



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

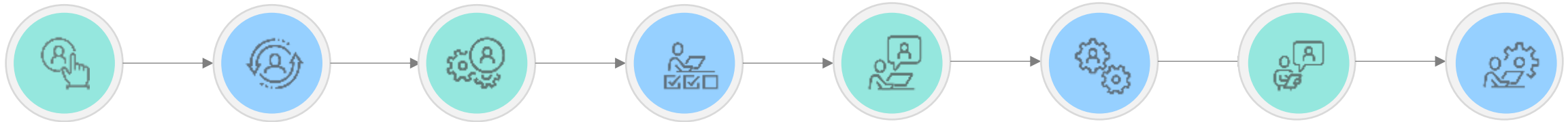
Helping enterprises derive maximum productivity and efficiency across the software delivery value chain, while aligning with the rapidly changing requirements .

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.

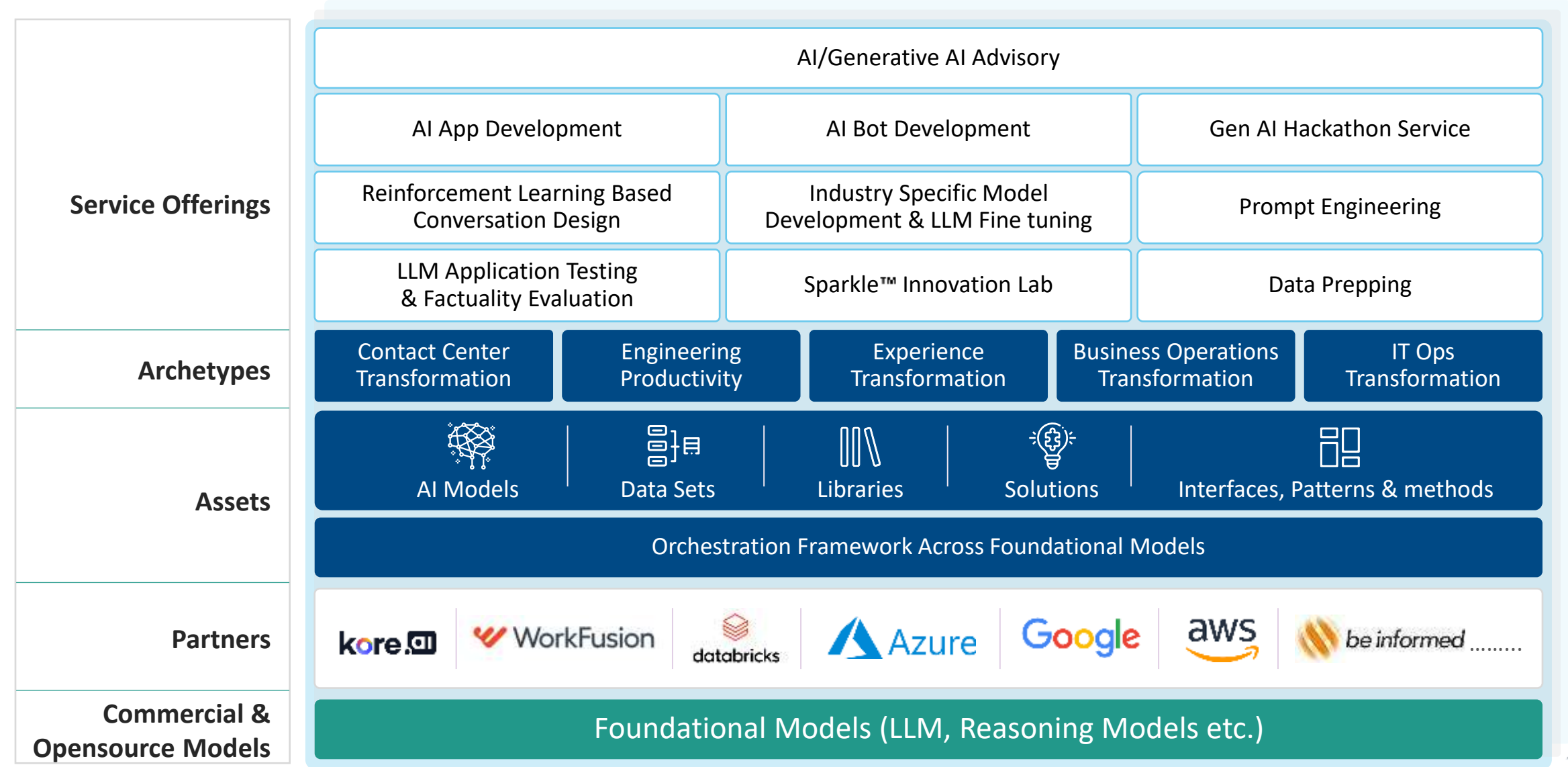
Agile IT Operations

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.



