



G-Cloud 14

Service Definition Document

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

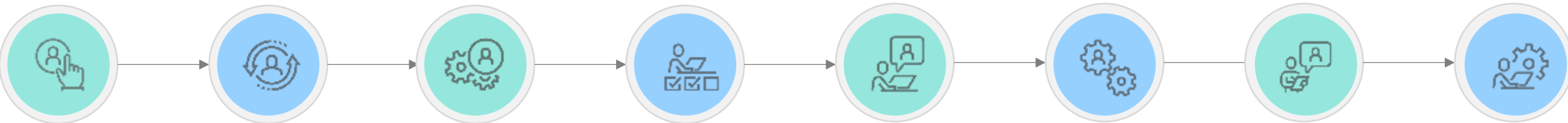
Helping enterprises derive maximum productivity and efficiency across the software delivery value chain, while aligning with the rapidly changing requirements .

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.



Mphasis Low Code Platform Services enable organisations to rapidly design, build, and modernise applications using leading low-code technologies including **Pega, PowerApps, Outsystems, Appian, Mendix, Unqork, BeInformed**, and others. With 150+ global low-code solutions delivered, robust quality engineering practices, agile delivery models, and tooling such as code analysers and health-parameter tracking, Mphasis ensures predictable, scalable, and high-quality outcomes across all low-code initiatives.

End-to-end implementation, consulting, training, and operational support

Ensures long-term self-sufficiency for clients in building and managing their own applications.



Mphasis global Centre-of-Excellence - Proven delivery frameworks,
400+ certified low-code practitioners accelerate digital transformation while reducing development effort, cost, and time-to-value.

Engineering Excellence: Agile Delivery • Code analyzers • Test coverage • DevOps Pipelines • Reusable Components • Quality

Implementation

End-to-end build,
configuration, integration

Consulting

Architecture, governance,
platform selection

Training & Enablement

TalentNext (100+ Courses)
CoP, mentoring

Support & Operations

Monitoring, enhancements,
EWR-driven predictability

Pega | PowerApps | Appian | Outsystems | Mendix | Unqork | BeInformed

Rapid development & early value

Discover

- Workshops
- Mapping
- Prioritisation

Design

- UX
- Data
- APIs

Cost-effective and scalable delivery

Build

- Components
- Rules
- CI

Test

- Automation
- Coverage
- Quality

High-quality enterprise applications

Deploy

- Release
- Cutover
- Hypercare

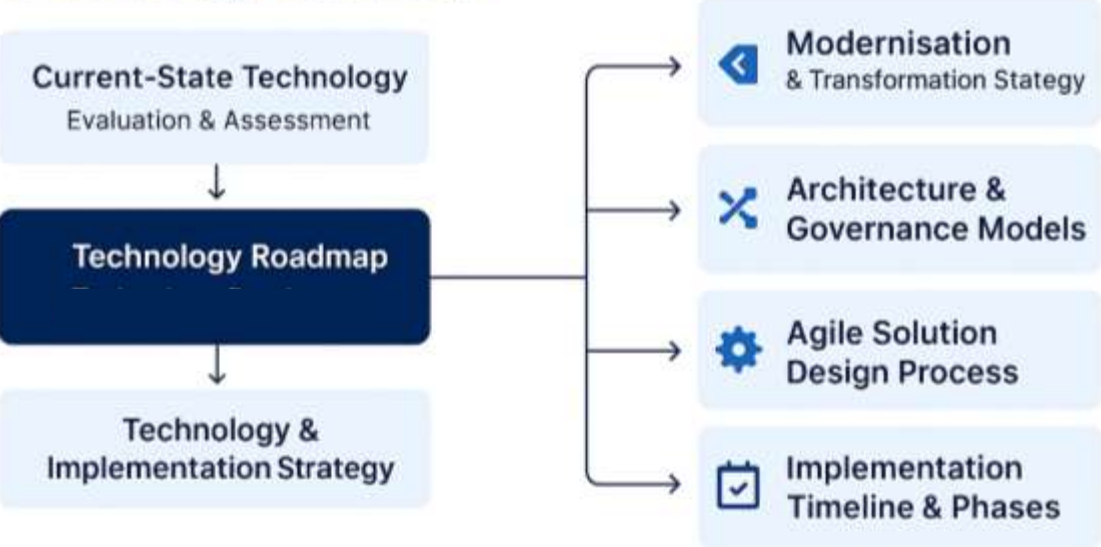
Support

- 24x7
- Enhance
- Optimise



Mphasis evaluates an organisation’s digital technology maturity and readiness to design a comprehensive Technology Roadmap. The roadmap incorporates ongoing and planned transformations, operational constraints, change-champion bandwidth, architecture requirements, timelines, budget and risk. It provides a clear, structured path from current-state technology to a modern, scalable future-state aligned to strategic outcomes.

