



Cúram (SPM) Services

January 29, 2026

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

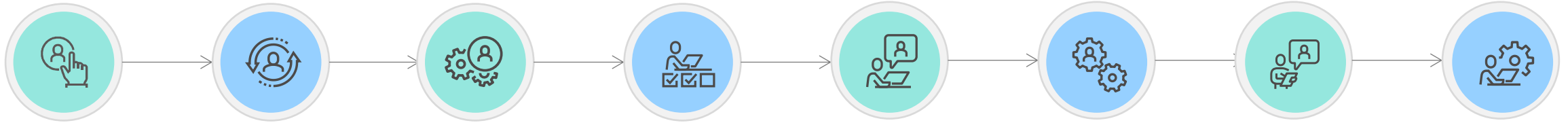
Helping enterprises derive maximum productivity and efficiency across the software delivery value chain, while aligning with the rapidly changing requirements.

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.



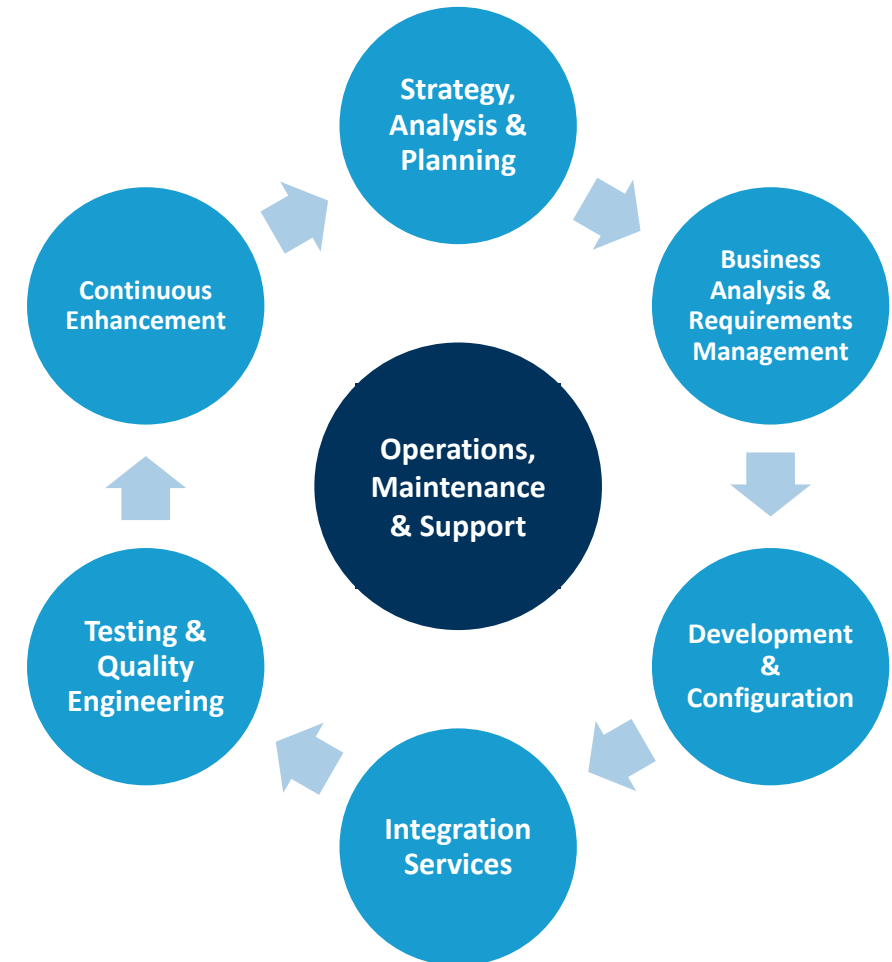
Service Overview

End-to-End Delivery and Sustainment for the Cúram Social Program Management Platform

Mphasis provides a comprehensive end-to-end development and operations service for the Merative Cúram platform (formerly Social Program Management (SPM)).

Designed for government and public-sector organizations delivering social and human services, this offering ensures full lifecycle support—from strategic planning through implementation, integration, testing, deployment, operations, maintenance, and continuous enhancement.

Our service is powered by a large delivery pool of 100+ Cúram (SPM)-certified professionals, spanning solution architecture, development, configuration, rules authoring, testing, DevOps, and production operations.