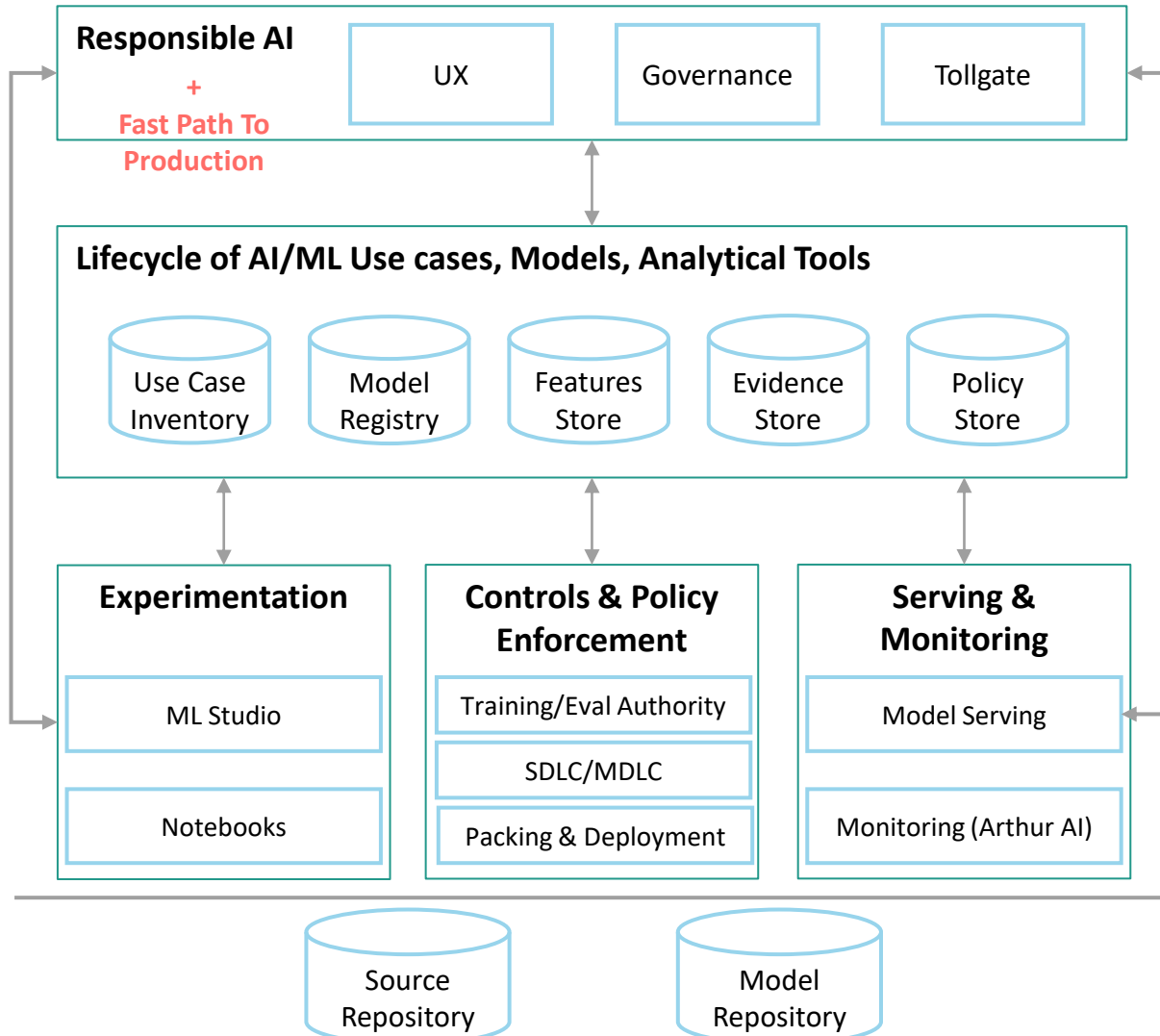




Mphasis AI Superhighway accelerates Enterprise AI enablement and adoption of AI at Scale

Securely delivering models from experimentation to production with organizational guardrails