Technology Roadmap



Key Features

- Defines transition path and aligns timelines to operational needs
- Captures current/target architecture, governance, and data models
- Platform- and cloud-agnostic modernization across all tech domains
- Agile, sprint-based design with insight, API, and data-sharing requirements
- Delivers phased roadmap including Service Layer architecture & governance

Key Benefits

- Ensures compliance, supports priority aligned, business-case-driven delivery
- Provides scalable, modernized IT and Data Platform foundation
- Optimizes costs while reducing operational risk and manual effort
- Lowers operating and compliance costs
- Strengthens IT capability through structured modernisation

Planning Approach (Building the Roadmap)

- Assess IT estate, requirements, and capability needs
- Evaluate applications using 6R and define target architecture blueprint
- Analyze platform options and align to business/technical goals
- Consolidate roadmap with timelines, dependencies, effort, use case benefits
- Platform market analysis and alignment

Training & Enablement

Build capabilities through TalentNext with mentoring, hands-on learning, and inclusive training

Migration & Delivery Readiness

Cloud-agnostic migration delivered by certified experts using scalable transformation models.

Quality, Security & Support

Assured quality, secure testing, continuous DevOps, with fully accessible 24x7 support.”

Mphasis Contact Center Overview

Mphasis has extensive capabilities and deep domain expertise in Contact Center modernization and transformation.



Platform Transformation

Migration from on-prem to CCaaS
Enable Conversational & Generative AI

Experience Transformation

AI driven solutions to improve CX / EX / UX, metrics | Eliminate Digital Leakage.

NextOps Transformation

Prof / Managed Services, Staff Aug, Opti-Shoring people across the globe.

Key AI & Experience Prof Services Acquisitions



User & Design Experience



Conversational & Gen AI



AML & KYC Automation Agents

NeoIP™ Platform Suite



AI DevOps Accelerator



Intelligence Engine



Digital Brain



WEM (WFO, WFM, Recording)



CRM Prof Service Acquisitions



Salesforce



Dynamics 365

Contact Center Capabilities

- On-Prem Contact Center / Migrations
- CCaaS / UCaaS Solutions
- RPA / Bot / API Development
- Workflow Automation
- Managed Services, Integrations, API Dev.

Conversational, Generative, Agentic AI

- Intelligent Virtual Agents
- Agent Assist
- Auto Summary / Auto Wrap
- Small / Large Language Modeling & Mapping
 - Bedrock, Gemini, OpenAI, Custom

Analytics, Quality & Optimization

- Real-Time Dashboards & Performance Analytics
- Speech, Text & Sentiment Analytics
- Quality Monitoring & Automated Scoring
- Workforce Optimization / WFM / Forecasting
- Journey Mapping & Containment Leakage Analysis

Mphasis IP Next-gen Contact Center IP—designed to integrate seamlessly with leading CCaaS, AI, and marketplace platforms across all major ecosystems.

Target Operating Model (TOM) Design & Transformation Roadmap

Mphasis provides a structured, intelligence-driven approach to designing a **future-ready Target Operating Model (TOM)**. Transformation is enabled through a supporting technology roadmap. The service leverages **Machine and Deep Learning, NLP, Process Mining, and Design-Thinking** to assess capabilities, standardize IT processes, and establish a scalable, automated, operating model aligned to business strategy.

