



Infrastructure Services

Infrastructure Services Capability



3500+ FTE



70+
Clients Globally



40000
Cloud Native
Micro services



1500+
Certified professionals



100+
IP Accelerators



aws
Google Cloud
Azure

Strategic Guidance/ Professional Advisory

Roll out & Divestiture (M&A)

Hybrid Cloud Operations powered by AIOps and FinOPS

Any platform		Any provider		Any location	
Datcenter Services	MW,DB Services	Network - Data, Voice	End User Services	Endpoint Security	
60K VMs	40K instances	450K devices	2.4 M Contacts	150K devices	
Cloud Services	DevSecOps Services	SDN, SD-WAN	NextGen Service Desk	AIOps & FinOPS	





Mphasis X2C²™
Front 2 Back

NEXTSTEP

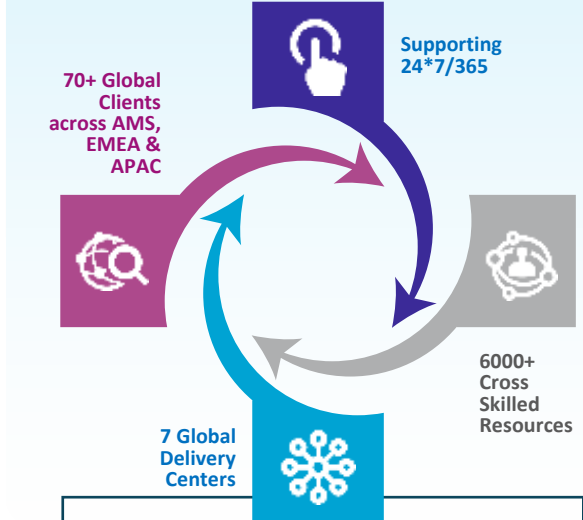
Sparkle
Research

Mphasis
stelligent
The Next Applied

kore.ai

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Fast Facts



AVASANT
RADARVIEW™

Disruptor
Intelligent ITOps 2023

ISG

Challenger
Software Defined
Network Solution and
Services, 2023

Everest Group
PEAK
MATRIX®

Major Contender
Network Transformation
and Managed Services—
System Integrators 2023



ISG Star of Excellence
Artificial Intelligence (AI) | 2023 Winner

Datacenter M&A Services



- Comprehensive workload assessment and 6 R migration strategy.
- Automated tools for lift-and-shift, re-platforming, and refactoring.
- Pre-migration testing and dependency mapping.
- Secure, scalable landing zone setup.
- Support for homogeneous and heterogeneous database migrations

Datacenter Consolidation



- Consulting

VMWare Exit



- Seamless integration across AWS, Azure, and GCP environments.
- Centralized management of workloads across multiple clouds.
- Cloud-to-cloud disaster recovery setup with low RTO/RPO.
- Compliance monitoring and data residency enforcement across providers.
- Unified observability dashboards for multi-cloud operations