Features and Capabilities

Strategy, Analysis & Planning

We ensure that programs have a strong foundation of strategic alignment and architectural clarity:

- Legislative and policy analysis
- Target operating model assessment
- Fit-gap and impact analysis against Cúram OOTB capabilities
- Roadmap and release planning aligned to business milestones
- Solution architecture and environment blueprinting

Business Analysis and Requirements Management

Our experienced Cúram business analysts help capture requirements and define business processes.

- Structured requirements elicitation
- Fit-gap analysis and create functional / non-functional requirements.

- Model evidence, case lifecycles, IEG flows, and workflow processes following Cúram modelling standards.
- Translate legislation and policy rules into structured CER specification.
- Design end-to-end business processes and user journeys
- Define UI/UX requirements for UIM screens
- Maintain full requirements traceability (user story → design → implementation → test) using standard RM tools.



Features and Capabilities

Development & Configuration

Mphasis provides full-stack Cúram development services covering both product-specific configuration and custom component development using the Cúram Development Environment (CDE) / Eclipse:

- Cúram model-based development (UIM pages, VIM, GENs, OOTB extensions)
- Customisation using Java, Cúram Server Development, and Cúram Enterprise Frameworks
- Rule authoring using Cúram Express Rules (CER)
- IEG (Intelligent Evidence Gathering) script design and configuration
- Workflow and business process configuration
- Accessibility, security, and performance optimization

Integration Services

We implement secure, scalable, and cloud-ready integrations across the wider ecosystem:

- REST and SOAP service development using the Cúram Integration Framework
- Identity management and SSO integration (SAML, OAuth2, Azure AD)
- Payments, notifications, content management, and verification-service adapters
- Data exchange through MQ, file-based, or API-based channels
- Integration testing and end-to-end data flow validation



Features and Capabilities

Testing & Quality Engineering

Our quality engineering service validates functional, technical, and operational readiness:

- Functional and regression testing of Cúram modules
- Automation using Selenium, JUnit, API test frameworks, and Cúram test utilities
- Performance, load, and volume assessments
- Accessibility and usability testing for WCAG/GDS compliance
- Test data management, environment preparation, and defect triage



Features and Capabilities

Operations, Maintenance & Support

Mphasis supports Cúram environments across development, test, pre-production, and production:

- Incident, problem, and change management
- Monitoring and management of batch jobs, workflows, evidence processing, and case operations
- Release and deployment management with CI/CD toolchains
- Environment provisioning, patching, and upgrade assistance
- Root cause analysis and continuous service improvement
- Legislative update cycles and policy change implementation

Continuous Enhancement

We help organisations evolve their platform with modern user experience, improved performance, and compliance updates:

- Enhancements to eligibility rules, assessments, workflows, and UI
- Performance optimization and infrastructure tuning
- Cloud-readiness assessments and modernization planning
- Responsive front-end development using REST APIs
- Support for Cúram version upgrades and framework evolution



Benefits

- **Accurate, Compliant Policy Delivery**

Structured and traceable modelling ensures legislative and policy changes are implemented correctly and consistently.

- **Lower Delivery Risk**

Cúram-aligned agile methods and governance provide predictable delivery, transparency, and reduced programme risk.

- **Scalable, Maintainable Architecture**

Standards-based solution architecture and integration patterns ensure long-term maintainability and growth.

- **Accelerated Time-to-Value**

Model-driven Cúram development and certified experts enable rapid configuration and faster rollout of programmes.

- **Higher Quality with Fewer Defects**

Comprehensive testing—functional, regression, automation, accessibility, and performance—improves reliability and user experience.

- **Reliable, Controlled Deployments**

CI/CD pipelines and disciplined environment management drive stable releases and operational continuity.

- **Efficient Operations & Continuous Improvement**

Proactive monitoring, structured triage, incident/problem management, and ongoing enhancements ensure smoother day-to-day operations.

- **Client Capability Building**

Training frameworks and Cúram CoE support knowledge transfer, enabling clients to become self-sufficient.

- **Deep Public-Sector Expertise**

Backed by 100+ certified Cúram professionals and extensive multi-jurisdiction experience, reducing uncertainty and accelerating outcomes.



Our Delivery Strength - Certified Cúram Expertise

Mphasis maintains a delivery pool of 100+ Cúram (SPM)-certified professionals across:

- Cúram Solution Architects
- Cúram Developers
- Configuration Specialists
- CER Rules Authors
- Test and QA Engineers
- DevSecOps Engineers
- Integration and Data Specialists

This ensures rapid scaling for complex programs and multi-year delivery engagements.