Key Features

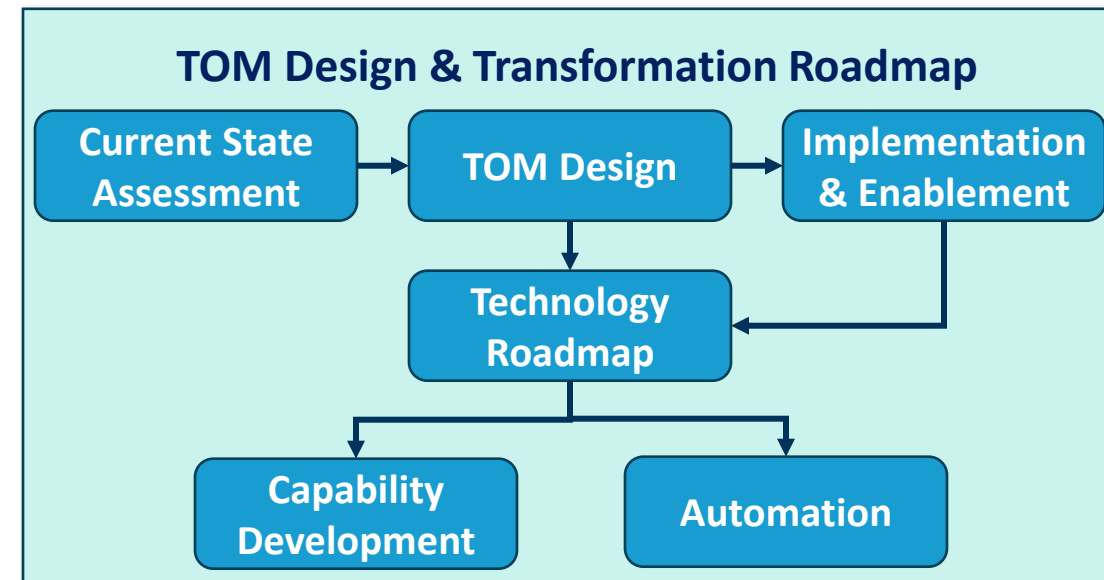
- Fit-for-purpose Target Operating Model design
- Future-state technology roadmap development
- Best-practice and ITIL-aligned service-process standardisation
- ML/NLP-driven capability, maturity & process assessments
- Design-thinking workshops and user-centered design
- Automation strategy, service-capability development & governance
- Comprehensive capability-development framework

Key Benefits

- Reduced operating-model complexity - faster time-to-market
- Predictive insights on effort, cost, demand & change impact
- Reduced manual effort & operational risk via automation
- Improved IT maturity, capability and service delivery
- Lower operating and compliance costs
- Future-proofed technology and service architecture
- Accelerated development of complex applications

Planning Approach

- **Discovery:** Capture business objectives, processes, pain points & growth priorities
- **Assessment:** Application & infrastructure inventory, 6R disposition, capability mapping
- **Design:** Target-state TOM blueprint, governance, service design, automation model
- **Roadmap:** Phased transformation roadmap with dependencies, effort, sequencing
- **Enablement:** Training, capability uplift, Cloud/DevOps enablement, practice adoption



Zero Cost Transformation - Reallocate Cost savings for IT Transformation

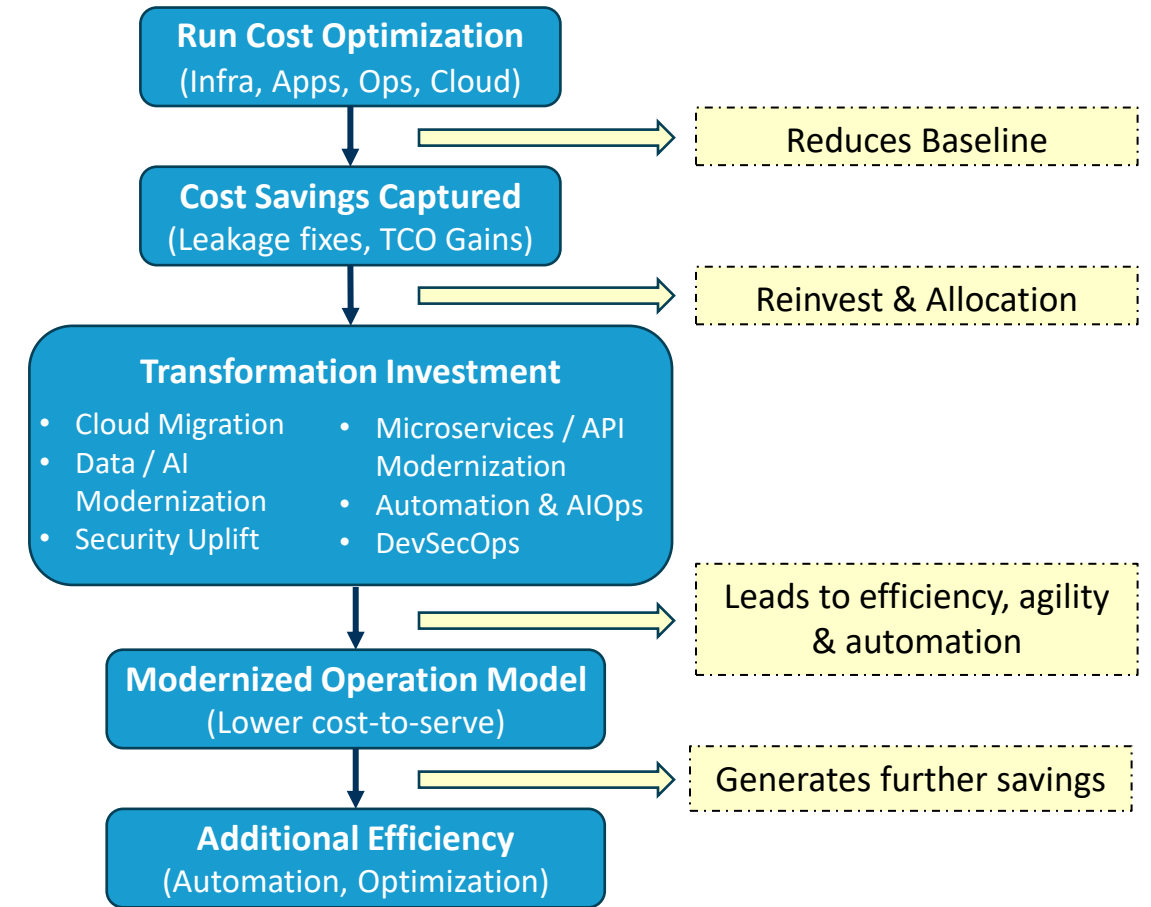
Mphasis' **Zero Cost Transformation** enables organizations to fund IT modernization and innovation without increasing spend, by systematically reducing “Run the Business” costs and redirecting the savings into transformation initiatives. Through **incremental optimization, automation, microservices migration, cloud shift, and root-cause expense analysis**, Mphasis helps clients rapidly unlock trapped value and reinvest gains into forward-looking digital programs.

