



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

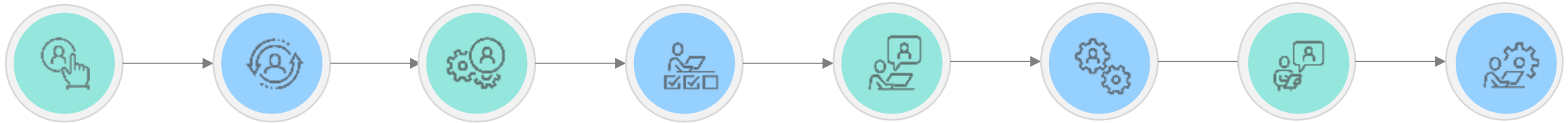
Helping enterprises derive maximum productivity and efficiency across the software delivery value chain, while aligning with the rapidly changing requirements .

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

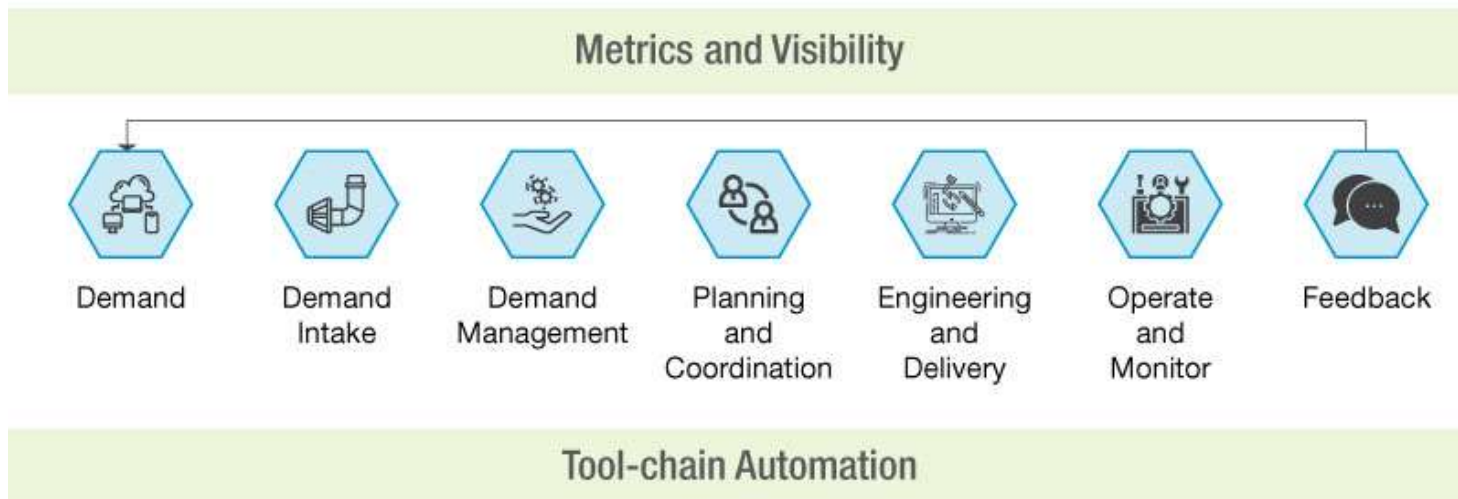
Taking a digital approach to both infrastructure as well as application maintenance to allow enterprises to save on the run budget and use those savings to power digital transformation. The Agile IT Ops tribe is focused on providing this service and at the same time accelerates adoption of cloud.

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.



Core Building Blocks of MAD Operating Model

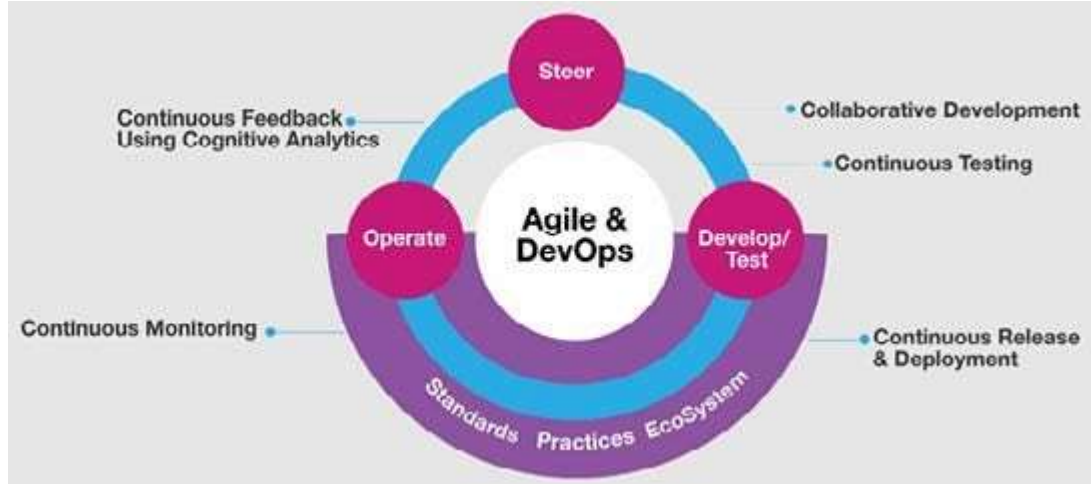


Mphasis brings opinionated views on how to organize to handle work in modern enterprise. Utilizing lean and agile concepts in a comprehensive model to promote flow, ownership, and scalability in organizations.

- Execution for all types of work
- Efficient scaling from teams to enterprises
- Foster clear ownership & accountability
- Accelerate the adoption of modern practices
- Optimizing talent deployment & development
- Understand and improve productivity



Achieve Speed with An Integrated DevOps Approach)



Mphasis Accelerated Reliability and Agility Engineering (XRAE™) services enable enterprises to deliver faster, recover faster and learn faster.