Datacenter Operation

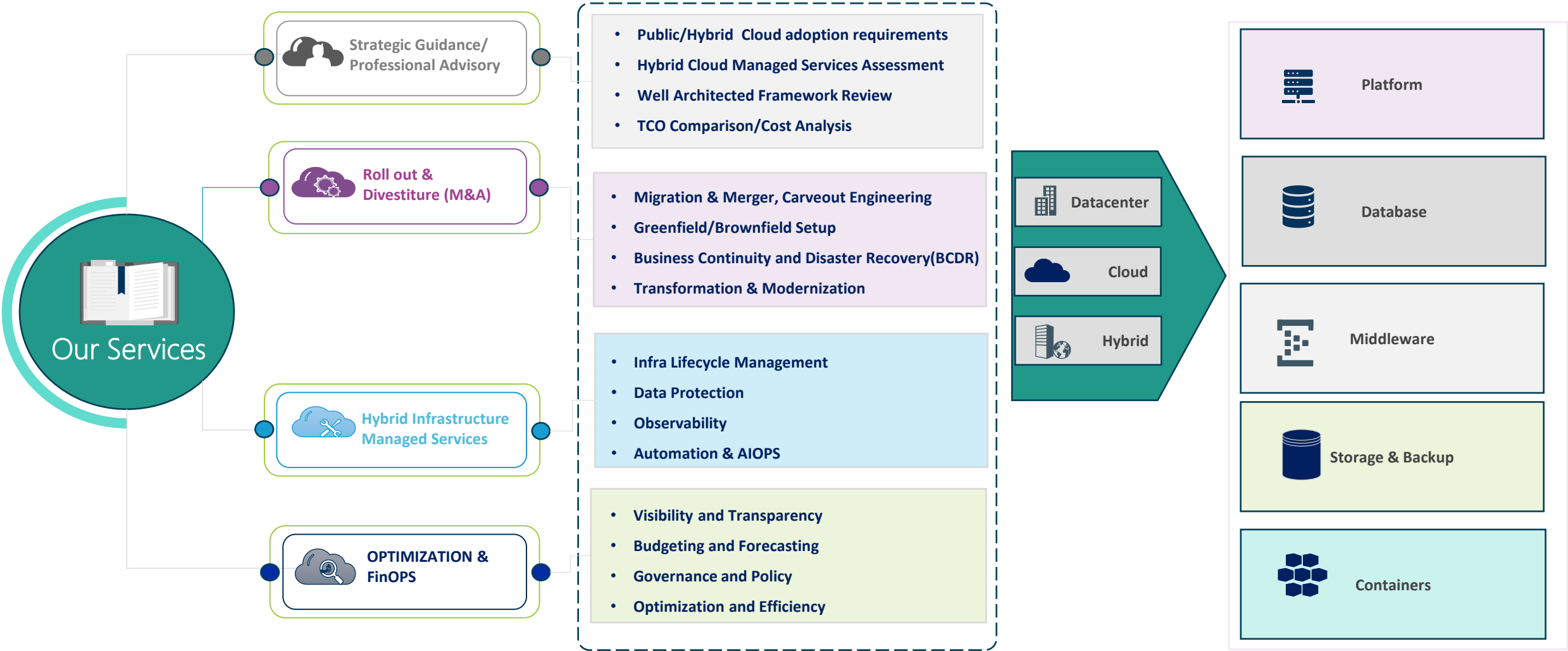


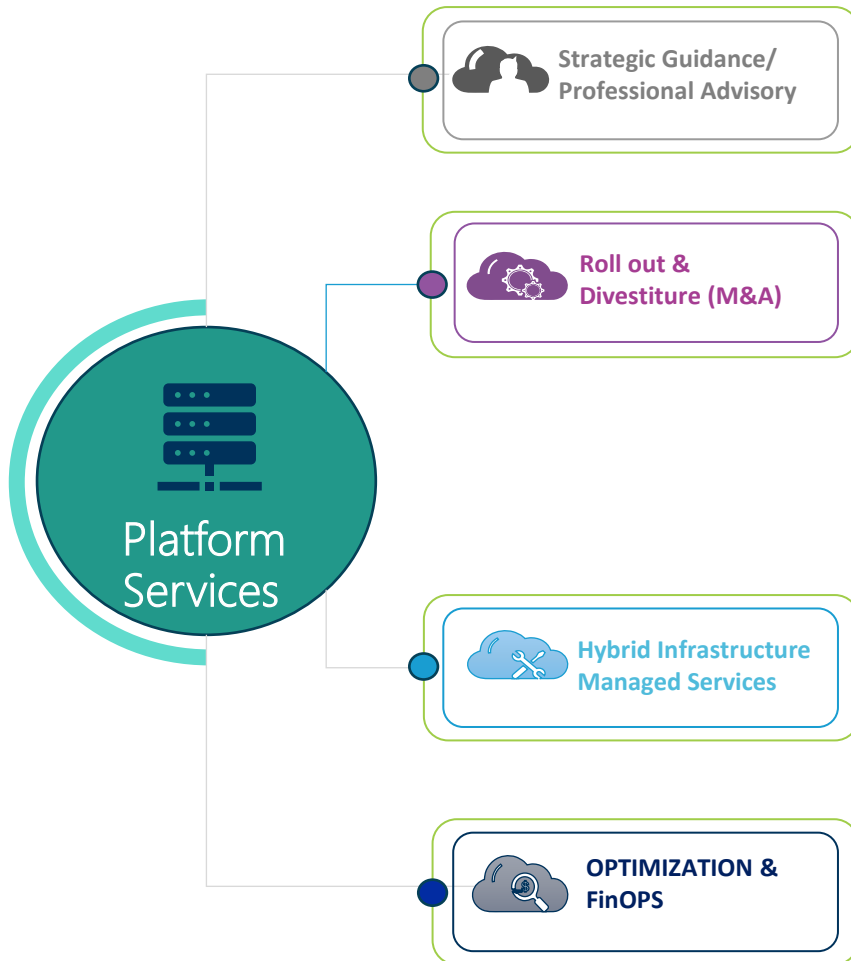
- Integration of on-prem, private cloud, and public cloud environments.
- Data synchronization and workload mobility across hybrid setups.
- Custom landing zone design for hybrid cloud orchestration.
- Secure connectivity via VPN, Direct Connect, or ExpressRoute.
- Governance frameworks for hybrid operations and compliance