Why Mphasis for Cúram (SPM) Services?

Deep Product Expertise: Certified teams trained on Cúram standards and methods

Proven Frameworks: Delivery accelerators aligned with the Cúram Development Framework (CDF)

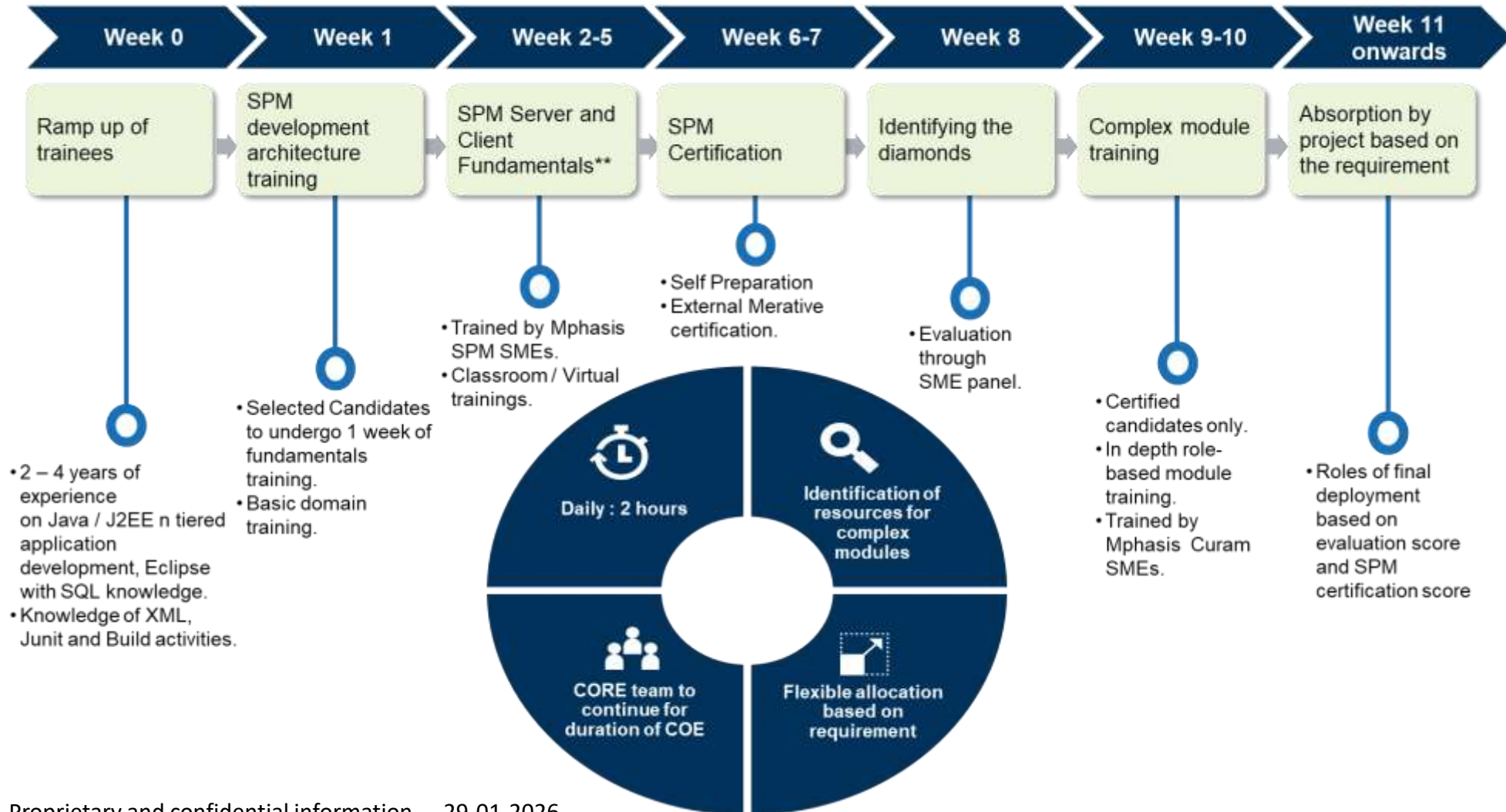
Full Lifecycle Coverage: From policy analysis through operations and enhancement

Global Delivery: Onshore, offshore, and hybrid models tailored to client needs

Outcome-Driven: Focus on compliance, efficiency, modernization, and service quality