Our Service Offerings

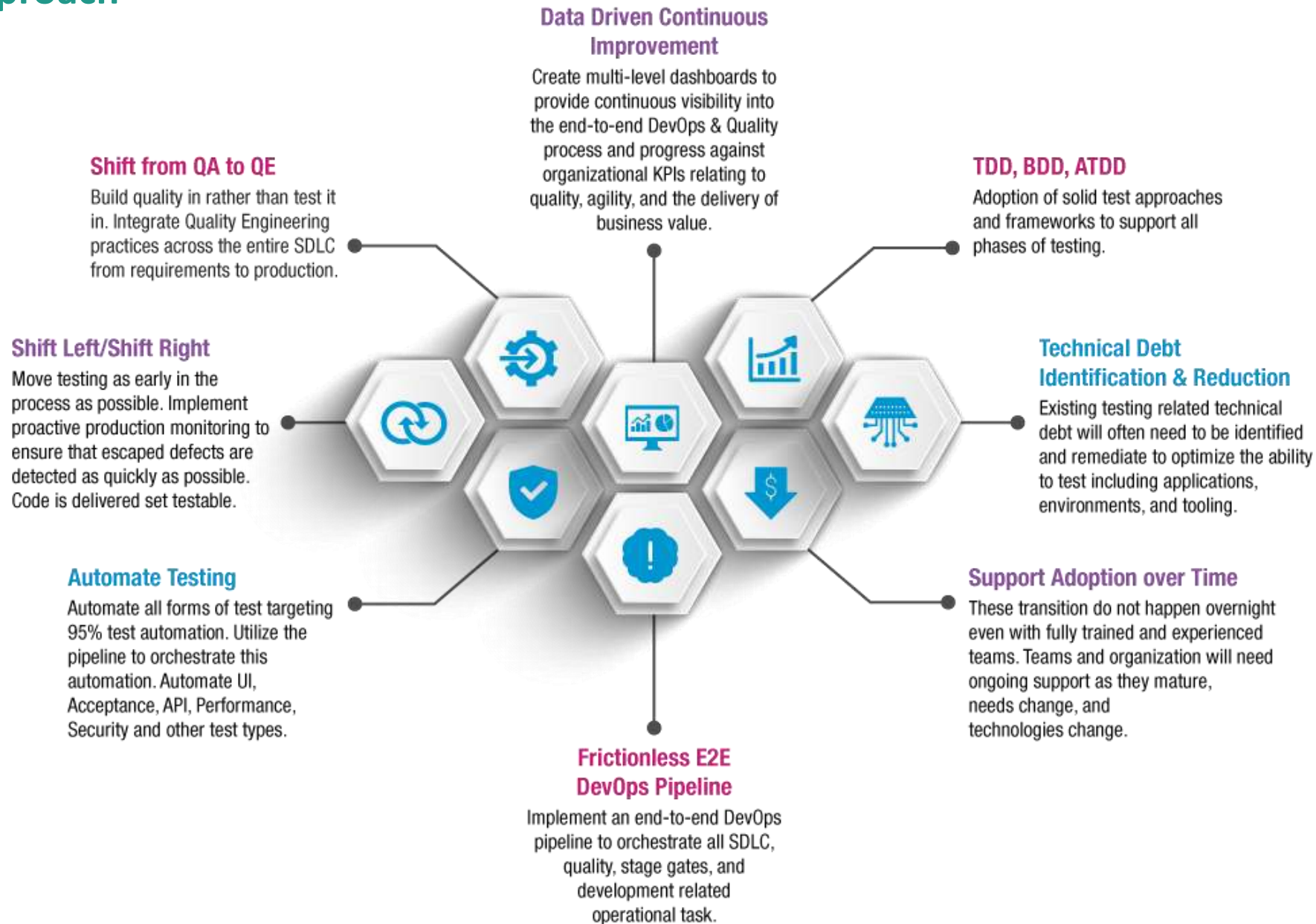
- Insights
- Quality Engineering (ZeroQA)
- Test Environment Management and Monitoring (TEMS)
- Service Reliability Engineering (SRE)

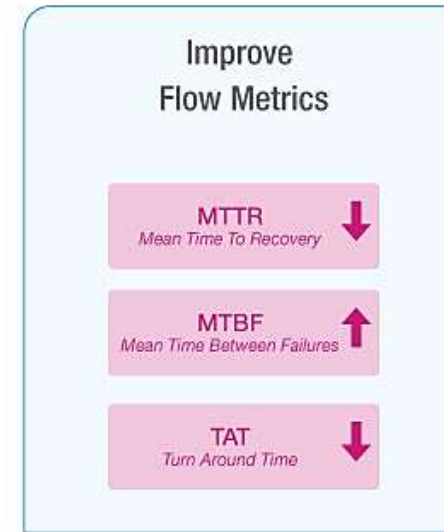
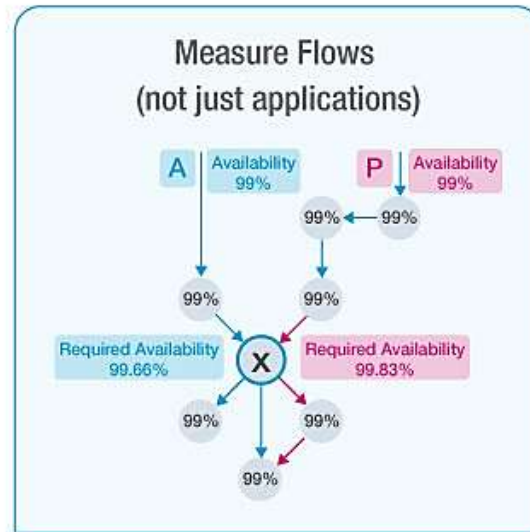
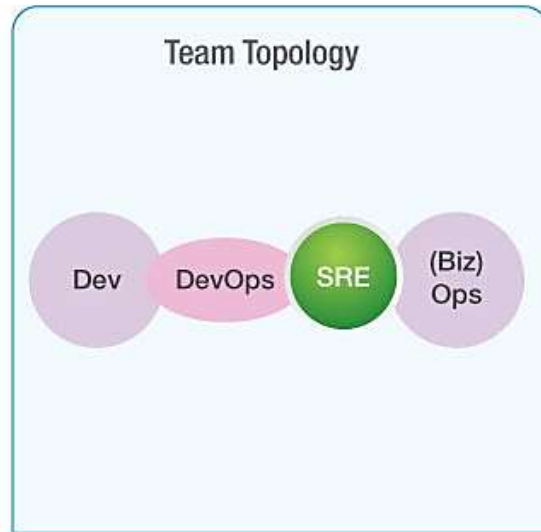
Mphasis DevOps approach is an optimal mix of tools, processes, and business agility; driven by measurable and predictable KPIs.

Accelerated Reliability and Agility Engineering Services – XRAE™

XRAE™ services boost adoption of DevSecOps and accelerate modernization and next-gen software delivery initiatives. Today's hi-tech world requires code building and code changes to be made at the speed of business. It is about adopting technology and norms that enable a fast flow of work from development, through testing, into operations while preserving security at speed, world-class reliability and optimizing costs. Reliability means delivering high quality, which calls for testing.