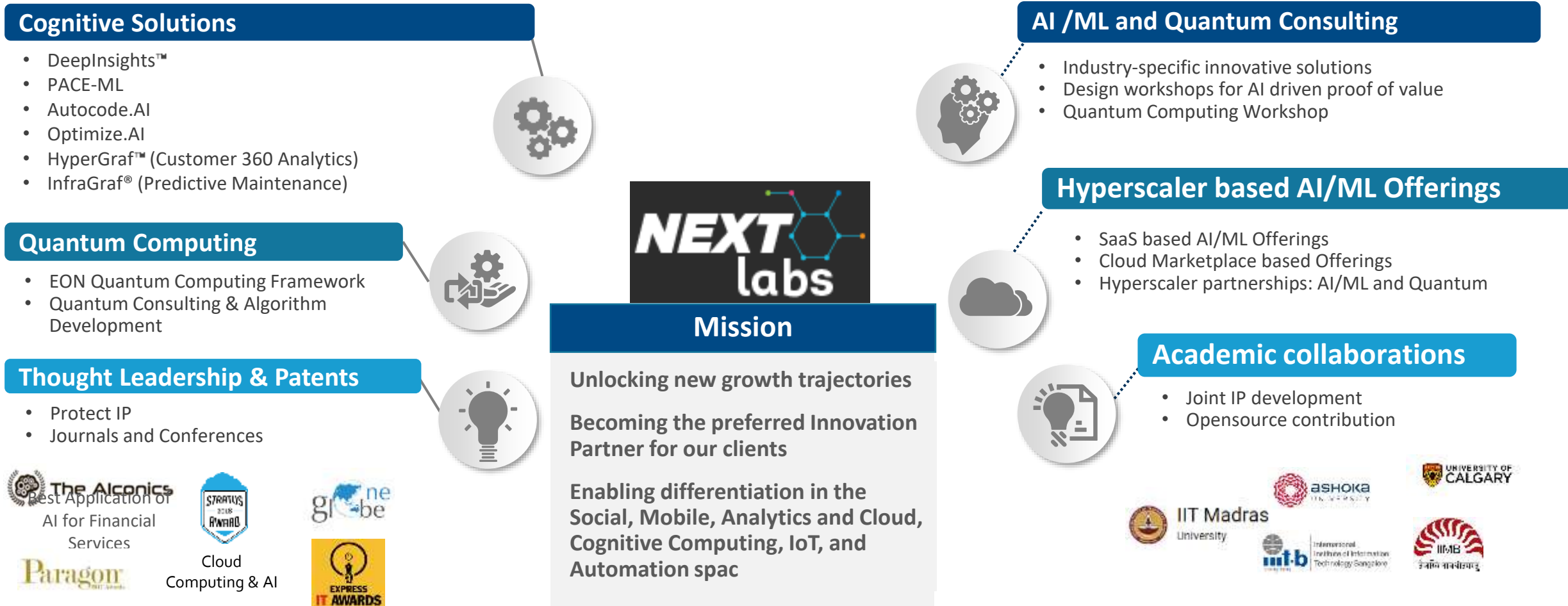
AI Superhighway Overview



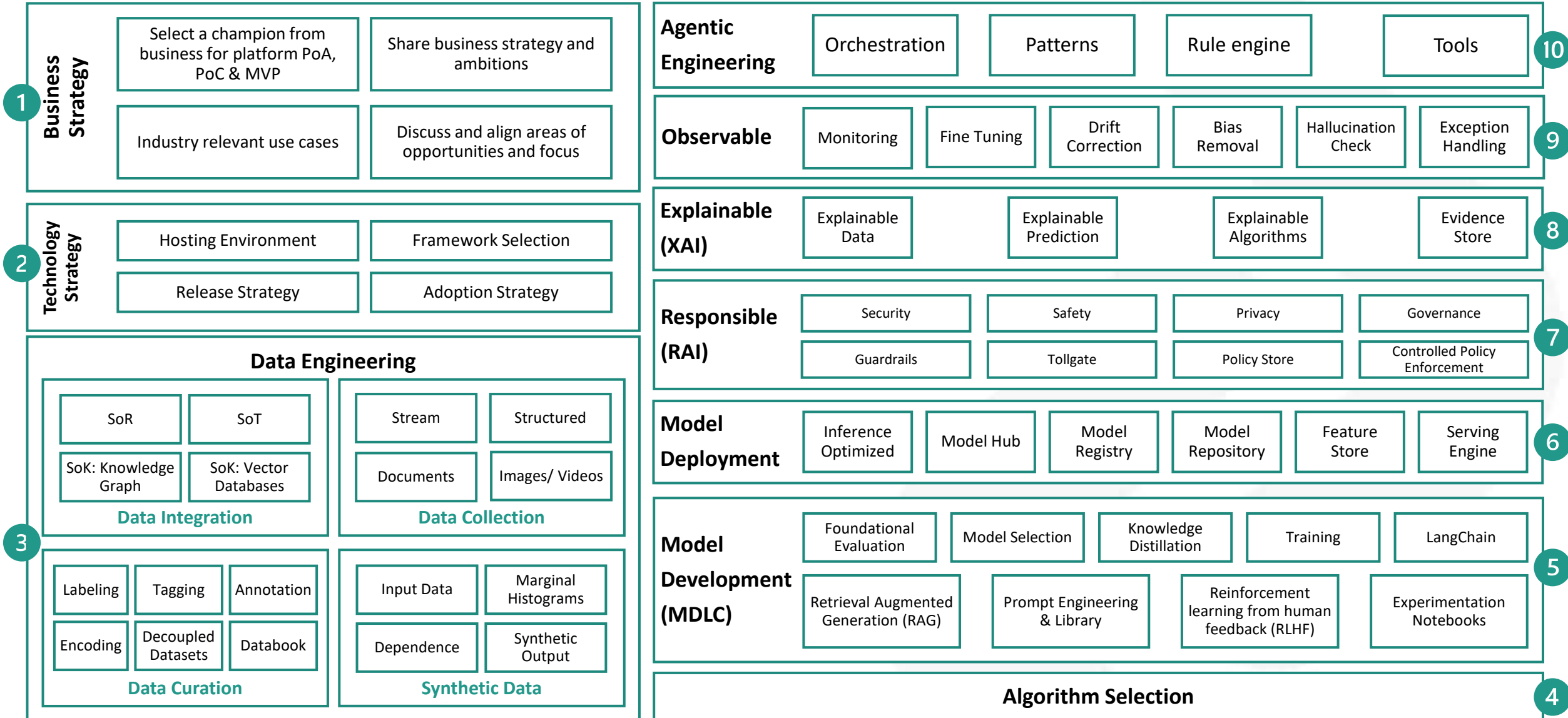
- Provides end-to-end delivery of AI/ML capabilities from concept to serving in production environment
- A fully managed modern AI/ML platform for MLOps, ModelOps and model governance. It enables users to quickly and easily build, train and deploy machine learning models at scale
- Simplifies MDLC (Model Development Life Cycle) with Use case life cycle management, Model experimentation, Model training, model development and serve/deploy model to prod ready environment
- Integrates with other AI capable systems (Databricks, ServiceNow, Salesforce)
- Built as a set of micro services that are interconnected
- Supports runtime serving of batch inference and real-time inference
- Supports remote execution of training jobs
- Provides a customizable serving platform with model monitoring capabilities
- Automated process of end-to-end model life cycle management and governance
- Runtime serving has control over model traffic and routing



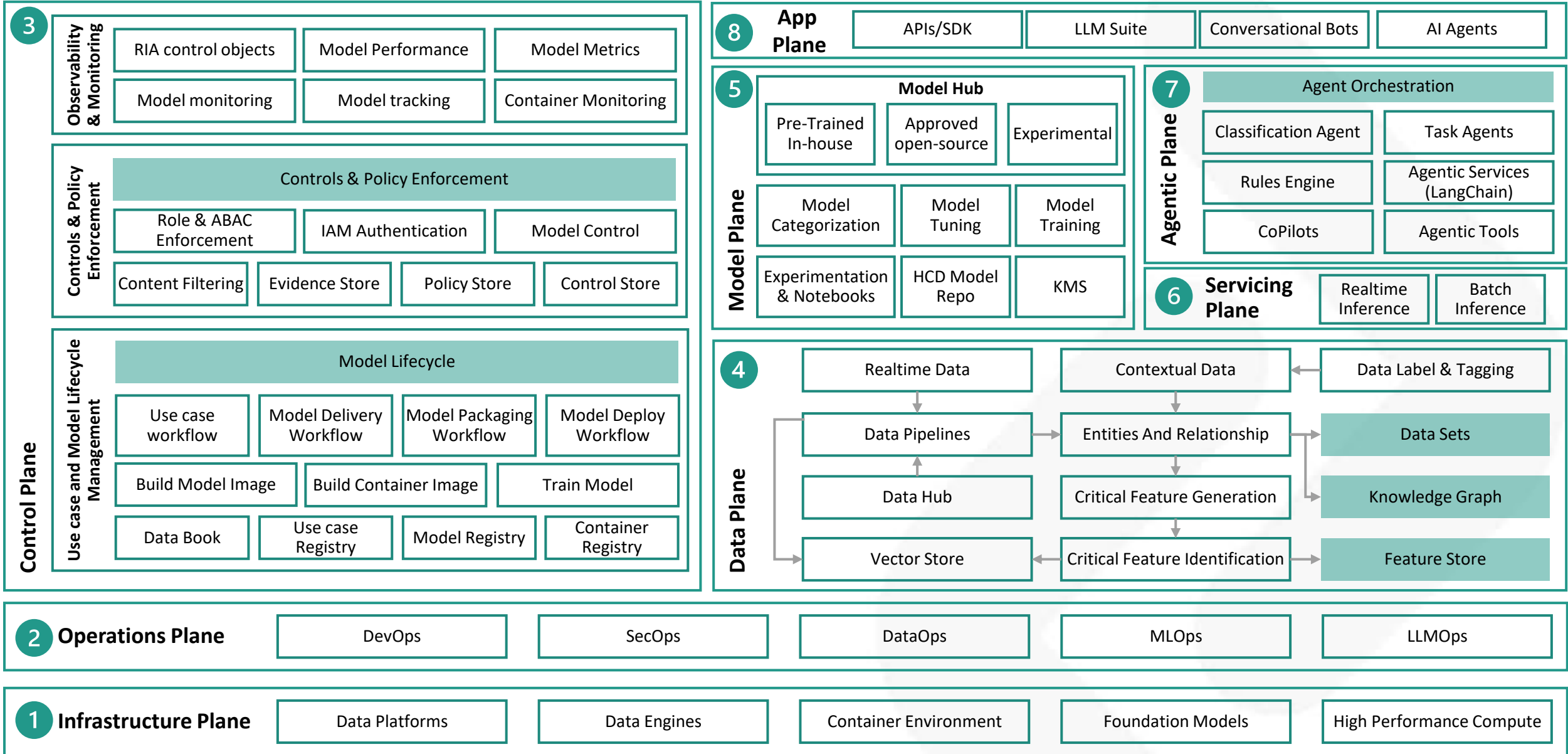
NEXT Labs is focused on disruptive and break-through innovations across Cognitive, Cloud and Service Transformation



Arriving At Viable Roadmap



Building Blocks





Mphasis Agentic SDLC (Neo Platform) is an AI-powered platform streamlining the software development lifecycle (SDLC) using GenAI.