Offered Services

Technology domains





Detailed Offerings

Installation and Configuration:

- Installation, Configuration, and Migration of operating systems (Windows, Unix, Solaris, HP-UX) on physical or virtual servers.
- Virtualization and Hyper-converged Infrastructure Setup and Management.
- Assist with Hardware refresh.
- BIOS and Firmware Upgrades.

Migration/Transformation:

- Lift & Shift/Rehosting of servers (Windows, Unix, Solaris, HP-UX) to new Colo DCs or Cloud
- IAC based deployments of Landing zone and Foundational services

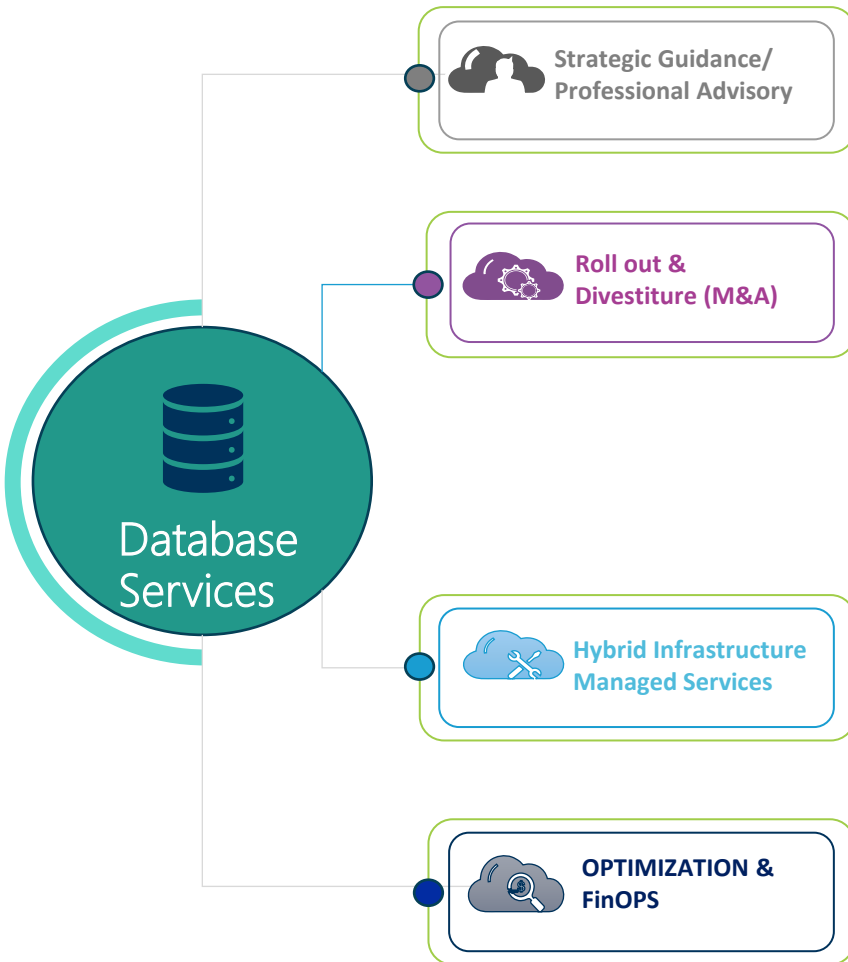
Managed Operations:

- Server Lifecycle Management
- Backup and Recovery and DR planning & management.
- Performance Monitoring and Tuning.
- Patch Management.
- Incident Response
- Vendor Management
- IT Operations Management , Governance & FinOPS

Performance/Cost/Capacity Optimization:

- Capacity Management
- Performance Monitoring and Tuning
- Automation of routine administrative tasks using tools like Ansible, Puppet, or Chef.