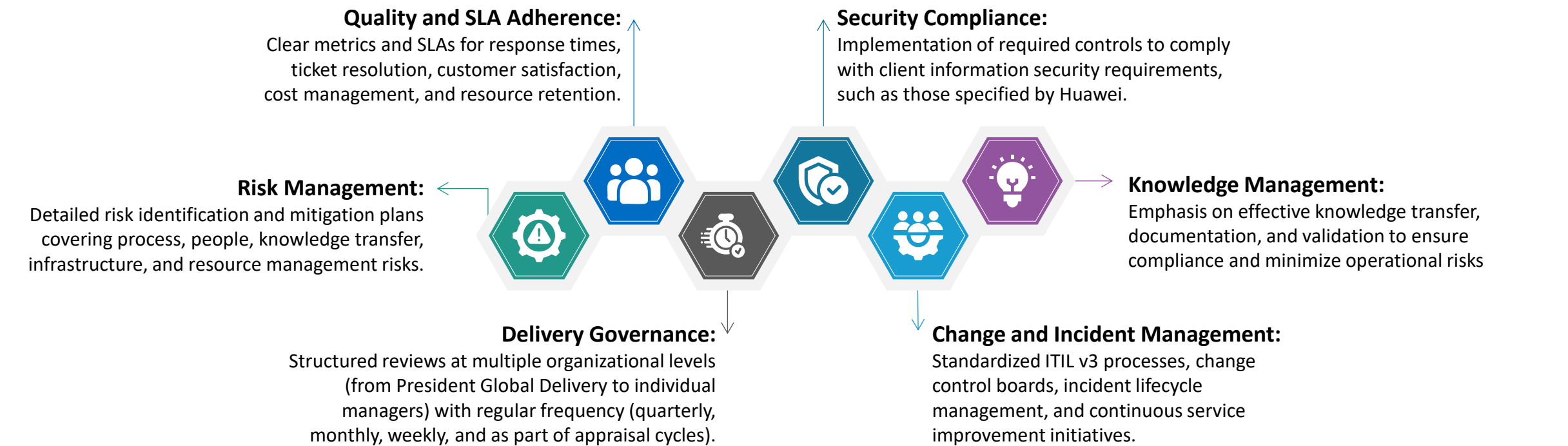


Cúram (SPM) Training Framework



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:





Certifications Supporting Compliance

ISO 9001:2015 – Quality Management Systems

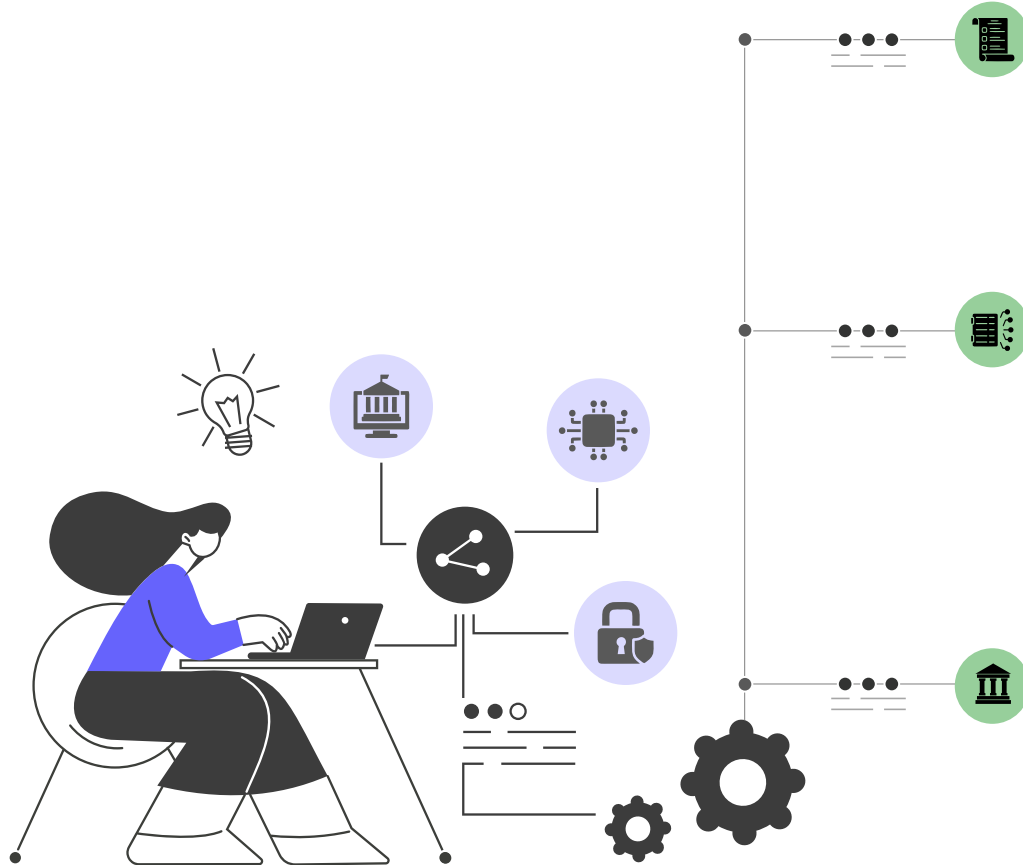
ISO/IEC 27001:2013 – Information Security Management