It offers 40 capabilities for repurposing enterprise investments, from design to implementation and proactive monitoring.

Three Challenges Will Manifest Itself As Copilot Adoption Increases

Loss of development productivity improvement due to **SLOW** requirement gathering and deployment process

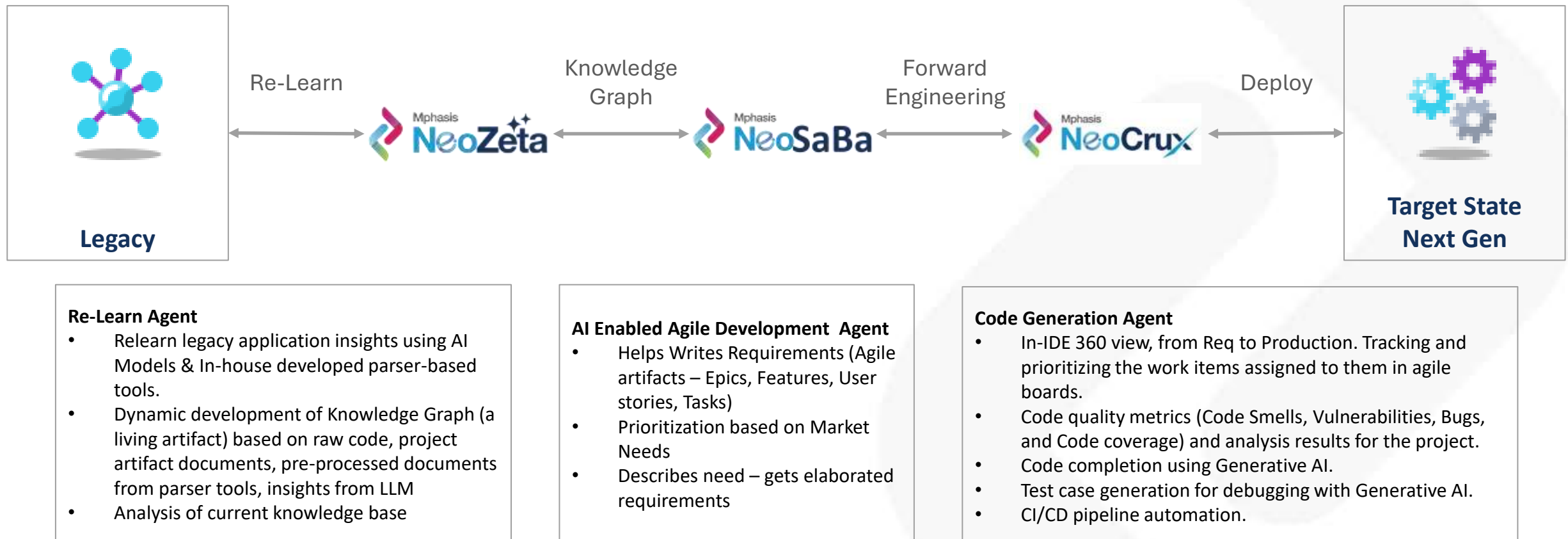
Emergence of **Accidental Architecture** due to inadequate GitHub Copilot prompting

Loss of enterprise knowledge, practice, and standards due to the use of Copilot without any reference to **Enterprise Memory**