Key Features

- Reallocation of cost savings directly into transformation
- Bite-sized, incremental modernization waves with quick ROI
- Migration from monolith to microservices-based architecture
- Root-cause analysis of Infra, App, and BPO spend
- Cloud migration to reduce infrastructure and hosting cost
- Automation-driven operational efficiency to sustain long-term cost reduction

Key Benefits

- Year-over-year run-cost reduction
- Removes budget constraints that stall transformation
- Supports strategic recalibration, automation adoption, and optimization
- Enables continuous release of funds for modernization initiatives
- Improves long-term financial resilience through a self-sustaining efficiency and reinvestment cycle



Data is the most valuable asset a company can have. But simply collecting and storing data is no good unless we transform it into useful information. Only when data is extracted and appropriately categorised to identify and analyse patterns, it can be used for business gains and productivity.

Data Analytics is examining data to conclude the information they contain. Several tools and techniques can be used to collect, transform, classify, cleanse, and convert the data into easy-to-understand information. Leveraging the power of analytics helps us locate, refine and connect data more effectively and efficiently.

With data increasingly recognized as a key element of the digital age, the focus is on how data should be collected, leveraged and managed. For a long time, enterprises relied on relational databases. Still, these were soon replaced by big data, mainly due to the velocity and variety, and data lakes that bring all data in one place, available 24*7, to the right set of people.

AI is used to create metadata and governance without manual intervention to make meaning out of data and find insights. The ultimate goal is to make data available as knowledge – where to find data and how to make it available 24*7.

To make this happen, Mphasis has certain differentiators and interventions –

- Intervention 1: AI in data (replacing 'people' with AI to create content that downstream systems can use)
- Intervention 2: Big data in the Cloud (replacing two systems - Systems of Records and Systems of Analytics with one system in the Cloud - Hybrid Transactions and Analytics)
- Intervention 3: Streaming Data (replacing traditional analytics with Kafka and Spark that analyses even the transient data)
- Intervention 4: Serverless data management (moving from traditional platforms to Cloud)

Mphasis works on data migration and integration, preps and organizes the data, and analyses this prepared data for the downstream system. Once the data is ingested, prepared and organized, it can be analysed at various points for several purposes.

