



G-Cloud 15

Service Definition Document

Jan 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

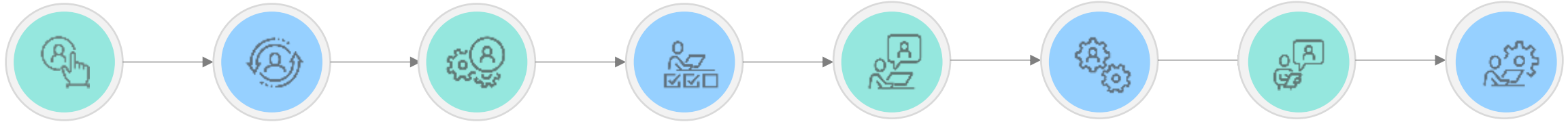
Helping enterprises derive maximum productivity and efficiency across the software delivery value chain, while aligning with the rapidly changing requirements .

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.

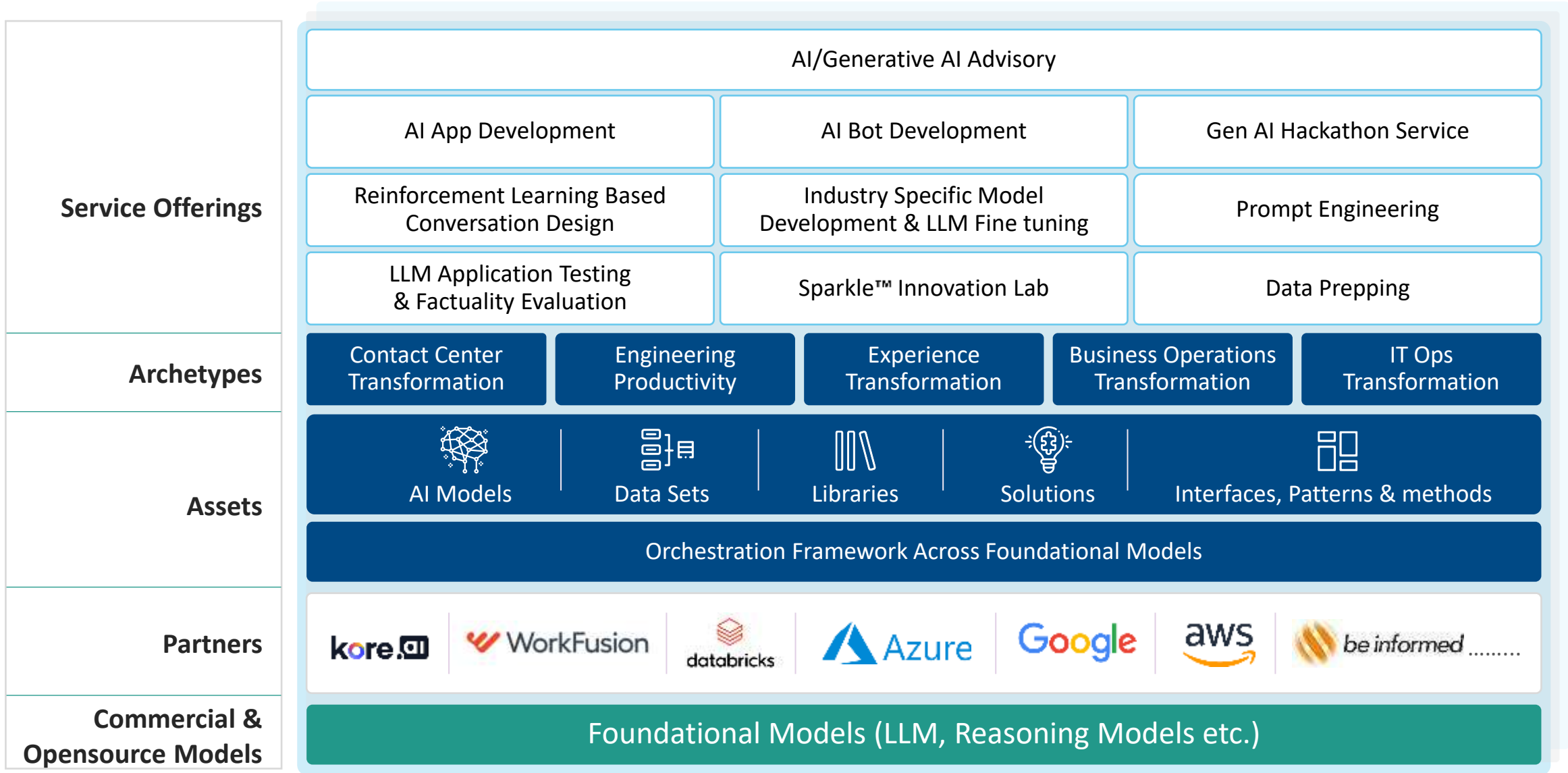
Agile IT Operations

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.



