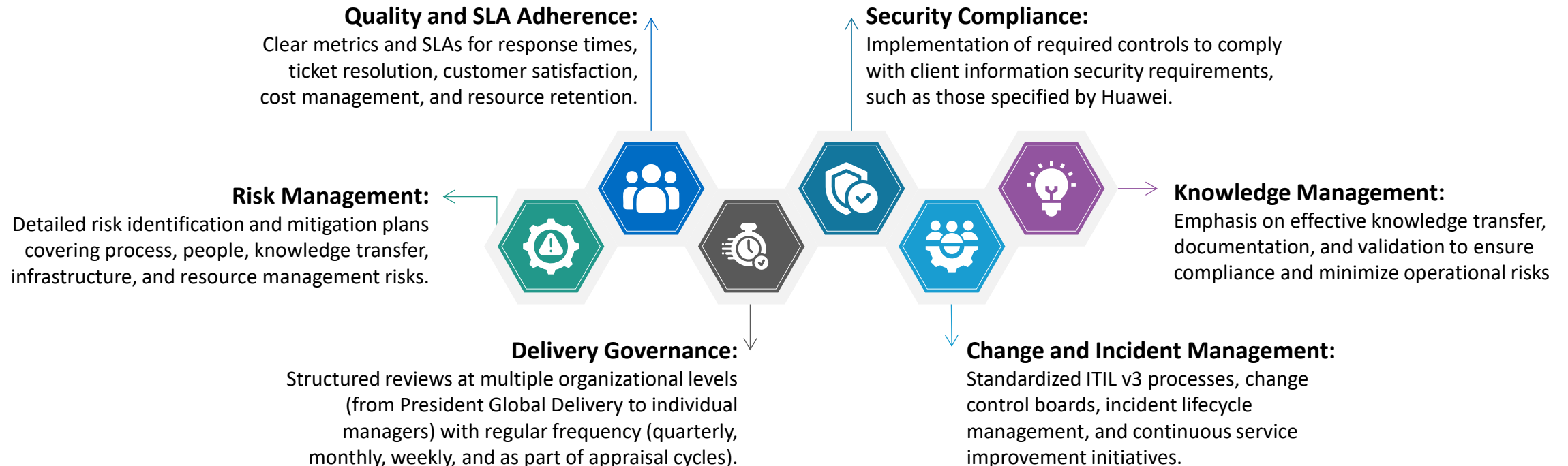
- **Optimise cloud footprint**
- **Refine discounts** for commitments
- Continually **evaluate reservations** (Reserved Instances / Committed Use)
- Automating **rightsizing allocations**
- Continuously evaluate **business objectives and measurement / metrics**



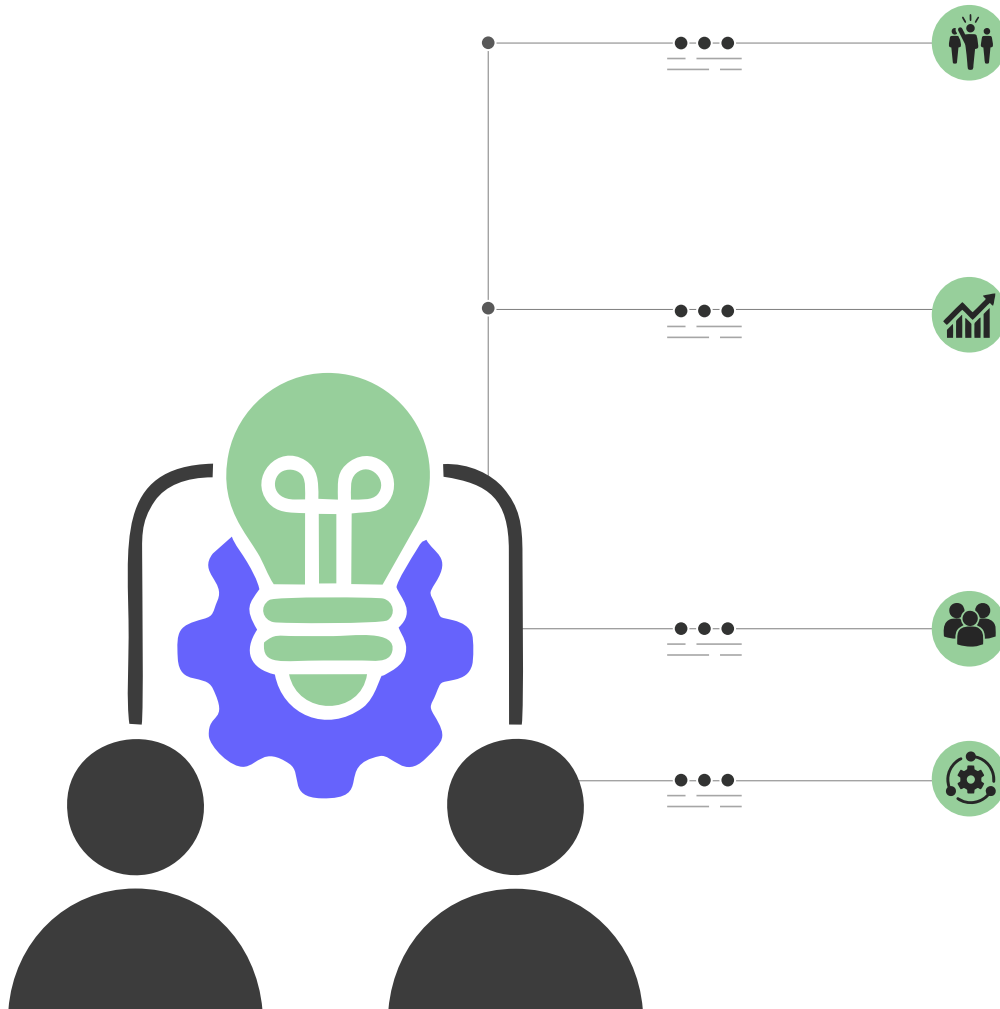
Mphasis Compliance Management Practices

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.

Mphasis demonstrates robust compliance and governance practices through:



Skill and Knowledge Transfer at Mphasis



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.

Mphasis employs a structured, role-based knowledge transfer (KT) framework to ensure seamless transition and minimal disruption to business operations.

The process is supported by dedicated transition management teams, digital dashboards, and proprietary AI-based tools for knowledge mining and assessment.



Mphasis Compliance Management Practices (Continued)



Certifications Supporting Compliance

ISO 9001:2015 – Quality Management Systems

ISO/IEC 27001:2013 – Information Security Management

ISO 14001:2015 – Environmental Management Systems

ISO 45001:2018 – Occupational Health & Safety

ISO/IEC 20000-1:2018 – IT Service Management



Further Information: For more information about our G-Cloud services, please contact our Public Sector Team at [mpphasisukps@mpphasis.com](mailto:mphasisukps@mpphasis.com)