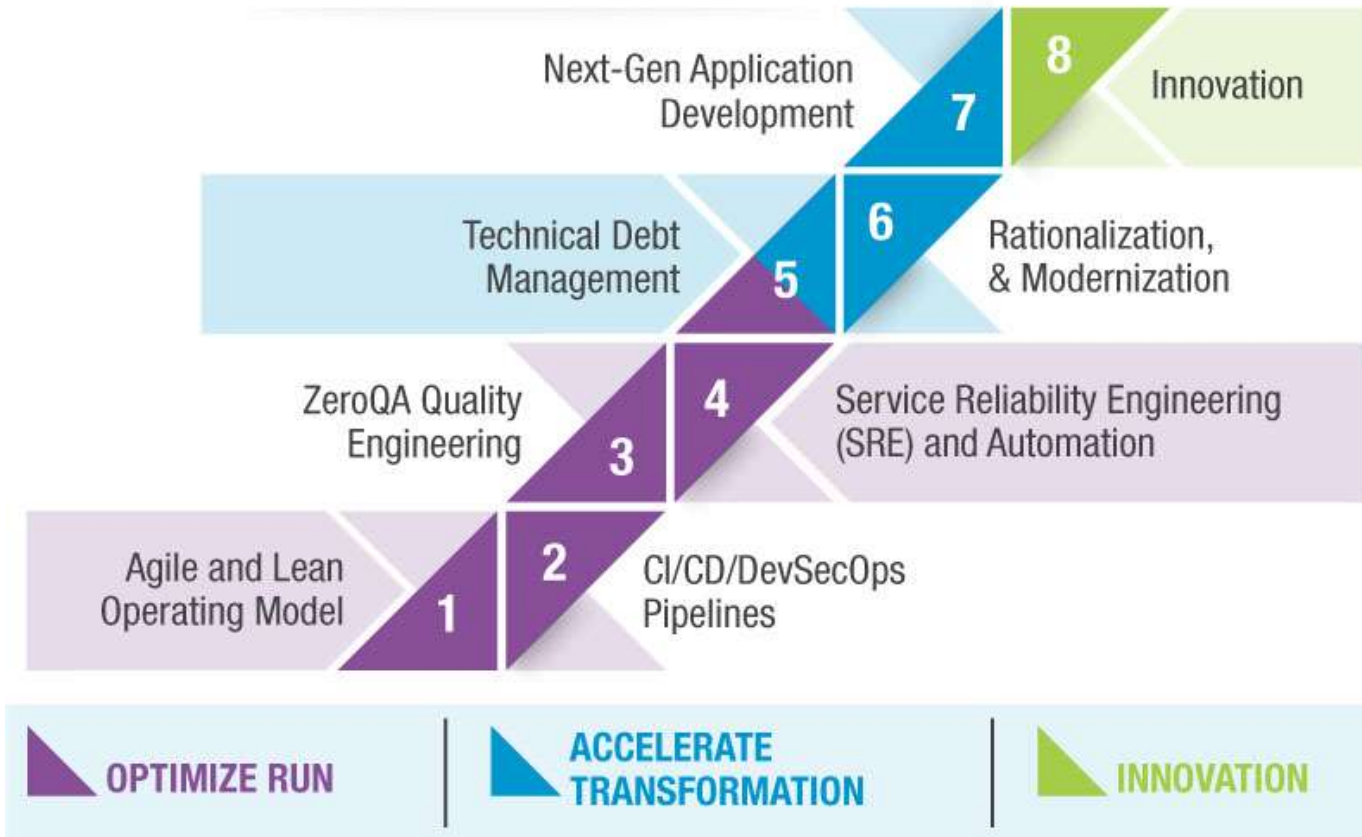


- Proactive detection of incident and self-healing
- Rapid reduction of incident impact
- Improved resilience through enhanced feedback loops
- Accelerate root cause & impact analysis
- Reduction in the meantime to recover (MTTR) and increase mean time between failures MTBF
- Automate & measure everything including recurring operational task and toil

Our Service Engineering Reliability practice places a business lens on reliability to enable rapid & proactive incident detection with accelerated business impact and root cause analyses. The data captured is used to restore systems quickly, apply automation and self-healing approaches to minimize human intervention, the negative impact of issues, and ultimately increase the mean time between failures (MTBF).