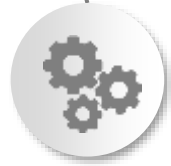


NEXT Labs - Innovating Next in Cognitive, Cloud and Quantum

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)



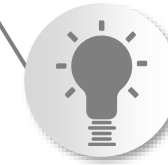
Quantum Computing

- EON Quantum Computing Framework
- Quantum Consulting & Algorithm Development



Thought Leadership & Patents

- Protect IP
- Journals and Conferences



Best Application of
AI for Financial
Services



Cloud
Computing & AI



NEXT
labs

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 spac

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



ASHOKA
UNIVERSITY



International
Institute of Information
Technology Bangalore

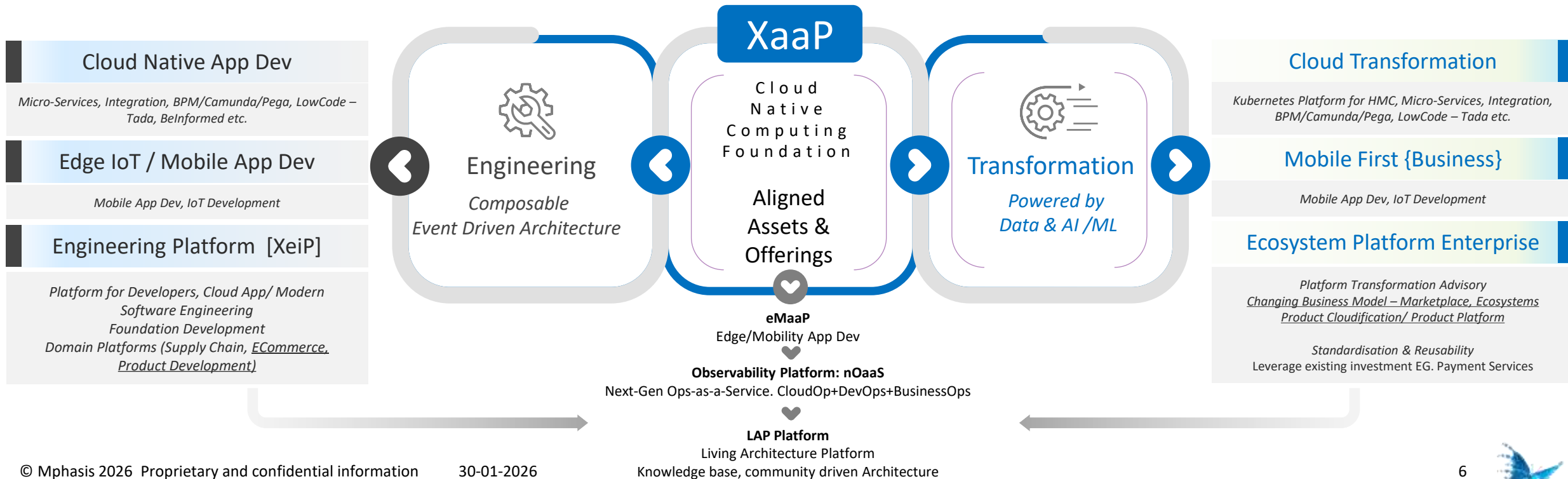
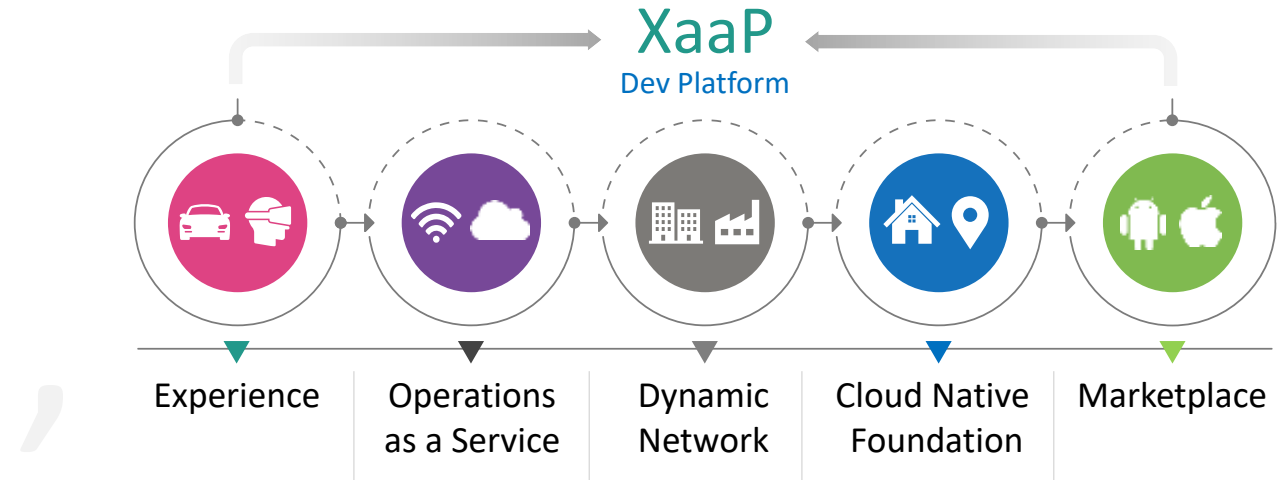