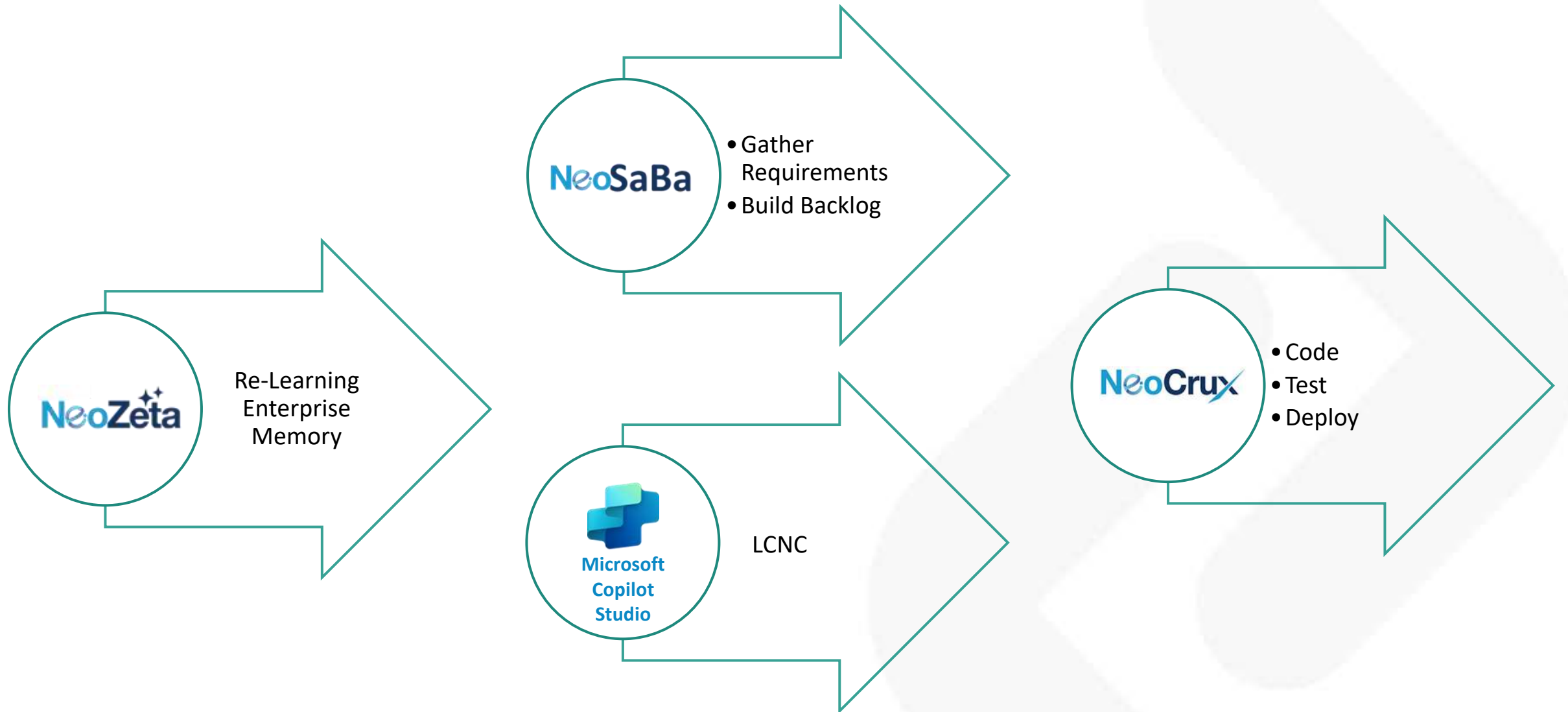


Mphasis Neo Platforms – Gen AI Powered Modernization

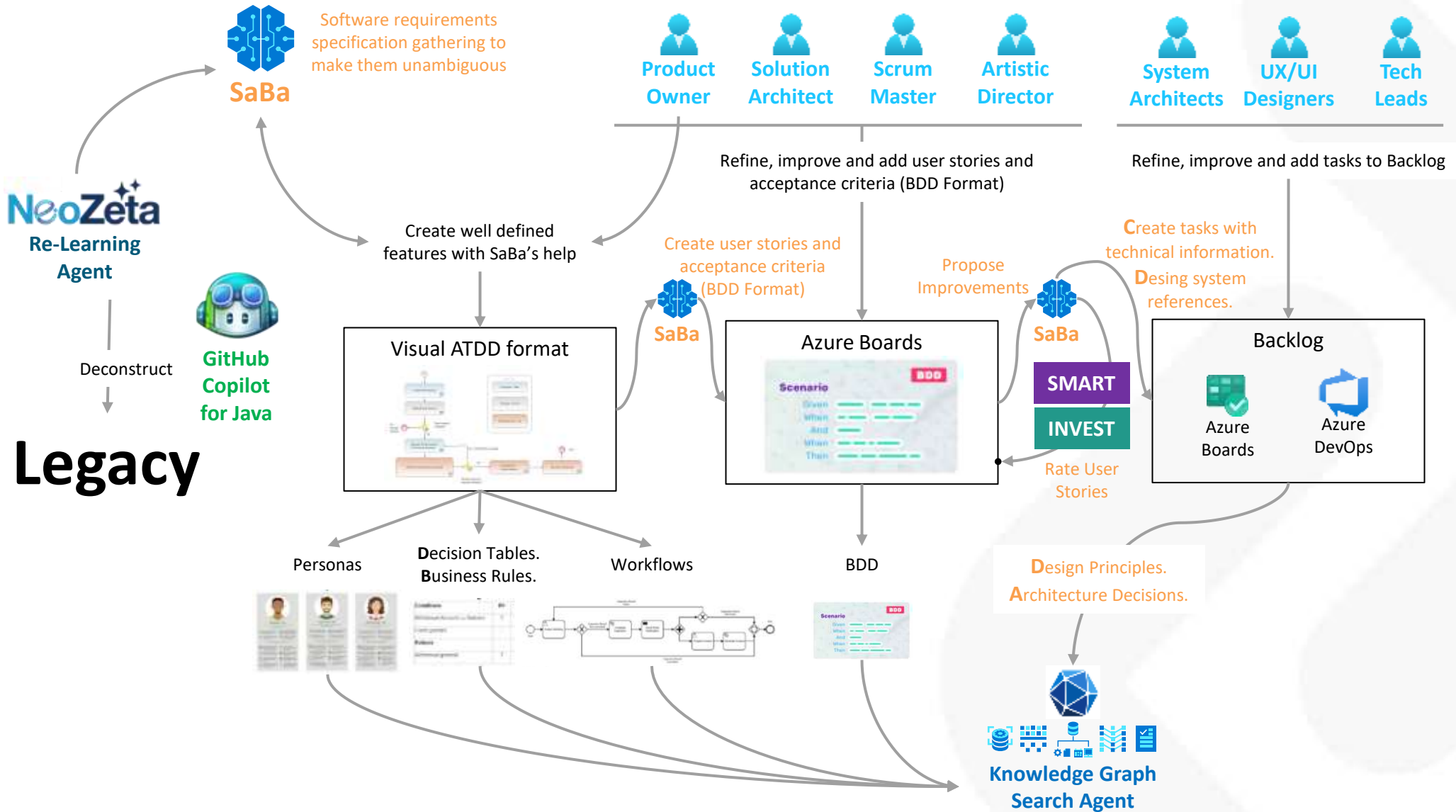
Mphasis Neo TM Platforms are GenAI-powered Enterprise Modernization Platforms designed to help organizations modernize their complex, archaic but mission-critical systems with confidence into agile, modernized solutions with a high degree of efficiency and accuracy while significantly reducing the time and expense required to transition.