8 Levers of a Unique Zero Cost Transformation (ZCT)

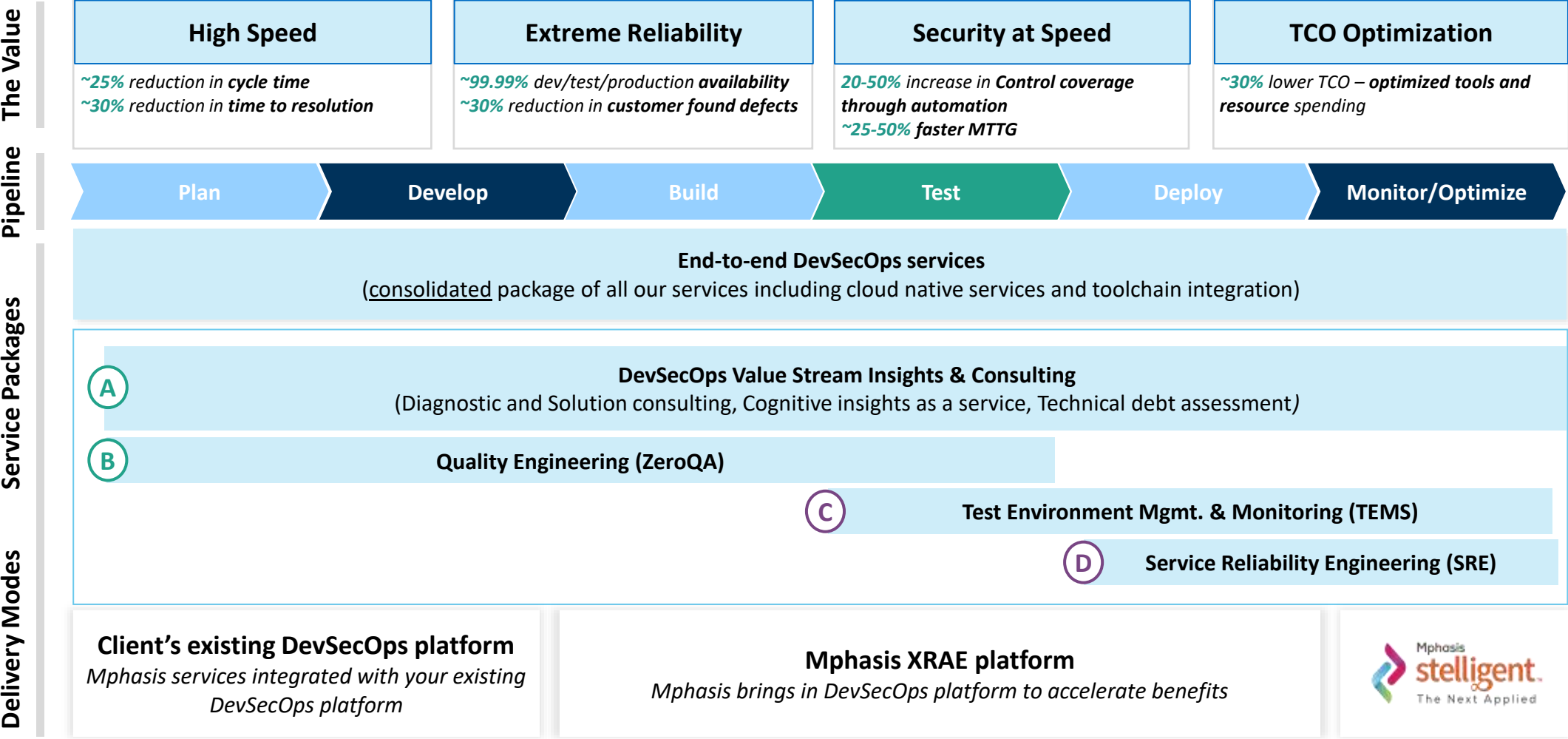


Mphasis DevOps enables customers to navigate the complex transformation challenges, typically increasing 30-40% value delivered per unit of operating cost. Our 8-pronged transformation approach seamlessly orchestrates organizations through the stages of run optimization, accelerated transformation and reimaged innovation to maximize creation and to shift resources towards those areas that create prolonged strategic advantages.

- Delivery at Speed / Become Agile
- Shift resources from run to change
- Accelerate transformation
- Increase innovation
- Automation first



XRAE™ - DevSecOps Solution



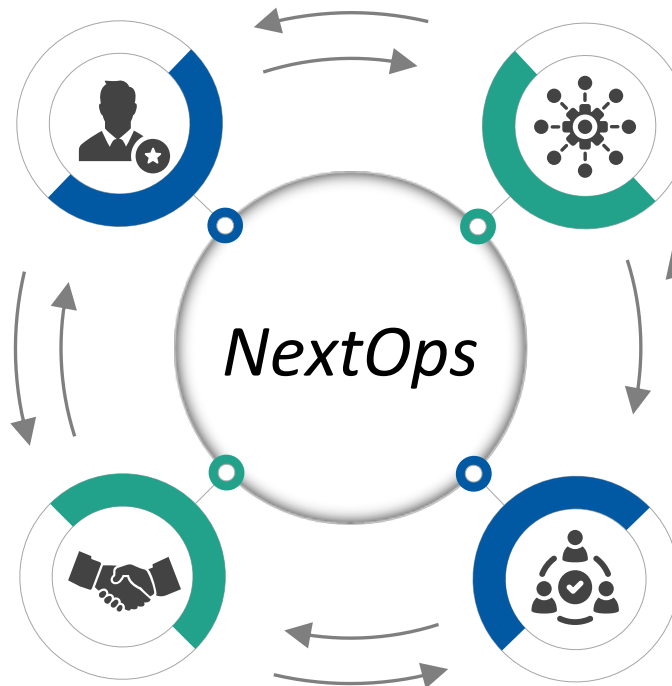
Mphasis NextOps is a lean, highly resilient and ITIL-aware approach to operations, underpinned by an intelligent digital core, a customer-centric design, and a flexible resourcing model

Customers and Internal Users always Front and Center

- Capabilities designed to understand, personalize and optimize user journeys
- Customer success and business KPI ownership
- Co-creating the solutions - Built on Mphasis 4D Principles (Define, Diagnose, Design, and Deliver)

Flexible & Composable Teams

- Full Stack resources deployable across multiple tasks to drive maximum operating efficiency
 - Trained to identify improvement and automation opportunities
 - Contextual awareness of why they are performing the 'task'
 - Ability to seamlessly move and successfully perform the next higher order functions
- Dynamic approach to team composition means always having the right skills at the right time
- 100+ FTEs trained across the Automation Spectrum including Data/ Information Extraction