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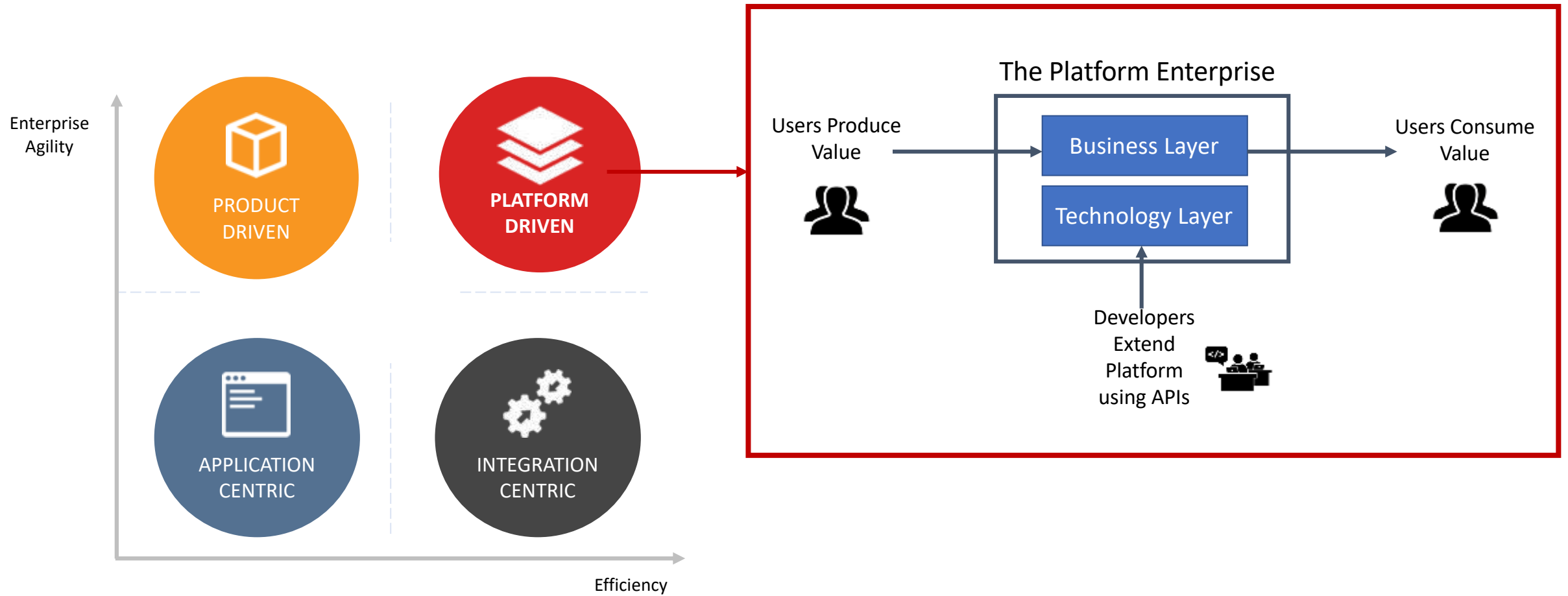


Protocols and Platforms - XaaP

- 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



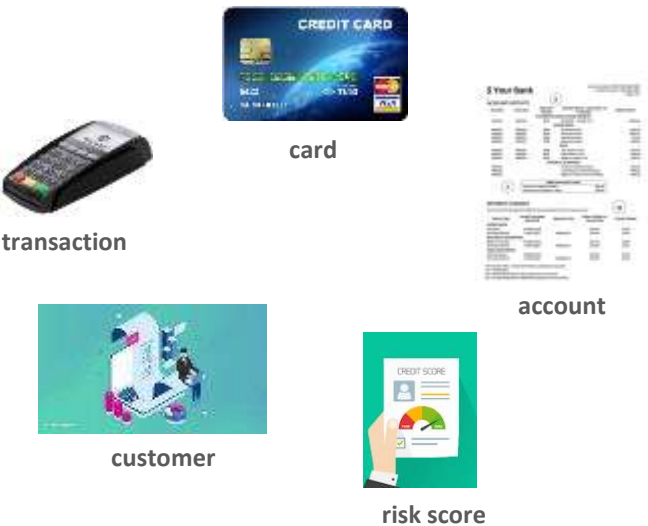
A XaaS Platform Ecosystem: Agile / Efficient / "Delivered Value" Centric