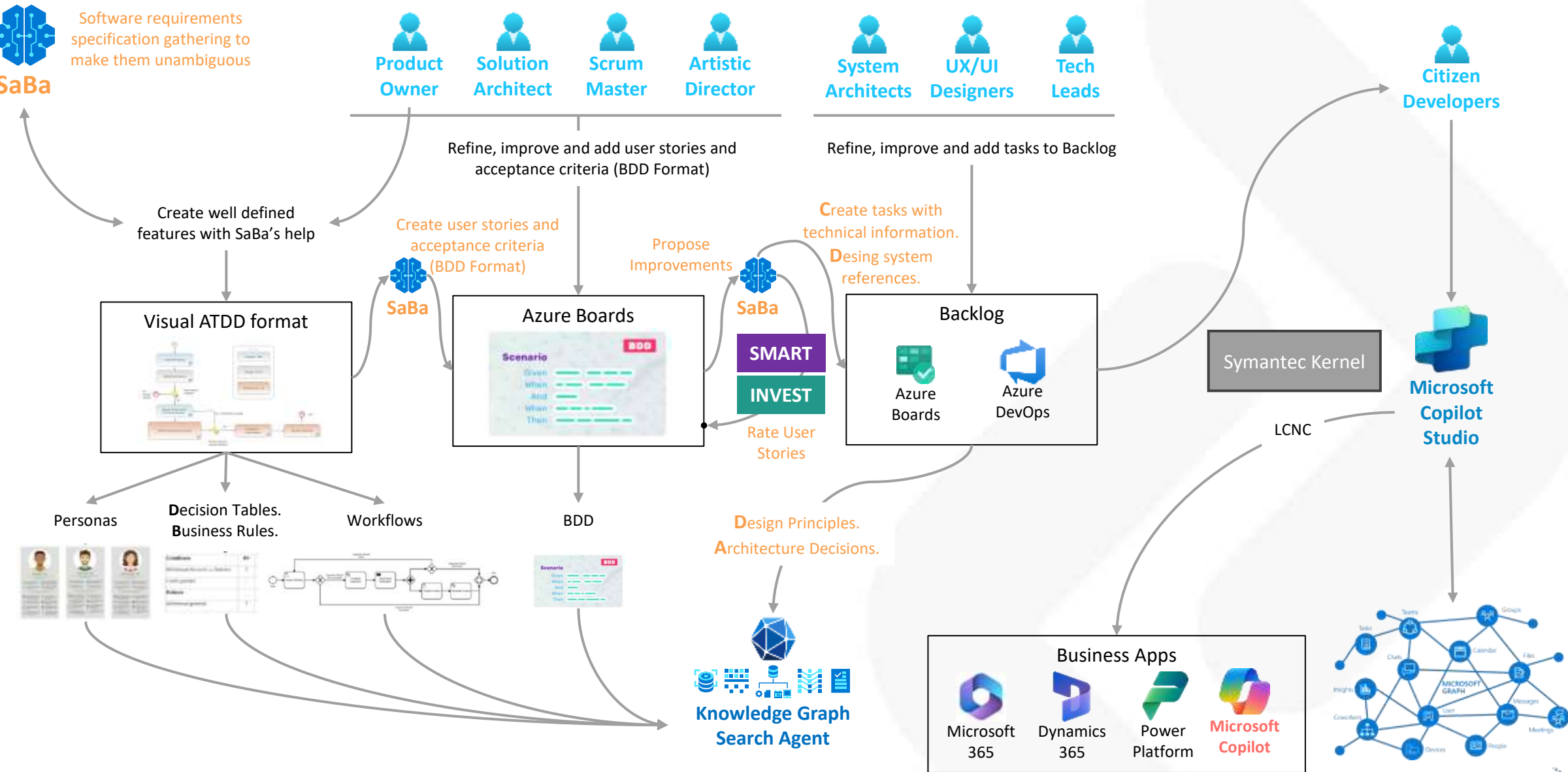
Mphasis Agentic SDLC



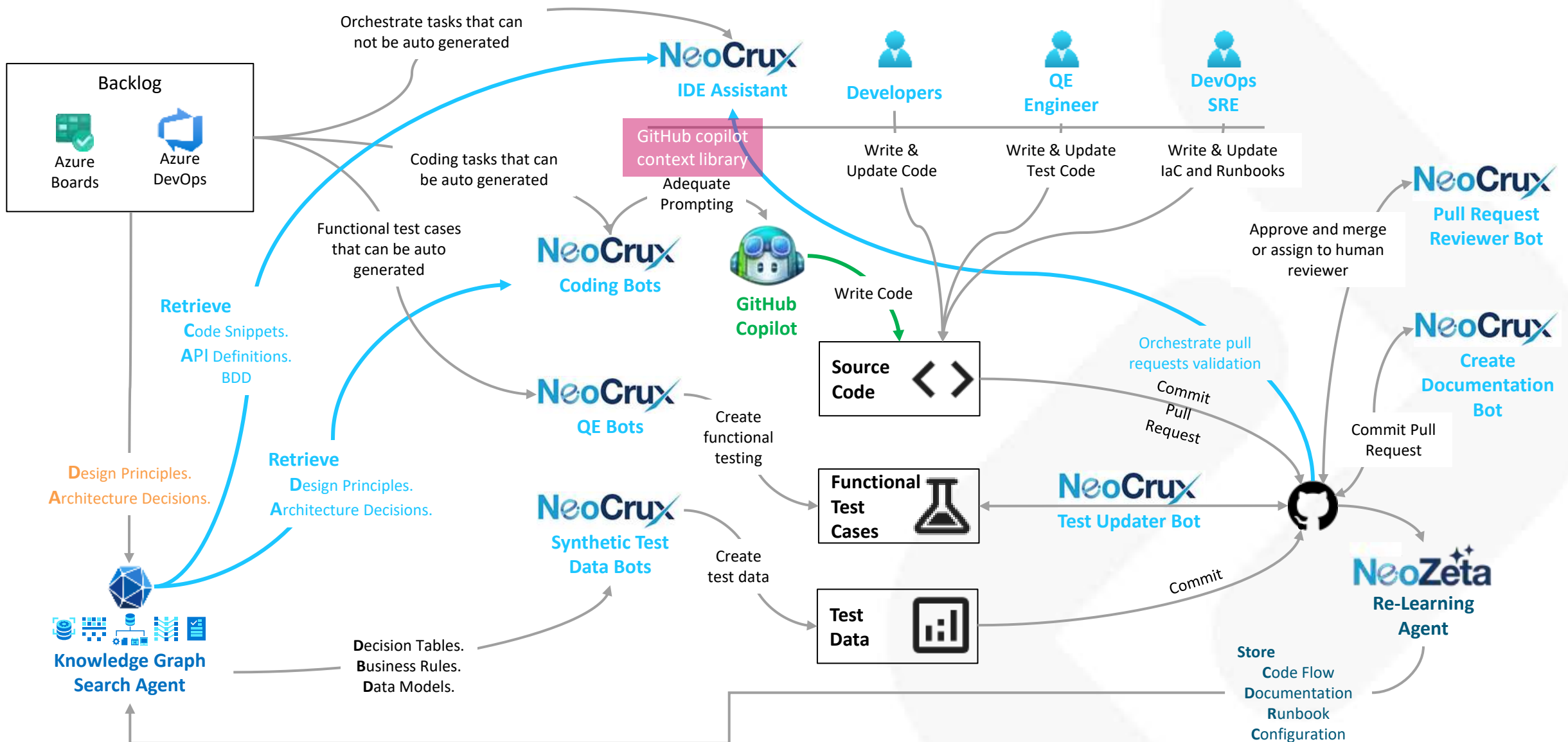
Agentic Requirement Gathering With Mphasis Semi Autonomous Business Analyst (SaBa)