Intelligent & Continuous Automation

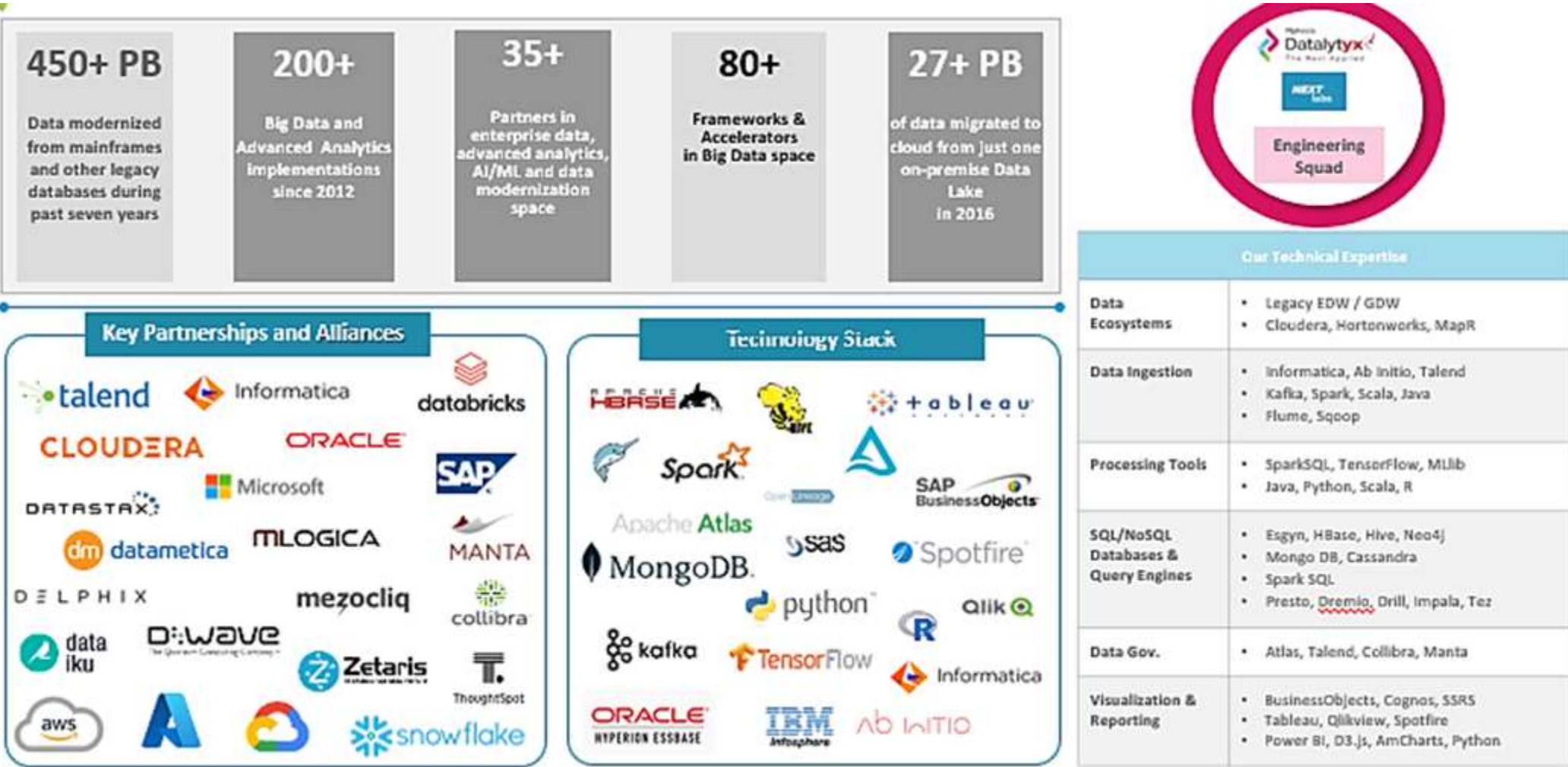
- Every operational event is proactively managed through the NEXTOPS digital core
- Configurable workflows maximize automation, ensuring efforts are decked against high-priority, high-impact activities
- Data & cognitive enabled service delivery – personalized and sustainable business operations
- Proactive signal detection and real-time insights across apps, infra and ops enable anticipatory action and smart planning

Robust Engagement & Program Management

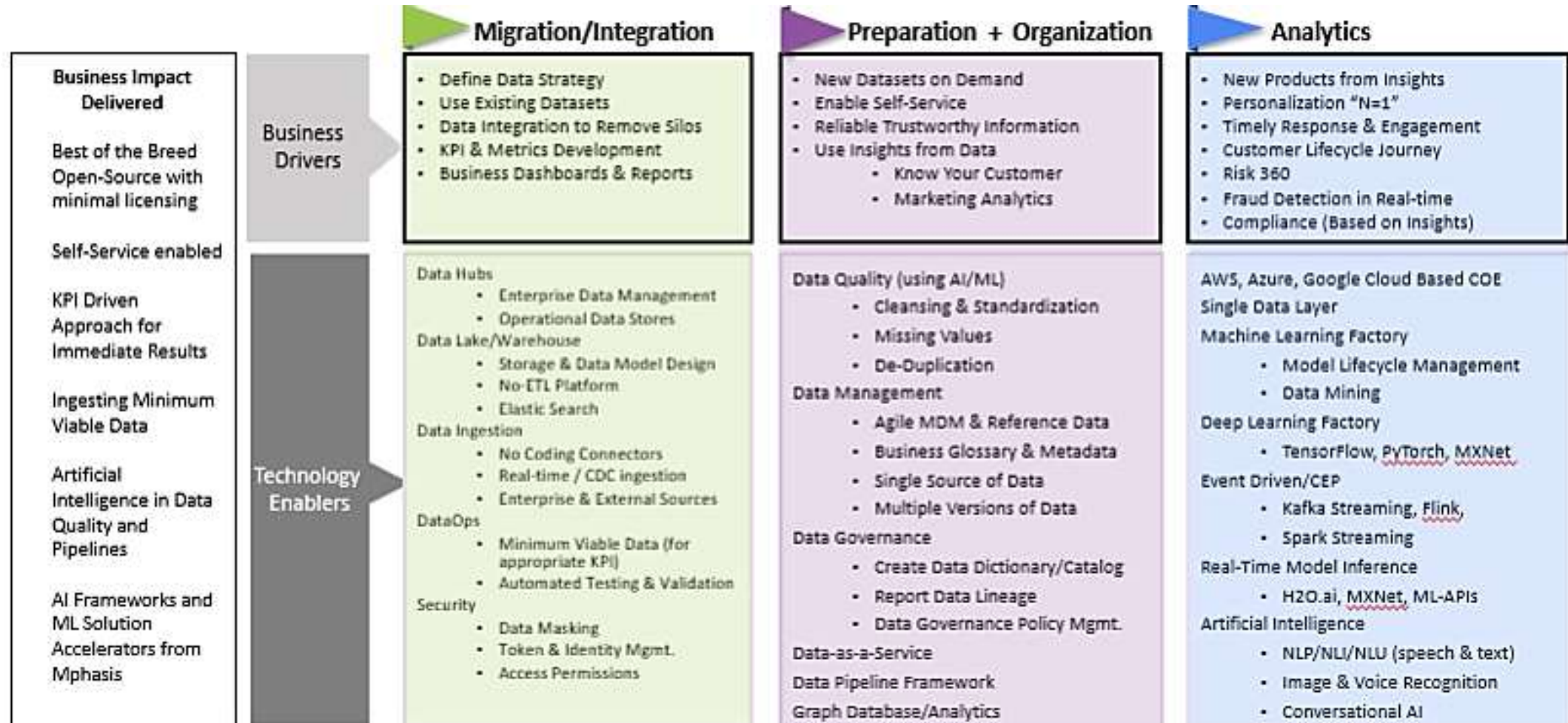
- Industry-leading program and project management with deep agile expertise
- Sophisticated yet flexible engagement model that evolves as the network grows
- Proven transition playbooks and methodologies



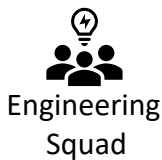
Mphasis Big Data and AI/ML capabilities underpinning the NextGen Transformation



Mphasis Data Offerings



Next Gen Data Offerings



450+ PB Data modernized from mainframes and other legacy databases during past seven years	210+ Big Data and advanced analytics implementation s since 2012	7,800+ Data Engineers, Analytics Experts, Data Visualizers, DBAs, Data Scientists and cloud data practitioners	35+ Partners in enterprise data, advanced analytics, AI/ML and data modernization space	80+ Frameworks & Accelerators in Big Data space, many are relevant to Schwab's GCP migration	27+ PB of data migrated to cloud from just one on-premise Data Lake in 2016
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Key Partnerships and Alliances