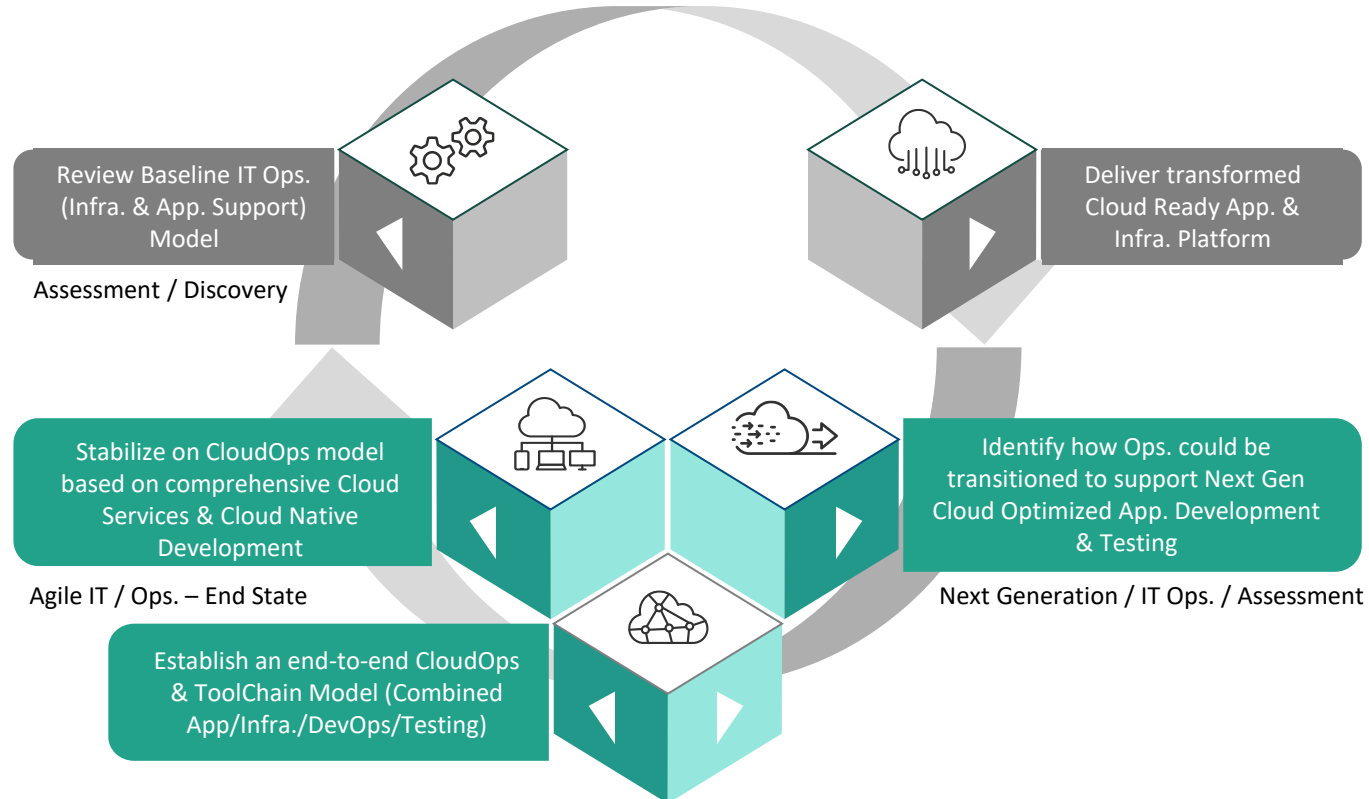


Agile IT Ops – Applications | Infrastructure | Security | End User

Taking a digital approach to both infrastructure as well as application maintenance allows enterprises to save on the run budget and use those savings to power digital transformation. Our Agile IT Ops focuses on providing this, while accelerating cloud adoption.

- **Integrated Hybrid Management & Brokerage for consumption**
monitoring, chargeback, cloud specific SSP with automated workflows
- **ITIL v3 compliant, ITIL v4 Ready Process workflows**
- **Integrated Discovery & Service aware CMDB**
- **Autonomics based Engine**
Automation across IT stack
Integration with DevOps and Cloud Automation tools
- **Standard Seamless Interfaces**
 - Monitoring of entire IT estate Physical, Virtual and Cloud - Infra + Apps
- **Delivering end user experience**
 - Self Service Portal
 - Client automation
 - Zero touch fulfillment

Mphasis' Agile IT Ops **integrate automation of operations, design-thinking of user journeys** and creation of new practices to deliver continuous transformation in operations and keep organizations ahead of the digital evolution curve



Mphasis' Agile IT Ops is built on the **strong pillars of the InfraGenie™ platform** that encompasses the critical elements of customer journeys, data analytics, technology and systems, people management, operations and processes, and optimal delivery.