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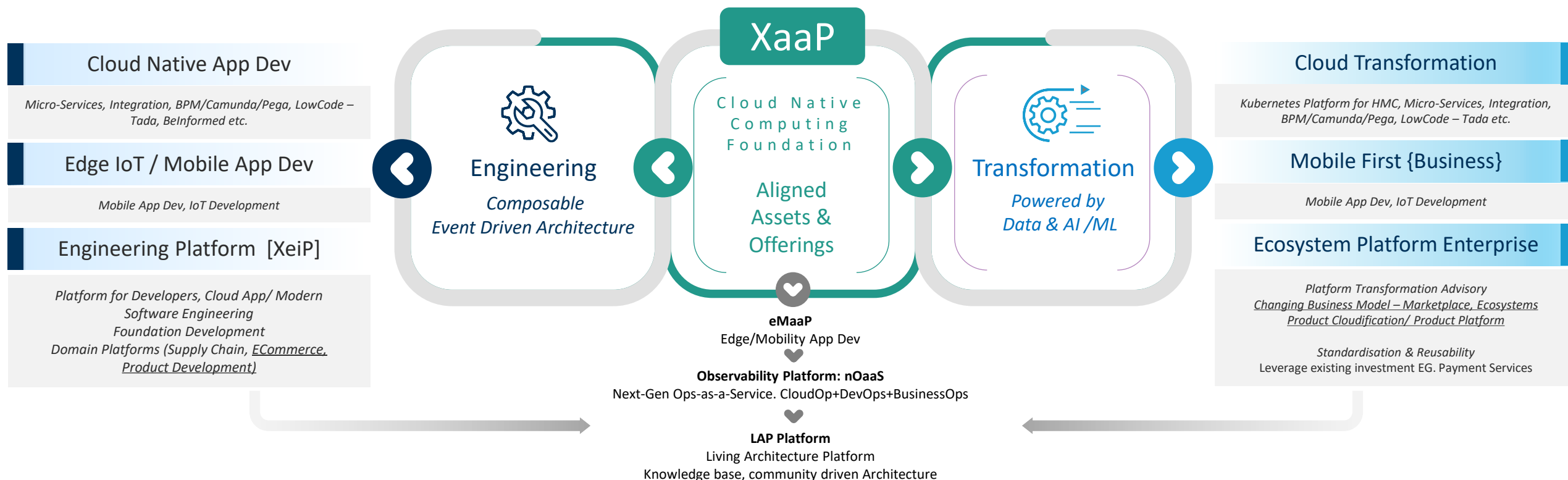
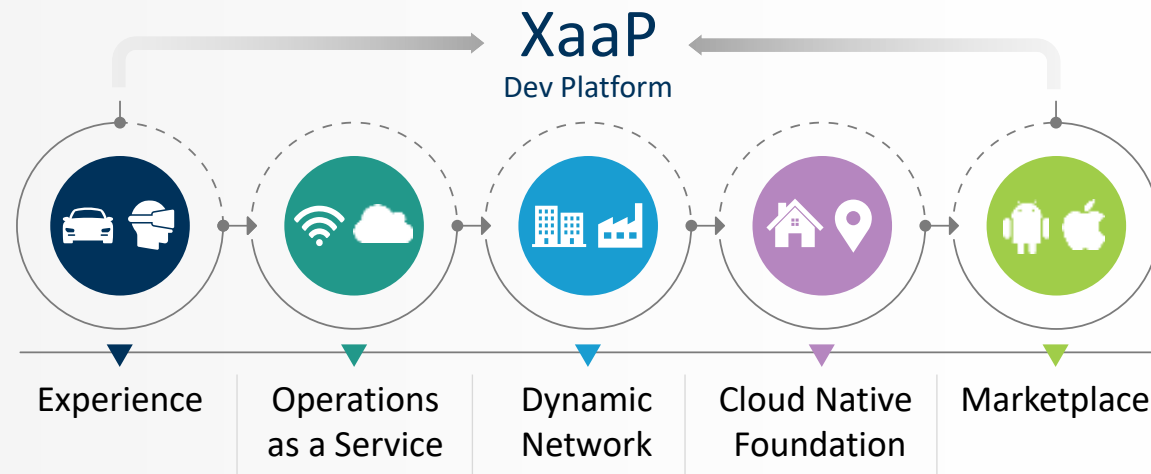


Agentic Development & Testing With GitHub Copilot & Mphasis Neo Platform



Protocols and Platforms – XaaP (Accelerate Your Digital Journey)