Capabilities

The *tools* we leverage to do a job

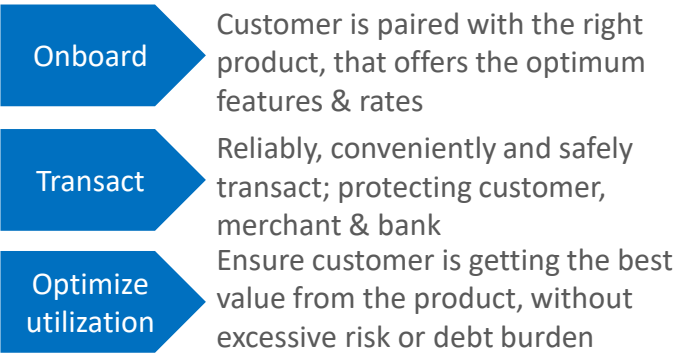
Business Object Services



Value Streams

The *jobs* we perform to deliver value

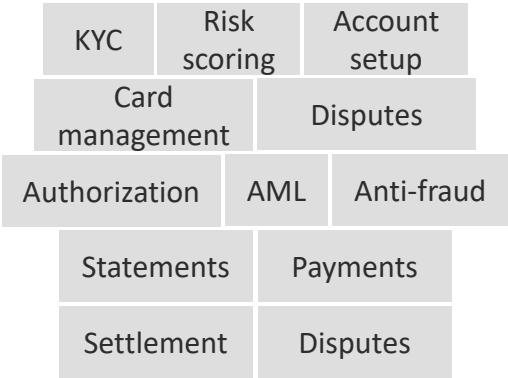
Activity Services



Processes