Installation and Configuration:

- Installation and Configuration of database software on platform servers.
- Set up PAAS-based DB services on Cloud.
- Set up initial database parameters and configurations according to best practices and organizational requirements.
- Configure DB Servers Availability, Read Replicas, and DR.

Migration (Homogeneous and Heterogeneous):

- Plan and execute homogeneous migrations (e.g., SQL Server to SQL Server/RDS PAAS).
- Plan and execute heterogeneous migrations (e.g., SQL Server to Oracle) including data transformation and schema conversion.

Managed Operations:

- Backup and Recovery and DR planning, provisioning, and management.
- Performance Monitoring and Tuning.
- Capacity Management and optimization.
- Patch Management of IaaS DB instances.
- Incident Response.
- Vendor Management for Marketplace DB appliances.

Performance/Cost/Capacity Optimization:

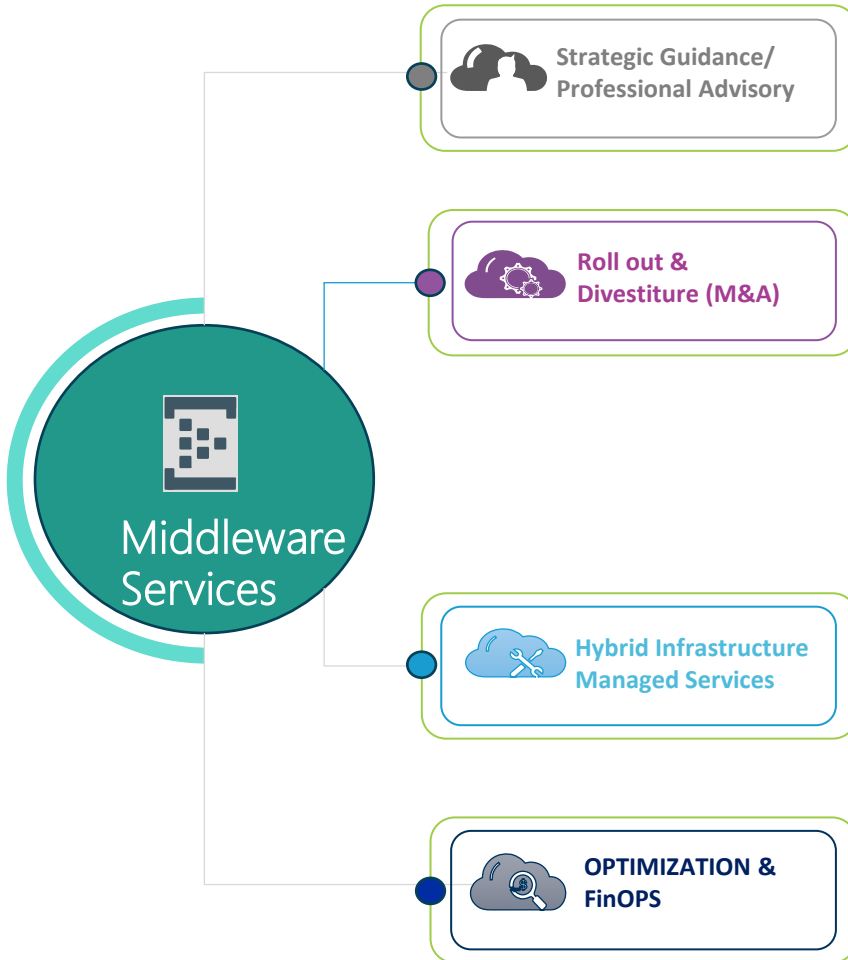
- Capacity Management
- Monitor and tune database performance.
- Implement cost-effective solutions for database services.