- 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



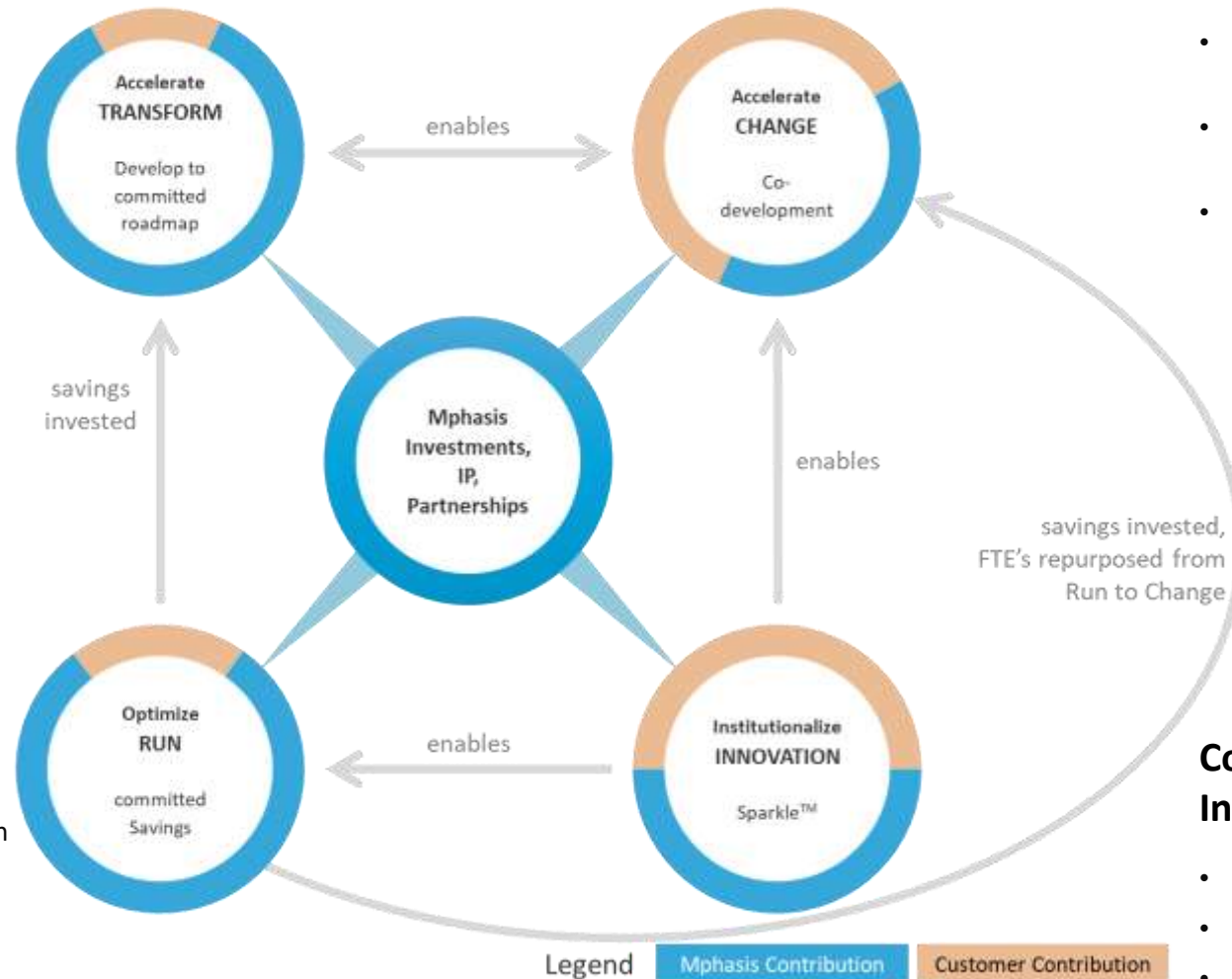
Success story 1: Self-funded transformation for Fortune 50 enterprise (1/2)

Deliver Faster 45% - 55%

- Next Gen App Dev - Platforms and Service Architectures, Applications through Composition, DevSecOps
- Accelerate public / private cloud adoption
- F2B™ transformation of legacy systems and Mainframe exit
- Culture - Data-Driven, Experimentation-oriented, Lean

Reduce Costs 35% - 40%

- Reduce cost through multiple optimization levers – operating model, automation, Technical Debt Management
- Improve speed and efficiency through modern engineering practices – DevSecOps & SRE



Savings, and/or Freed-up capacity

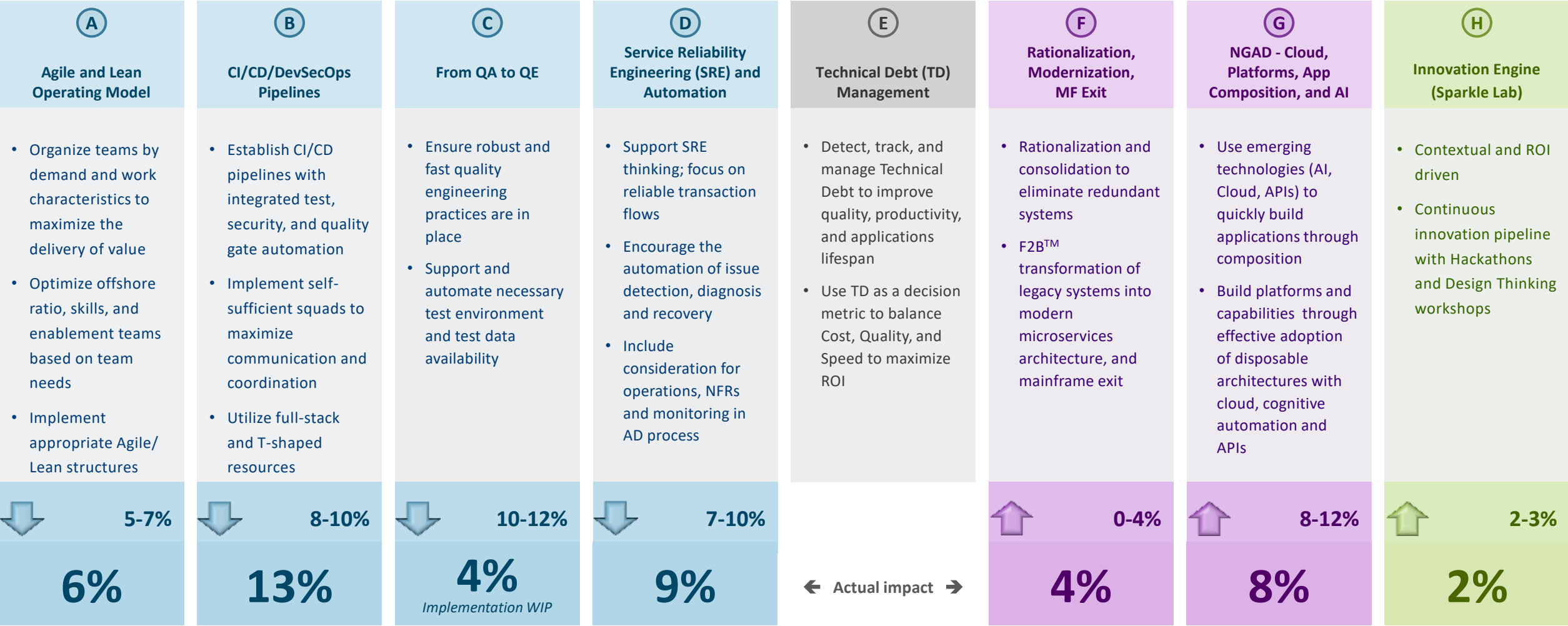
- Enable acceleration by leveraging freed up FTE capacity
- Mphasis Accelerators and *NextSTEP* capabilities
- Data Analytics, NextGen, Cognitive, business automation

Contextual and Continuous Innovation

- Focused ROI based innovation
- Innovation lab
- Design Thinking
- Hackathons and Days of Chaos



Self-funded transformation for Fortune 50 enterprise – 32% saving in two years



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 [NeoIP™](#), a breakthrough AI platform which orchestrates a powerful pack of AI platforms and solutions to deliver impactful outcomes across the entire enterprise IT value chain, because we believe '*AI Without Intelligence Is Artificial™*.' 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 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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