The varying *ways* we carry the jobs out

Process Automations



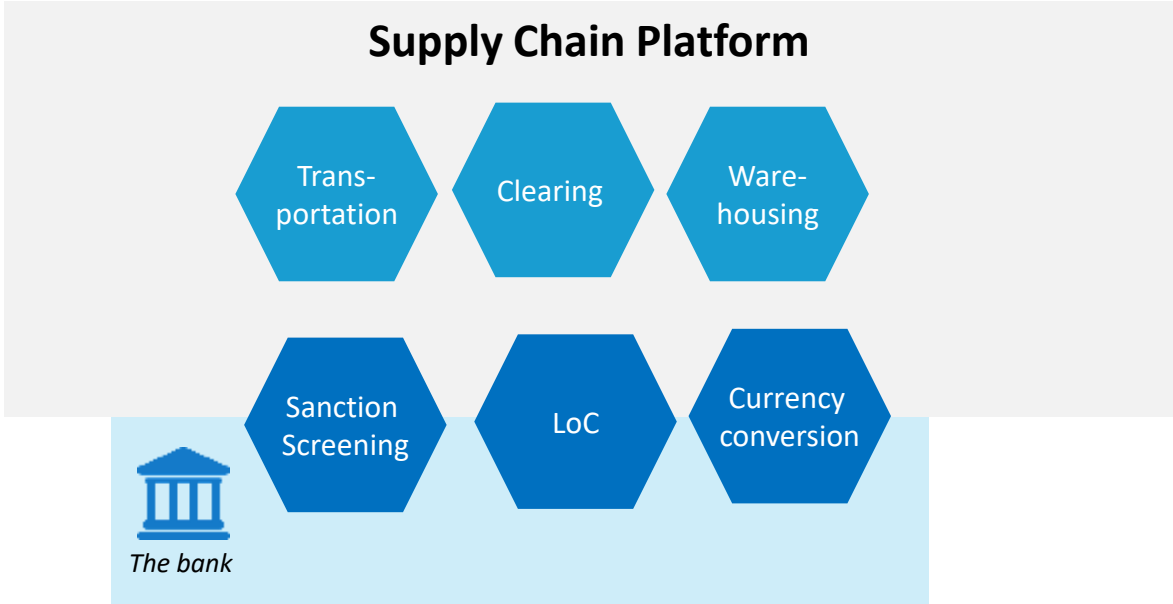
Information

Business Objects

The well engineered *information* our tools are based on

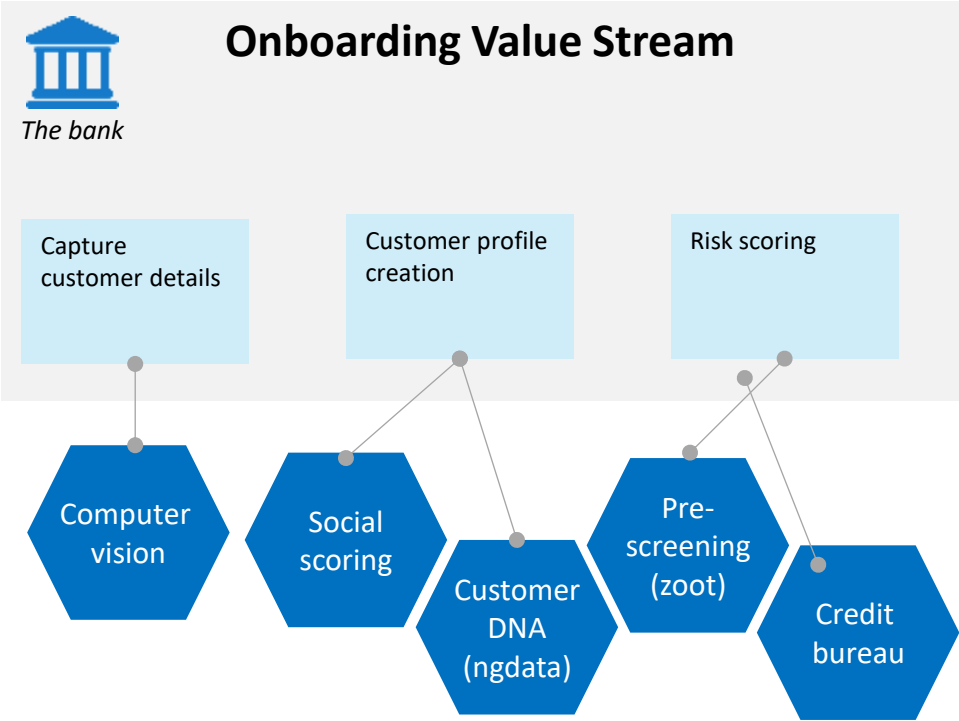


Transaction Platform