Key Offerings

Cognitive Mesh 2.0	Liberated Data (SSOT on Cloud)	
Cloud Data Platform Chassis (ADP, Snowflake VW, Cloud Chassis of Cognitive Mesh)	Any Data - One Integration Platform (Mezocliq Low-Code Platform)	
Legacy Data Modernization	Data Fabric	
Xenon Framework (for Data Migration to Cloud)	Migration to MongoDB	
Rapid Data Testing Automation (MD-Gen, MD-Cert, Delphix)	CEP Analytics (IoT/IIoT based)	
DataOps	MDM/RDM	PACE-ML (MLOps)
Analytics Modernization	Data Quality	



Data Analytics and AI: Analyzing & Transforming Data

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.

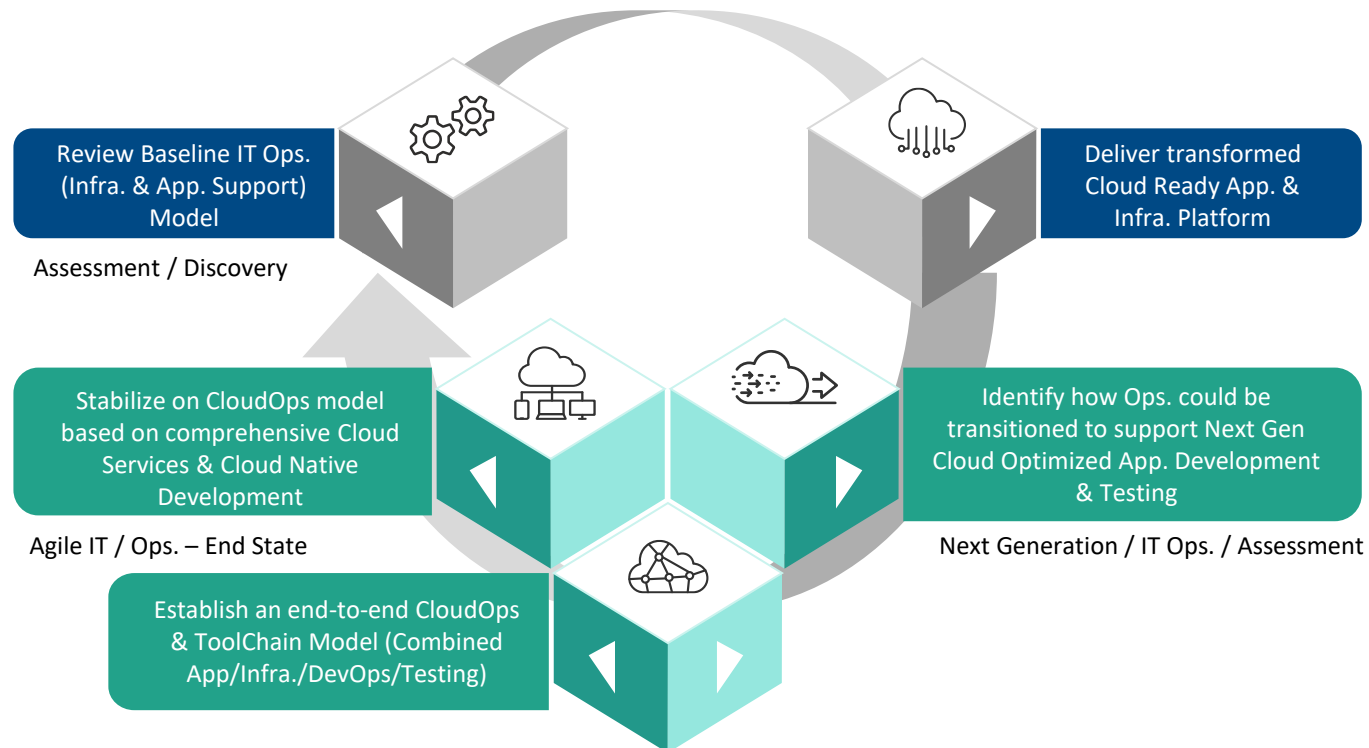


Agile IT Ops – Applications | Infrastructure | Security | End User

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.

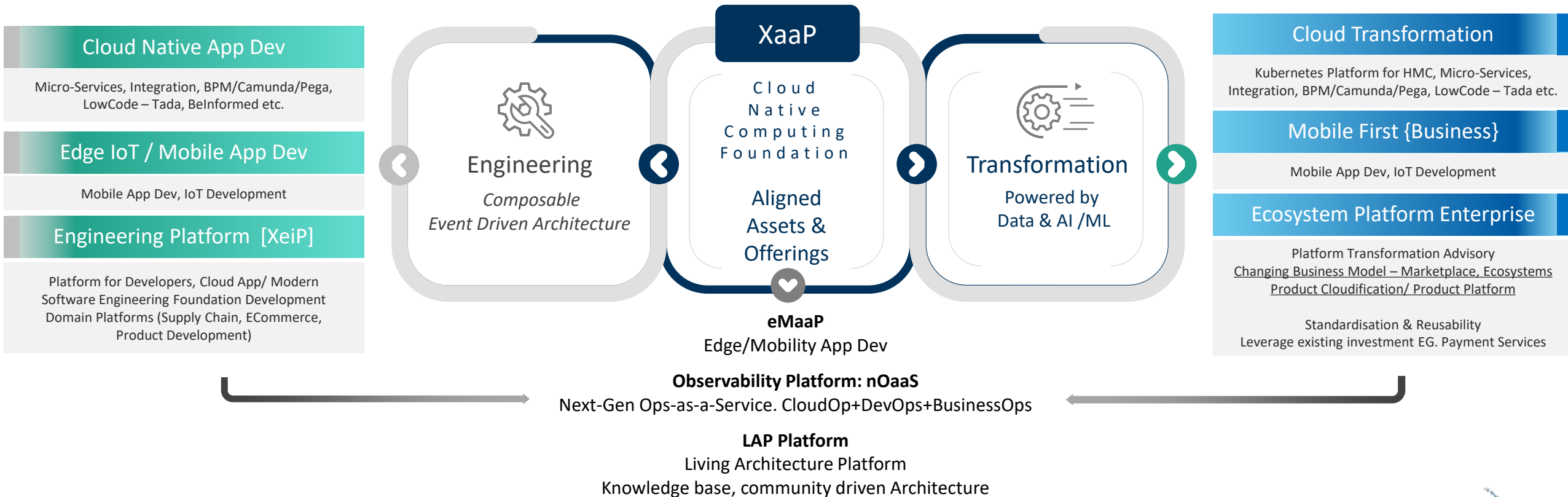
Mphasis' Application Evolution Management Services