Mphasis' Infrastructure Services

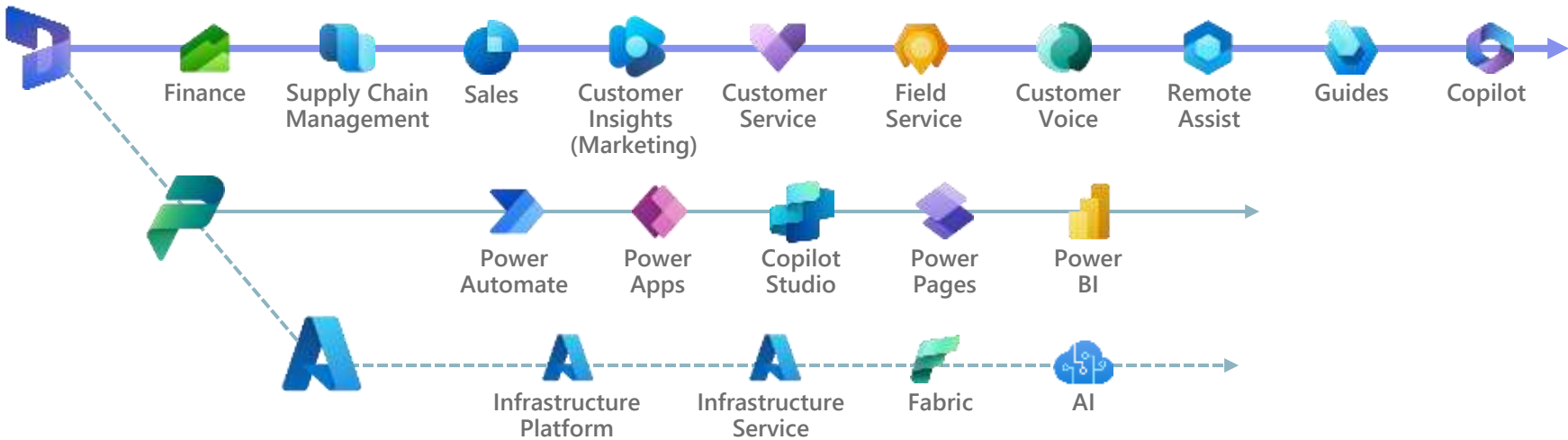
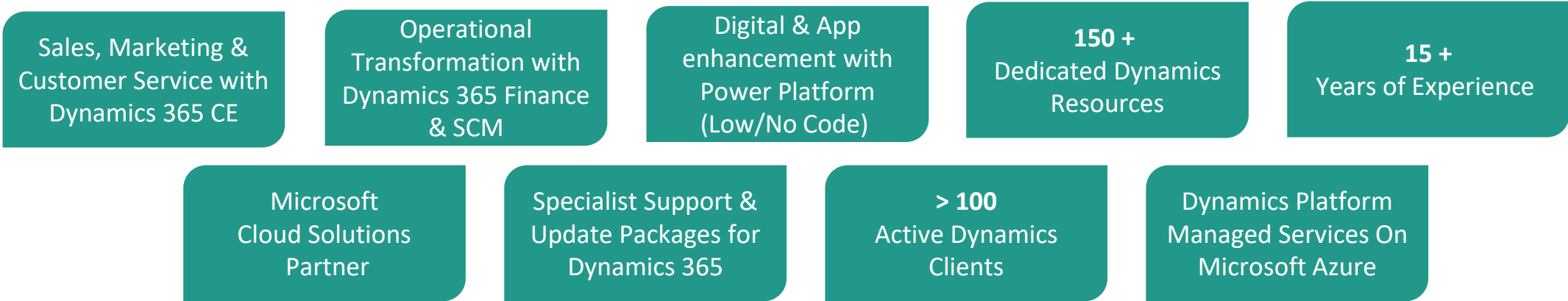
Seamlessly manage diverse and ever-changing infrastructure, which sets the stage for adopting Next Gen technologies and accelerating digital transformation. Our solutions transform infra and ops to support the demands of an agile and secure hybrid IT environment and enable cost-efficiencies.

Mphasis' Application Evolution Management Services

A unique approach powered by NextSTEP platform that not only manages the evolution of applications but enables the journey as 'Technology Evolves' and as organizations move from an 'Applications Environment' to 'Business Capabilities'