Online marketplace where participants can discover and consume services

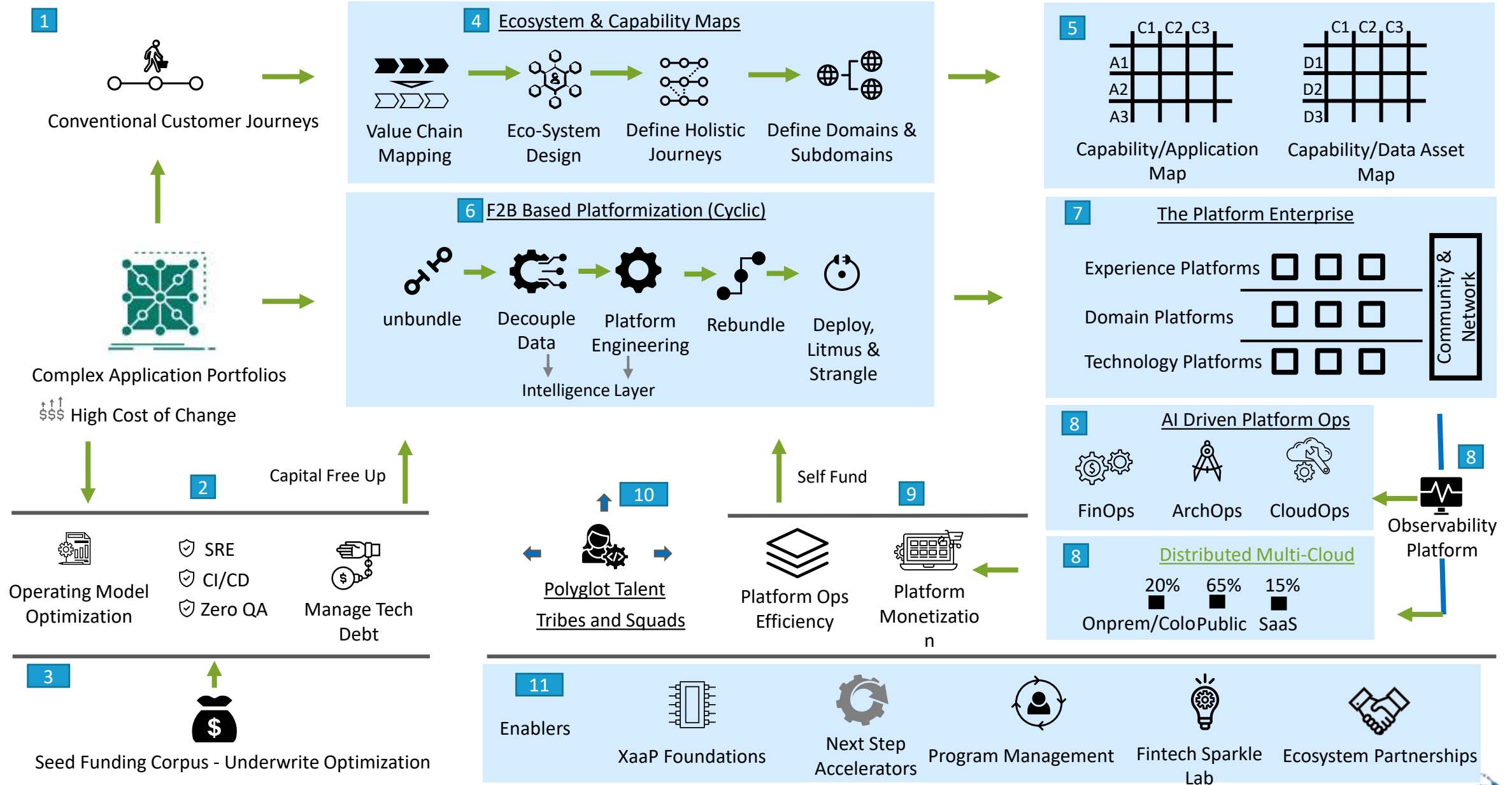
Innovation Platform



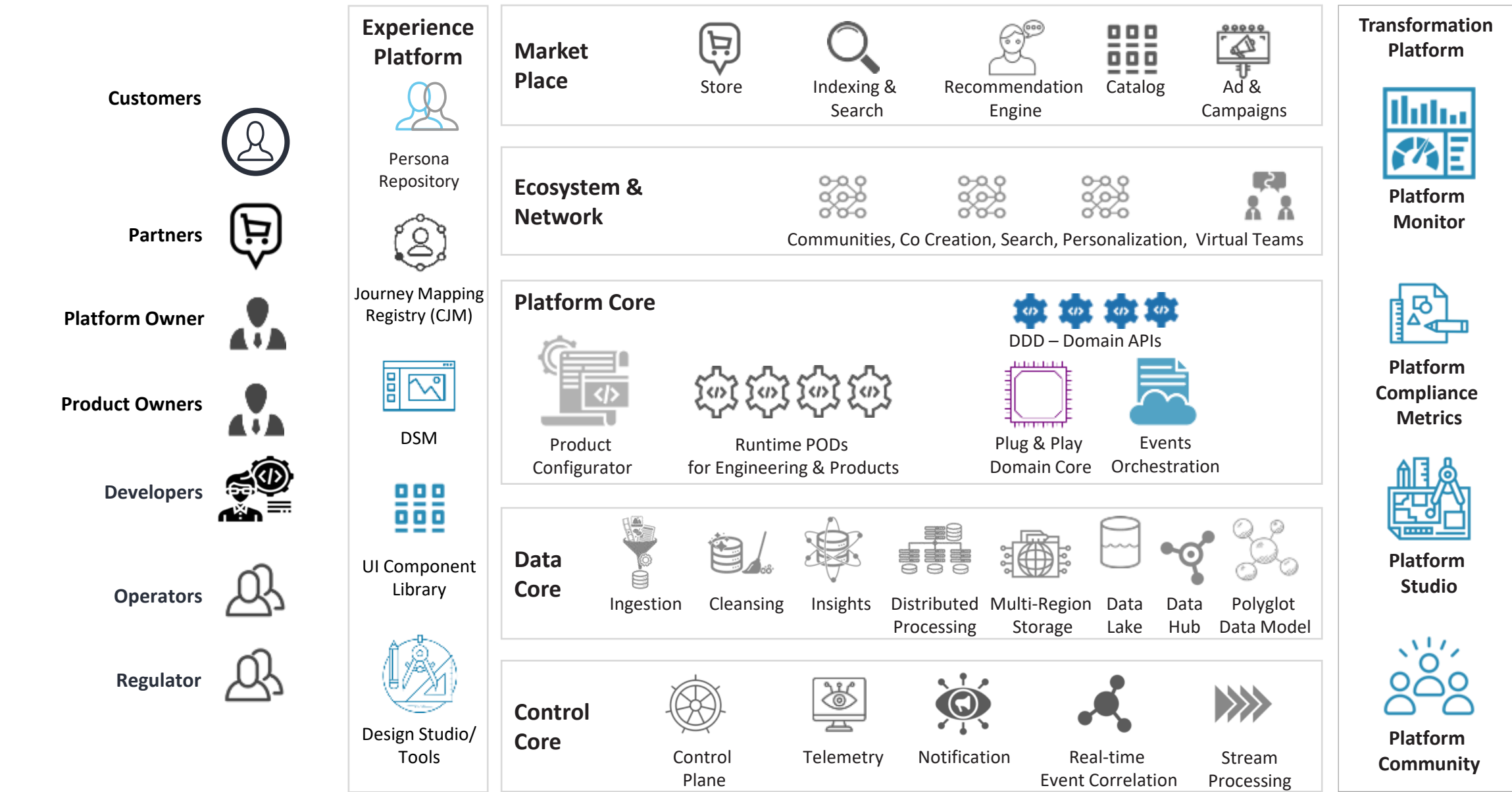
Integrate complementary services from partners to add functionality