Technologies Coverage



Tools landscape and Top Alliances





Detailed Offerings

Installation and Configuration:

- Set up middleware server software (WAS/WebLogic, WebSphere MQ, Apache/HTTP Server/IIS) for on-premises and IaaS environments.
- Configure server clustering and high availability for failover and load balancing.
- Integrate middleware with infrastructure services (e.g., storage, networking) to ensure seamless operation

Migration (Homogeneous and Heterogeneous):

- Execute middleware migrations, including version upgrades and cross-environment transitions (on-premises to IaaS).
- Transform schemas and configurations as needed for compatibility and performance.

Managed Operations:

- Develop backup, recovery, and DR plans for both on-premises and IaaS.
- Monitor performance and conduct tuning
- Capacity Management & Patch management
- Incident response
- Manage vendor relationships and compliance

Performance/Cost/Capacity Optimization:

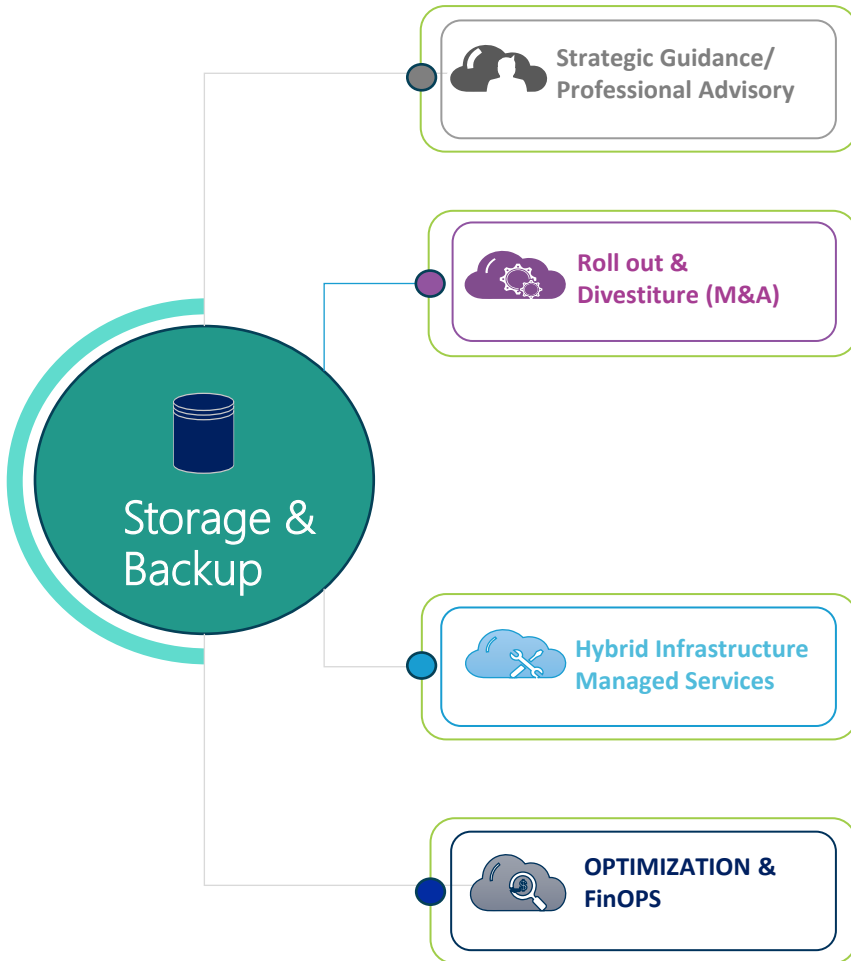
- Monitor and optimize middleware performance to reduce costs in both environments.
- Implement load balancing and efficient resource allocation.
- Use automation to streamline operations and minimize costs.

Technologies Coverage



Tools landscape and Top Alliances





Detailed Offerings

Installation and Configuration:

- Install and configure DAS, NAS, SAN, and Unified Storage systems.
- Set up storage controllers, Fibre Channel (FC) switches, and storage disks.
- Implement and manage backup solutions and backup policies.
- Provision storage resources via protocols (FC, NFS, FCoE, iSCSI, SMB/CIFS)

Migration (Homogeneous and Heterogeneous):

- Plan and execute homogeneous and heterogeneous storage migrations.
- Coordinate cross-platform data migrations, including data transformation and configuration alignment