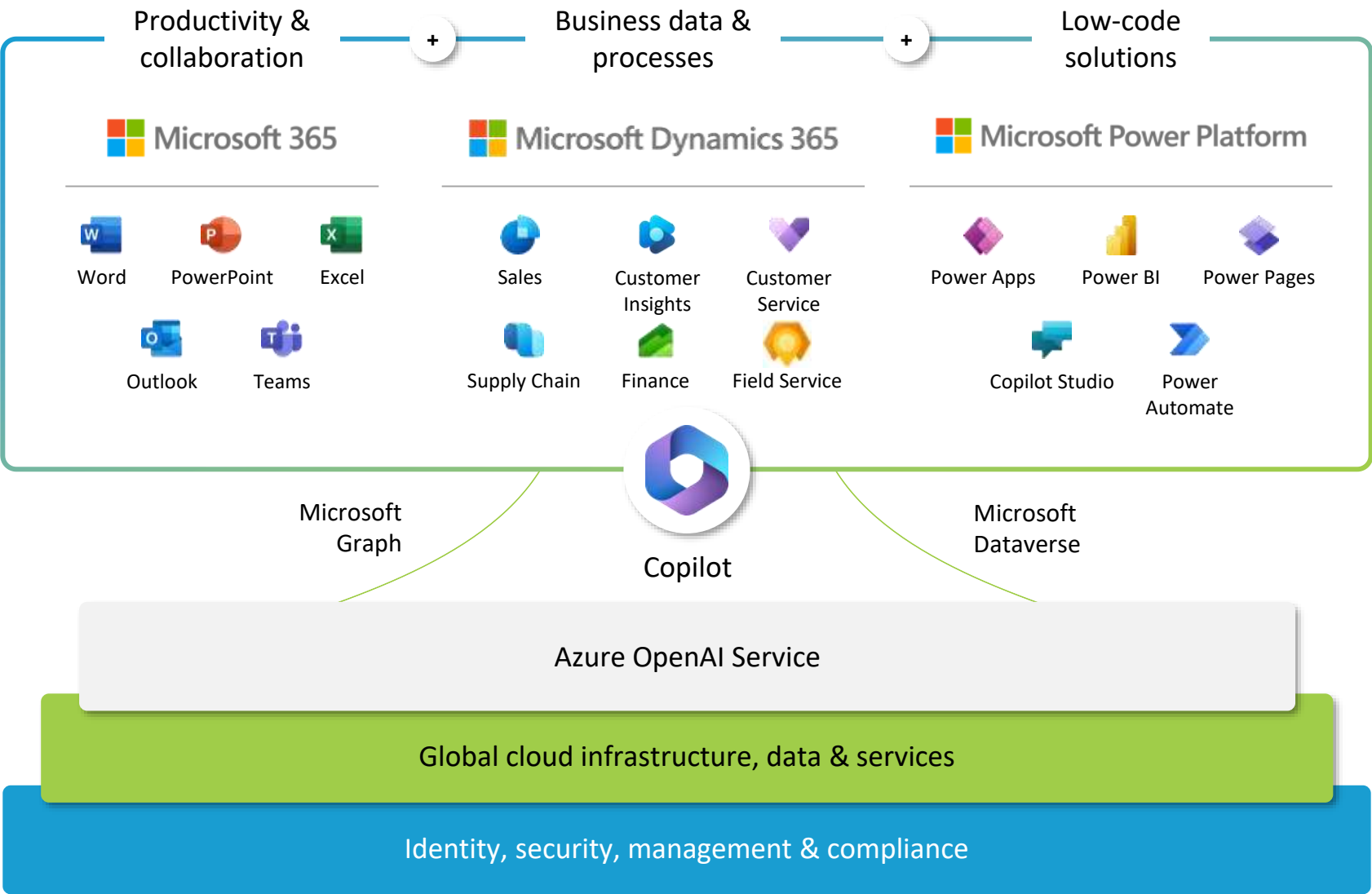


Business Applications - Our Full Capability



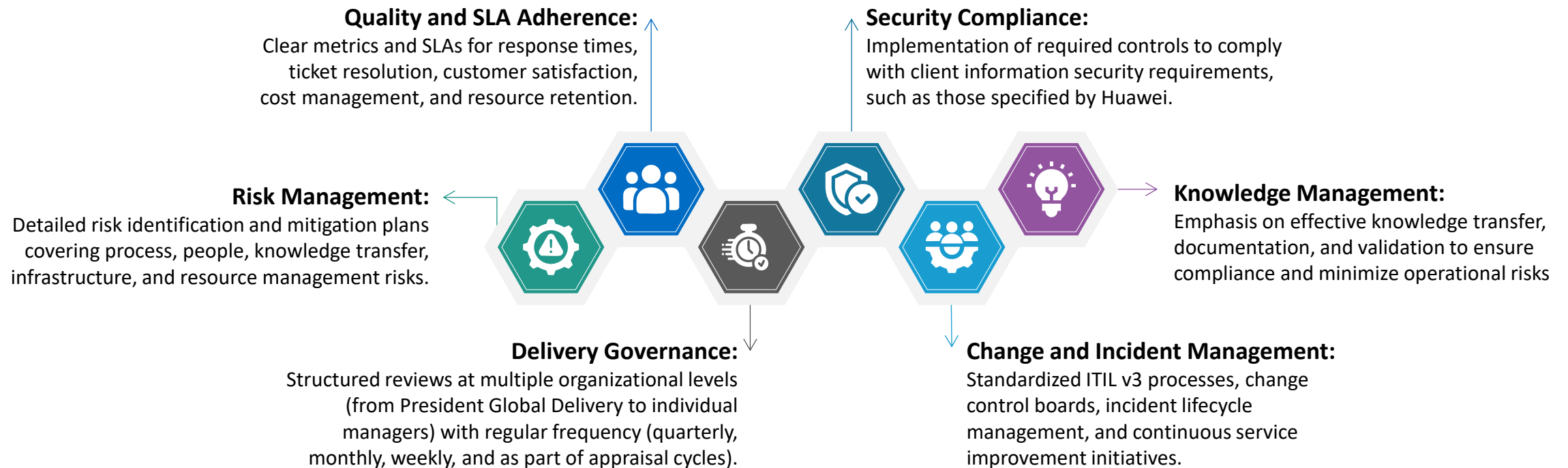
“ We help enterprises digitally transform their businesses, cut complexity and cost, improve customer service and drive growth ”

The blueprint for cross-organisation impact



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



Integrated SLAs:

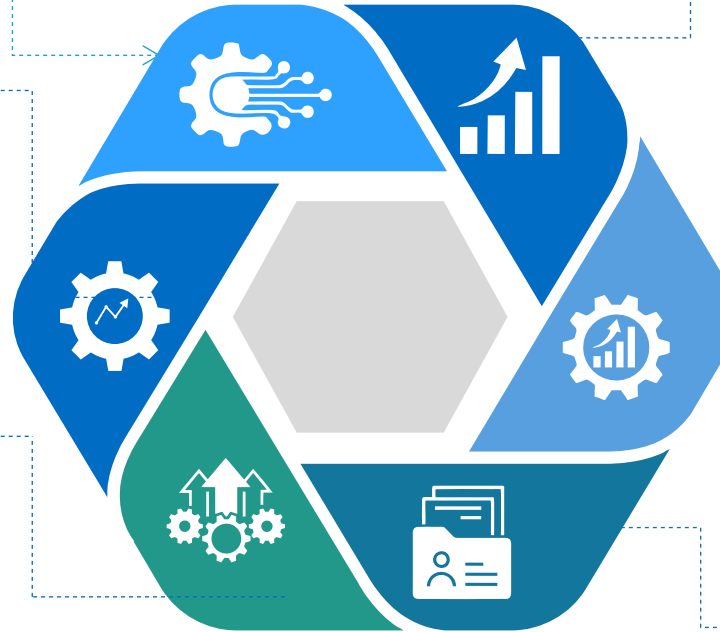
Mphasis implements integrated Service Level Agreements (SLAs) across L1, L2, and L3 support levels, ensuring comprehensive coverage for various support tiers.

KPI-Driven Service Management:

The company sets clear Key Performance Indicators (KPIs), such as creating a joint model to calibrate and estimate changes by the third month, and managing yearly support goals with monthly engagement reviews. Support tickets and enhancement goals are managed with a target of at least 80% being handled by Mphasis.

Operational Excellence

Mphasis emphasizes operational excellence through established frameworks for predictable outcomes, including forecasting, capacity planning, reporting, analytics, talent onboarding, and ticket life cycle management.



Performance Metrics: Examples of achieved metrics include:

- First Contact Resolution rates as high as 87%
- Abandoned call rates below 1% for phone and below 5% for chats
- MTTR (Mean Time to Resolution) improved from 59 hours to less than 4 hours
- Cost per ticket reduced by 30%
- Contact reduction by 30% post-automation
- Password reset elimination by 70%

Continuous Improvement:

Mphasis aligns with client objectives through LEAN methodologies, tools, automation, and continuous improvement initiatives, supporting delivery excellence and predictable, output-based pricing models

Portfolio Analysis:

The company conducts holistic application portfolio analysis, mapping business and IT objectives to deliver actionable roadmaps for transformation and optimization, with a typical analysis duration of 3 to 6 weeks depending on portfolio size and data readiness.



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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