Our Playbook on a Page



Blueprint for an Enterprise Platform



Modernization Platform

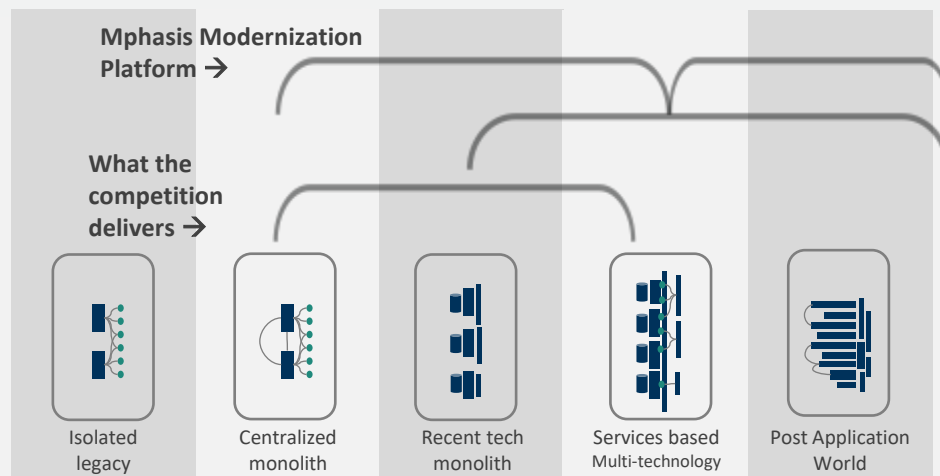
The Problem

- 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



HOW WE SOLVE IT: 4 KEY TENETS

Iterative Business Capability Modernization



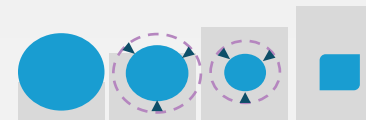
- Changing the technology of a platform does not automatically deliver business benefits.
- We use our F2B methodology to deliver meaningful business benefits, while shrinking the core and modernizing the ecosystem.

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.



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



ISV Led

Example: A fully automated 1-step modernization process, aka refactoring

Mainframe App



Converters



Modern App



- Customers have highly optimized mainframe code.
- Converters focus on functional equivalence, but their outputs need a lot of modifications to meet enterprise standard NFRs.

Current methods of modernization processes (from ISV partners) are algorithmic, black boxes to SI and Client

ISV Led

Code Reverse
Engineering

Human Refinement

Model
Modernization

Future State
Development

Black Box

Black Box

Black Box

Black Box

IP Led Gen AI enabled Modernization

Mainframe App



AI



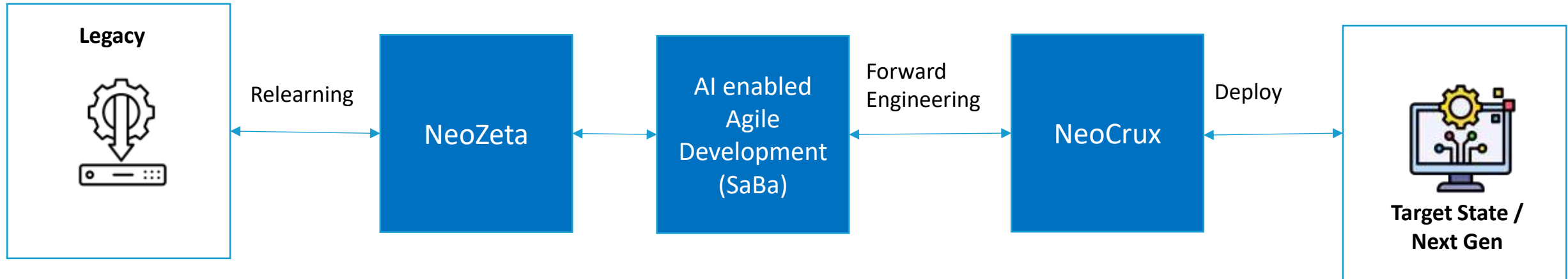
Functional Expert

Introduces Transparency

LLM Based Generative AI Engine



- NeoZeta™ is a GenAI-powered Enterprise Modernization Platform designed to help organizations modernize their complex, archaic but mission-critical systems with confidence into agile, modernized solutions with a high degree of efficiency and accuracy while significantly reducing the time and expense required to transition.
- NeoZeta™ is developed as an IDE extension that can be utilized by multiple personas working on application modernization
- NeoZeta™ works in conjunction with SaBa™'s AI-enabled Agile Development capabilities and NeoCrux™'s AI enabled forward engineering capabilities.





NeoZeta is the only Gen AI-based Enterprise Modernization Platform available in the market that **offers complete transparency into the re-learning process**. This platform is designed to help organizations modernize their mission-critical systems with confidence by unlocking hidden enterprise knowledge in code, other artifacts and documents.

NeoZeta™ simplifies legacy modernization by using advanced AI in an intuitive IDE extension and transforms complex, archaic applications into agile, modernized solutions with a high degree of efficiency and accuracy while significantly reducing the time and expense required to transition.



Transparent, Reliable & efficient, and method to modernize legacy code **without disrupting business operations**



NeoZeta™ **minimizes Time to Market (TTM)** and reduces relearn time by >50%



Minimized future investment on modernization owing to the capability to build knowledge repositories and graphs.



Offers **Lower cost of maintenance** and **smart support** through Intelligent querying capability on code, artifacts, and knowledge base



- Relearn Agent (Relearning from existing Application code and non-code artifacts)
- Agile Agent (Generating Epics, Features, User stories and tasks for modernization)
- Code Gen & Unit Test Case Gen agent

Relearn AI Agent

Step 1 – Upload application source code (.cob, .natural, etc) and non-source Artifacts (e.g. Design documents, Schemas, User manual, Test cases, Transcripts, Notes) in different file formats (.pdf, .xlsx, .doc etc), consume domain knowledge sets such as BIAN etc.