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'



Protocols and Platforms - XaaP

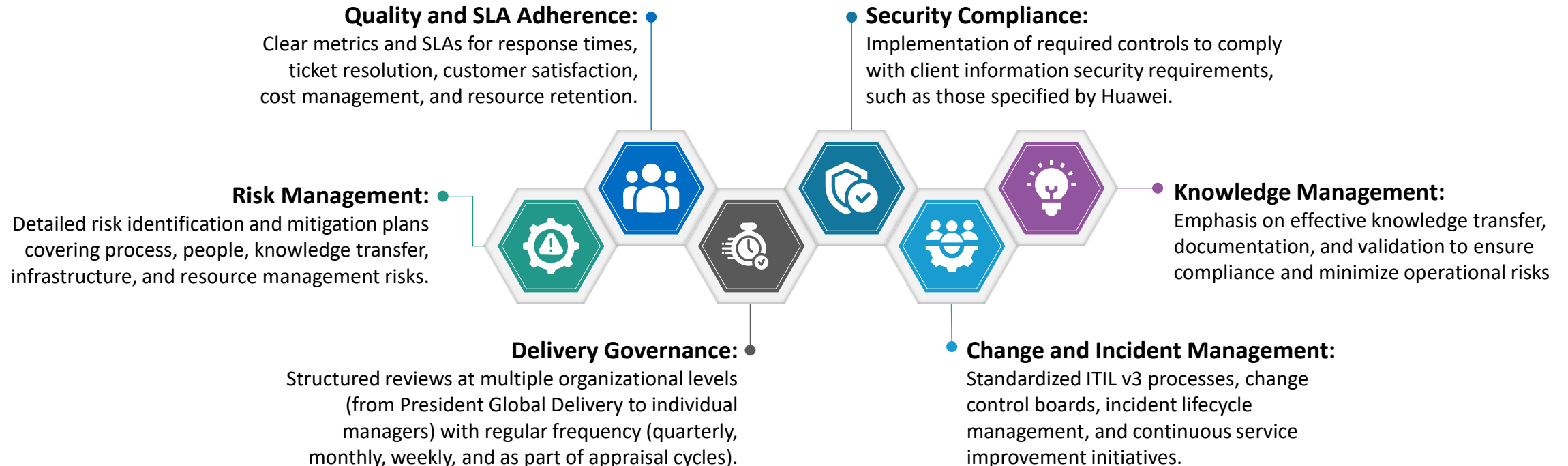
- Ease of doing business with customers in the digital economy demands connected, seamless, delightful experiences & ongoing governance
- Switch to engineering composable business platforms to accelerate product and service delivery, innovate with partners and customers
- Eliminate the complexity of 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



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



Data Protection at Mphasis

Mphasis demonstrates a strong commitment to data protection through its formal Information Security Policy, which is regularly reviewed and updated to align with global standards such as ISO 27001:2022 and evolving ESG requirements. The policy emphasizes strict controls on access, handling, and disclosure of proprietary and personal data, underscoring that unauthorized sharing is prohibited and subject to disciplinary action. Additionally, Mphasis Silverline's privacy practices highlight the use of robust technical and organizational measures to safeguard personal information against unauthorized processing, loss, or access, while ensuring compliance with applicable data privacy laws across jurisdictions. Together, these frameworks reflect Mphasis' comprehensive approach to maintaining data confidentiality, integrity, and security across its operations.



Security Measures

- Mphasis implements reasonable physical, technical, and administrative security measures to protect personal information from loss, misuse, alteration, or destruction.
- Service providers and agents are contractually bound to maintain confidentiality and are not permitted to use information for unauthorized purposes.
- Mphasis ensures that service providers adhere to the same level of data protection as required by applicable laws and regulations through formally executed contracts.



Access and Management

- Employees receive unique user IDs and passwords, with multi-factor authentication required upon joining.
- Access to systems is role-based, and any additional or privileged access requires managerial approval and is regularly reviewed.
- Privileged access is managed through a Privilege Access Management (PAM) solution, and endpoint systems use Microsoft LAPS for administration.
- User access is disabled or deleted within 24 hours of termination or separation.



Data Protection at Mphasis



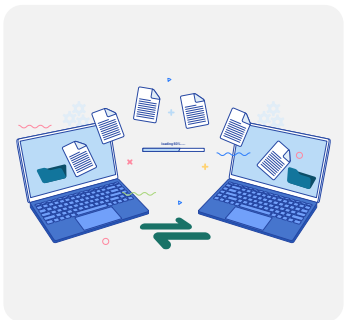
Data Collection and Retention

- Mphasis collects personal and sensitive information only as required for services or as permitted by law.
- Sensitive personal information includes health, genetic, and biometric data, and individuals are advised to use discretion when providing such data.
- Data is retained for as long as necessary for the purposes described and in compliance with legal requirements.



Physical and Logical Security

- Mphasis employs a layered security approach, including network firewalls, web application firewalls, endpoint protection, and encryption.
- Physical security is ensured through 24/7 monitoring, security personnel, CCTV, and annual security audits.
- Employees are trained in security awareness at joining and annually thereafter.



Data Transfers and Compliance

- Information may be transferred across Mphasis subsidiaries in compliance with data transfer requirements and privacy laws.
- All transfers and processing activities are conducted in accordance with the company's privacy statement and applicable regulations.



Data Protection at Mphasis



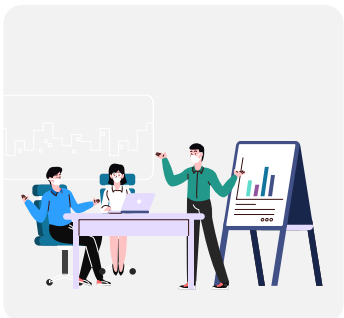
User Rights and Preferences

- Users can access or update their personal information via their profiles or by contacting Mphasis.
- Preferences for newsletters, push notifications, and cookies can be managed by users, with clear instructions provided for unsubscribing or disabling features.
- Mphasis does not seek to collect data from children under the age defined by applicable jurisdictions, and explicit parental consent is required if such data is collected.