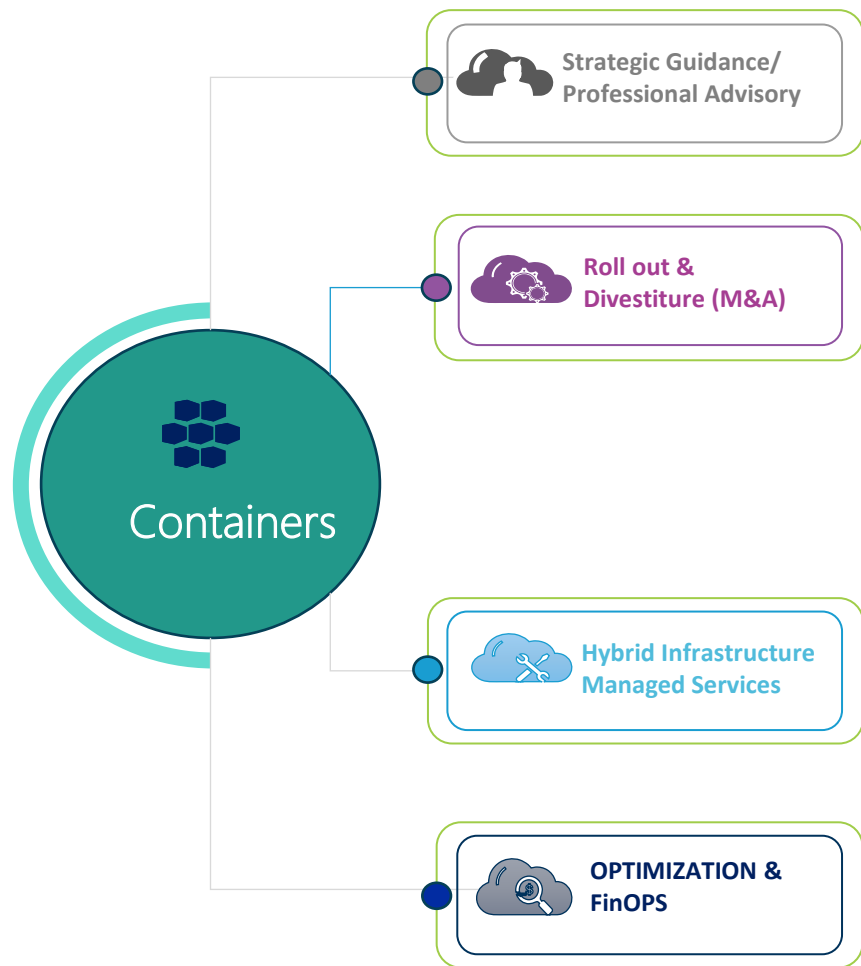
Managed Operations:

- Disaster recovery (DR) implementation and management.
- Performance monitoring and tuning of storage systems.
- Manage storage capacity and optimize resource allocation.
- Execute patch management for storage systems.
- Incident response procedures for storage issues.
- Manage vendor relationships and compliance for storage hardware and software.

Performance/Cost/Capacity Optimization:

- Monitor and optimize storage performance.
- Implement capacity management strategies.
- Utilize automation tools for storage management.
- Optimize backup and recovery processes.





Detailed Offerings

Installation and Configuration:

- Provision and set up Kubernetes clusters on-premises and in the cloud.
- Deploy managed Kubernetes services like Amazon EKS, Google GKE, or Azure AKS.
- Configure cluster networking, storage integration, and security settings.

Migration (Homogeneous and Heterogeneous):

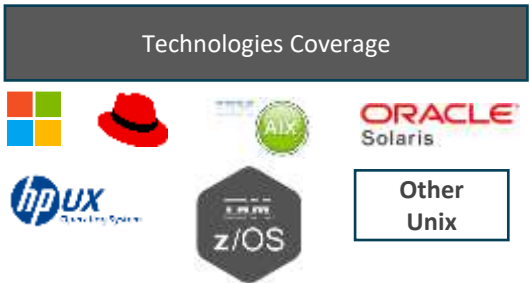
- Plan and execute container migrations across on-premises and cloud environments.
- Migrate workloads between self-managed and managed Kubernetes clusters.

Managed Operations:

- Implement backup, recovery, and disaster recovery (DR)
- Monitor and tune Kubernetes cluster performance.
- Manage and optimize Kubernetes cluster capacity.
- Perform patch management for IaaS Kubernetes clusters and worker nodes.
- Incident Response
- Manage vendor relationships for marketplace appliances.