Step 2 – Base Insights Extraction (User based prompting used to identify and extract Initial insights from application)

Step 3 - Extractions of outputs:

- i. Fields data
- ii. Business Rules
- iii. Capabilities & Value proposition

Agile AI Agent

Step 1 – Utilize outputs from Relearn agent Coupled with Epic description (Prompt with context of application) from Jira or Azure DevOps boards

Step 2 – Generate Agile outputs for forward engineering:

- i. Epics
- ii. Features
- iii. User stories under each feature
- iv. Detailed tasks under user stories

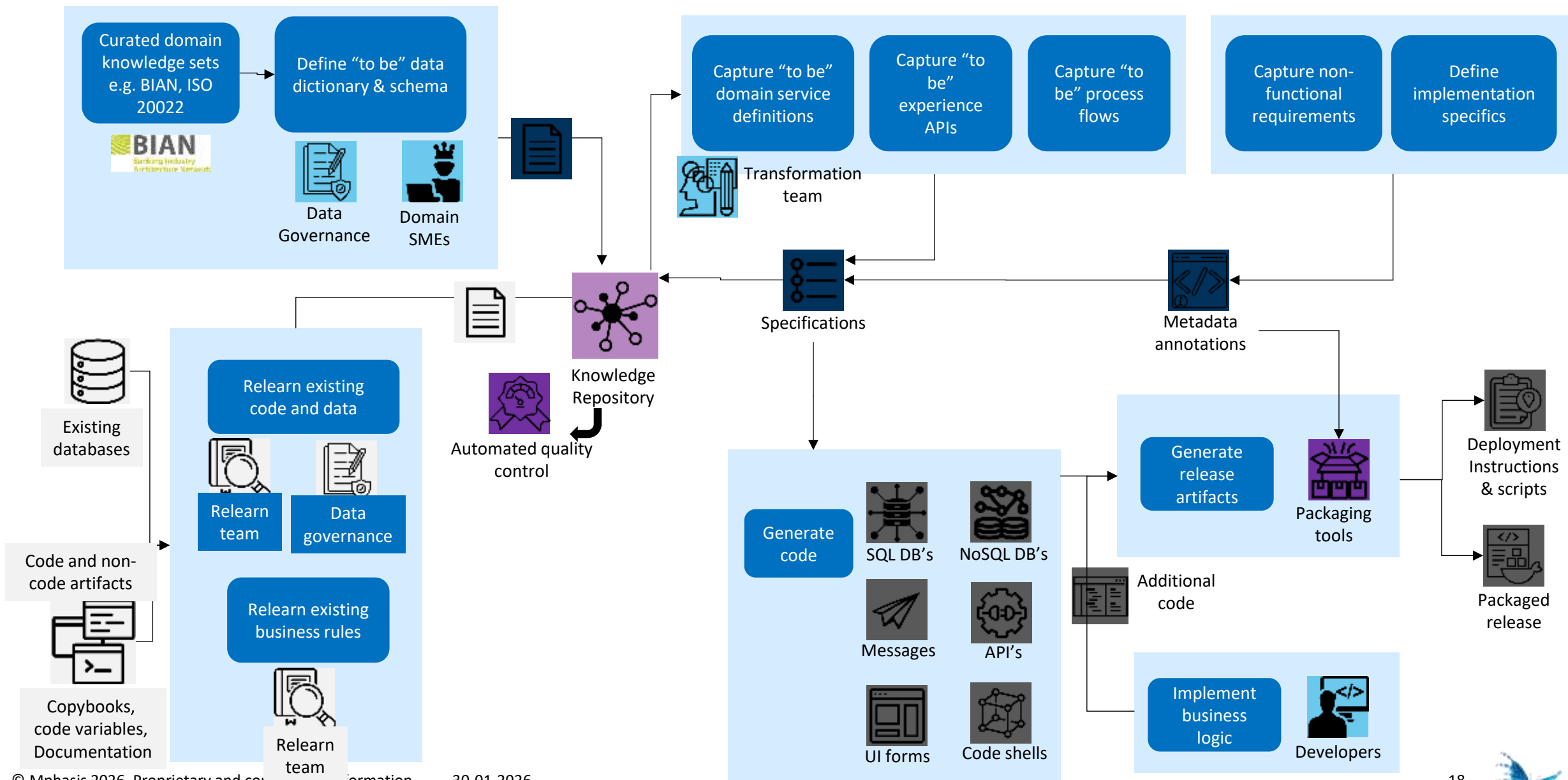
Code and Test Gen AI Agent

Step 1 – Utilize the generated tasks from agile agent & configure application components required for code & unit test generation.

Step 2 – Iterate the code gen process following a sequential code development



Bringing it together – Curated Domain, SaBa, NeoZetaTM, NeoCruxTM



Further Information: For more information about our G-Cloud services, please contact our Public Sector Team at mphasisukps@mphasis.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 [NeoIP™](#), 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 NeoIP™ 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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