ISO 14001:2015 – Environmental Management Systems

ISO 45001:2018 – Occupational Health & Safety

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





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

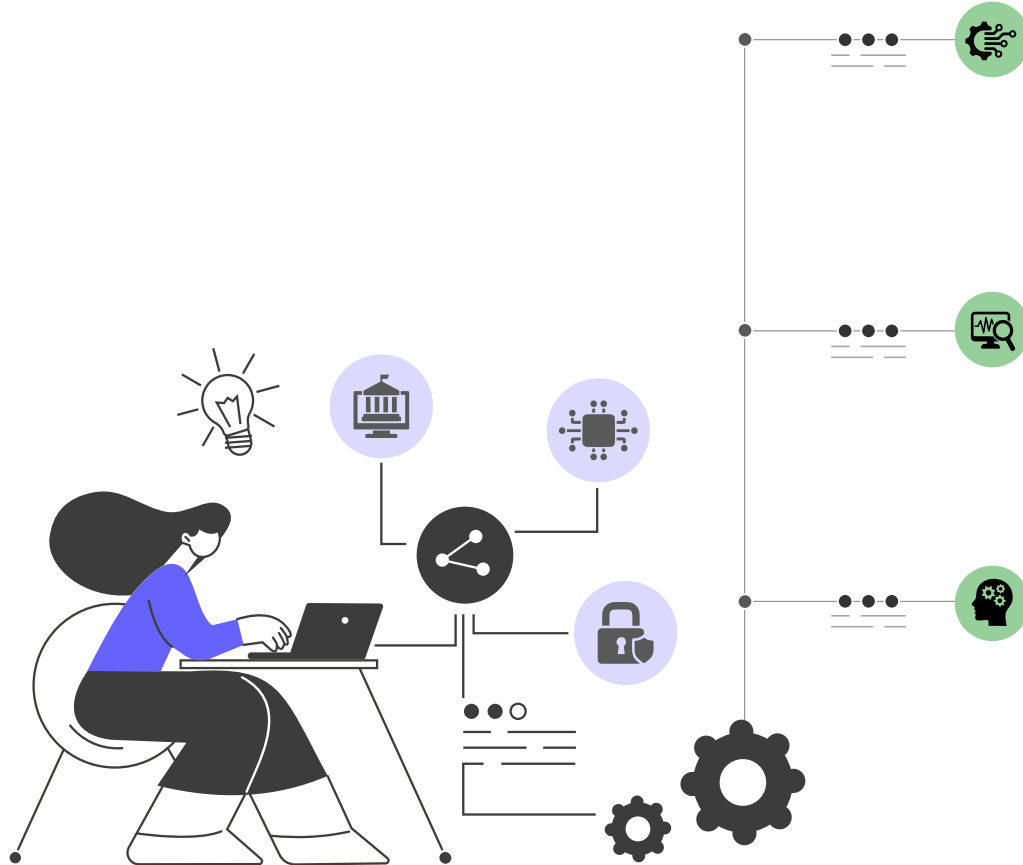
Digital, Data & Technology

- 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





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

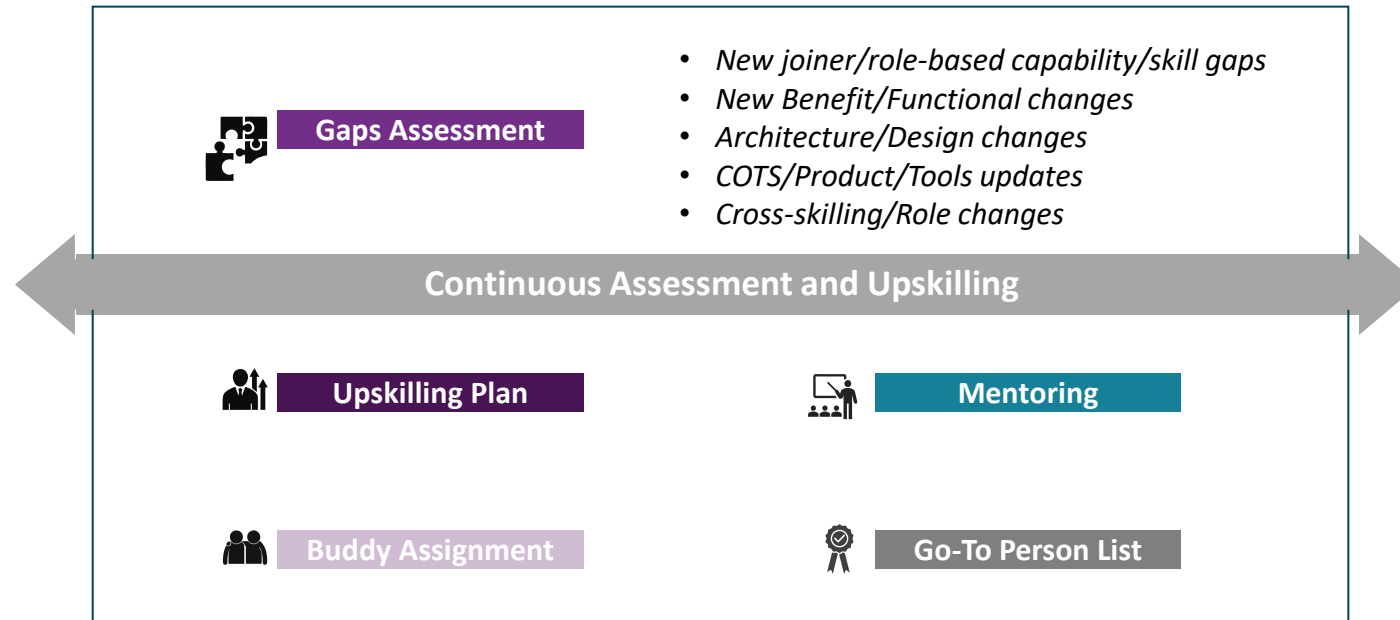
- Mphasis is a Cyber Essentials certified organisation
- Ensure all security parameters and assessments as per the standards Factor fraud prevention into the assessment and adoption of services and technologies
- Comply with Government Functional Standard Counter Fraud

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



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.



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



Thank You!

For more information, please contact:

About Mphasis

At Mphasis, engineering has been in our DNA since inception.

Mphasis is an AI-led, platform-driven company with human-in-the-loop intelligence, helping global enterprises modernize, infuse AI, and scale with agility. The [Mphasis.ai](#) unit and Mphasis AI-powered 'Tribes' are focused on client outcomes and embed artificial intelligence and autonomy into every layer of the enterprise technology and process stack. Mphasis built [NeolP™](#), a breakthrough AI platform that orchestrates a powerful pack of AI solutions and platforms to deliver impactful outcomes across the enterprise IT value chain, as we believe '**AI Without Intelligence Is Artificial™**'. Mphasis NeolP™ is powered by the Ontosphere, a dynamic and ever-evolving knowledge base, delivering continuous and constant innovation through perpetual intelligent engineering—driving end-to-end enterprise transformation.

At the heart of our approach is customer-centricity—reflected in our proprietary [Front2Back™](#) transformation framework, which uses the exponential power of cloud and cognitive to deliver hyper-personalized digital experiences ($C=X2C^2_{TM}=1$) and build strong relationships with marquee clients. Our Service Transformation solutions enable enterprises to pivot from legacy systems and operations to secure, adaptive, cloud-first operating models with minimal disruption. Continuous investments in platforms, such as the Neo series, enable enterprises to stay efficient, relevant, and ahead in a dynamic AI-first world. Mphasis is a Hi-Tech, Hi-Touch, Hi-Trust company, rooted in a learning and growth culture. Click [here](#) to know more. ([BSE: 526299](#); [NSE: MPHASIS](#))

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