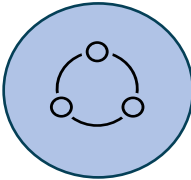
Performance/Cost/Capacity Optimization:

- Continuously monitor Kubernetes cluster performance and adjust resources.
- Use automation tools to streamline Kubernetes management.
- Optimize resource allocation and scheduling in Kubernetes environments.





Service Portfolio



Hybrid Infrastructure Managed Services

Transition

Governance

Delivery Excellence

Infra & App Lifecycle Management

Using IaC for provisioning, managing, and deprovisioning cloud solutions

Platforms, Database, Middleware, Storage & Backup & Containers administration

ITSM via InfraGene, along with patching and continuous service improvement

Data Protection

Backup solutions with Cloud native Backup solutions and third-party backup tools

DR using Cloud native Disaster Recovery solutions and third-party tools for Hybrid and Multi Cloud

Data Encryption at Rest and In-Transit, Data Integrity checks

Observability

Monitoring and tracing configuration via Cloud native or partner solutions

ITSM Integration and ITOM

AIOps Implementation on ITSM and Observability tools for event correlation & self healing

Automation

AWS CloudFormation, Terraform and Ansible based IAC & Config Management

Point Automations & SIPs and AI-ML

DevsecOPS & SRE implementation



FinOPS Services

Inform

Optimize

Operate

Visibility and Transparency

Capex/Opex/TCO Assessment through AI enabled Tools and Alliance solutions

Resource Tagging, Cost Allocation and Chargeback engineering

Customized Dashboards for Unified Organization- Wide View of Cloud-Spend

Budgeting and Forecasting

Setup Budgets, Monitor and Alerting

Forecast based on Historical Data

Cloud native and Multi-Cloud Cost Advisor based remediations

Governance and Policy

Policies and Guardrails for standardization

Cost Monitoring and Alerts

FinOps Education and Timely Reviews

Optimization and Efficiency

Capacity Planning, Dynamic Scaling

Implement cost effective Infra solutions eg: Diamanti

Leverage Hybrid Benefits, BYOL, instance reservations

Top Tool stack



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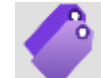
AWS Trusted Advisor



Azure Advisor



AWS Budgets



Tags



FinOps Education



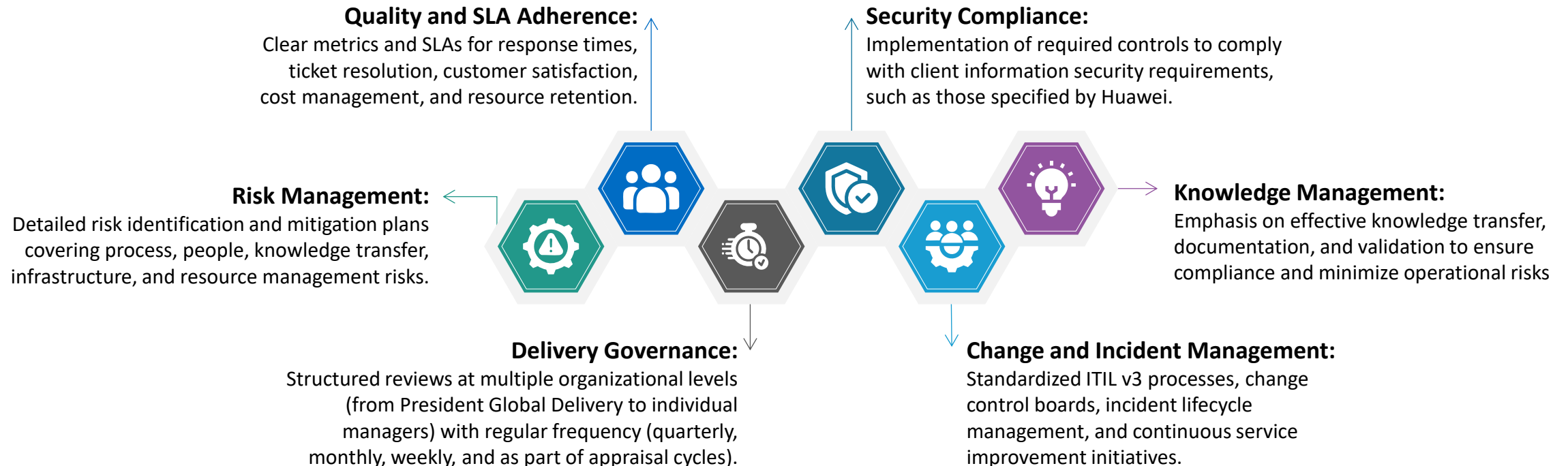
Customized Governance Model
Domain Expertise



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:



Mphasis Compliance Management Practices (Continued)



Certifications Supporting Compliance

ISO 9001:2015 – Quality Management Systems

ISO/IEC 27001:2013 – Information Security Management

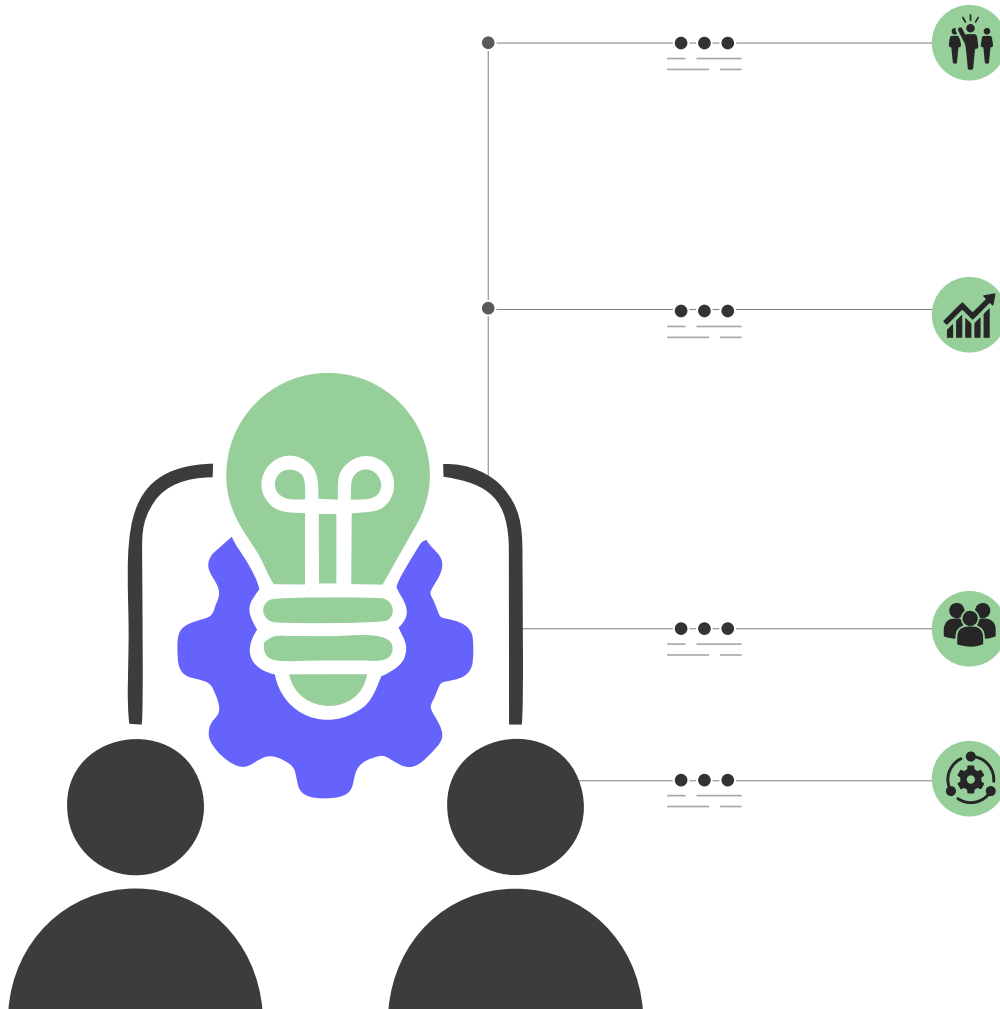
ISO 14001:2015 – Environmental Management Systems

ISO 45001:2018 – Occupational Health & Safety

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



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.



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