Legal and Regulatory Disclosures

- Mphasis may disclose information to government officials or third parties in response to legal processes, to enforce legal rights, prevent fraud, or address imminent threats of harm, always in accordance with applicable law.



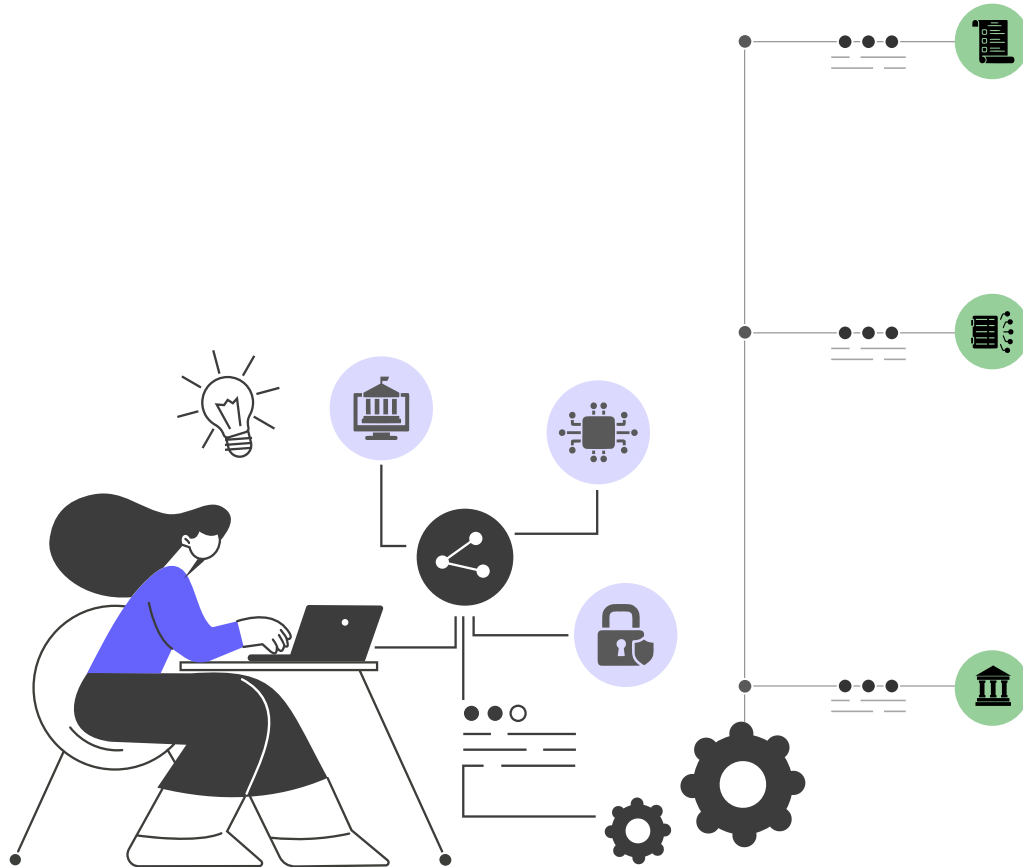
Training and Awareness

- Security and data privacy awareness training is mandatory for all staff at joining and annually, supplemented by ongoing campaigns and communications.

These comprehensive measures demonstrate Mphasis's commitment to safeguarding personal information and ensuring compliance with data protection laws and industry best practices



Aligning with Government Digital Service standards and best practices



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

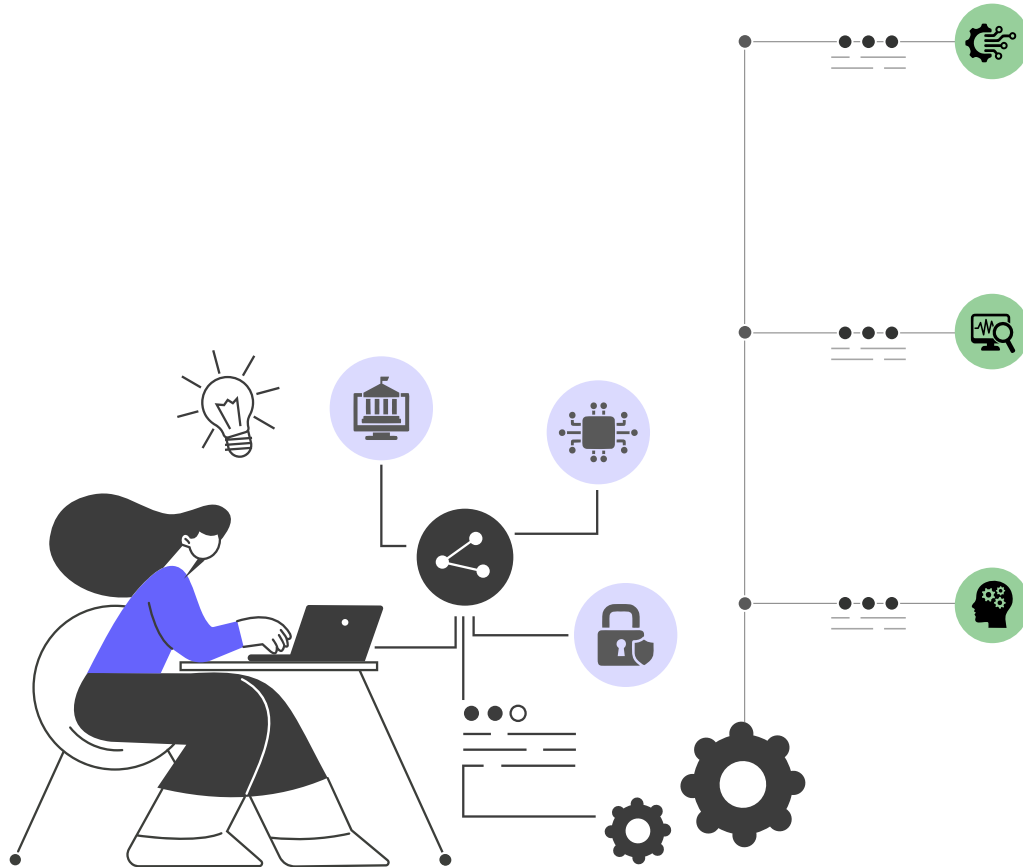
- Identification of more efficient government services
- Enable Agile delivery approaches, identify areas of Scrum, Kanban and Lean
- Provide service in a legally compliant and personalised way
- Aims to enable consistency in building, buying and creating digital services across government organisations 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



Aligning with Government Digital Service standards and best practices



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

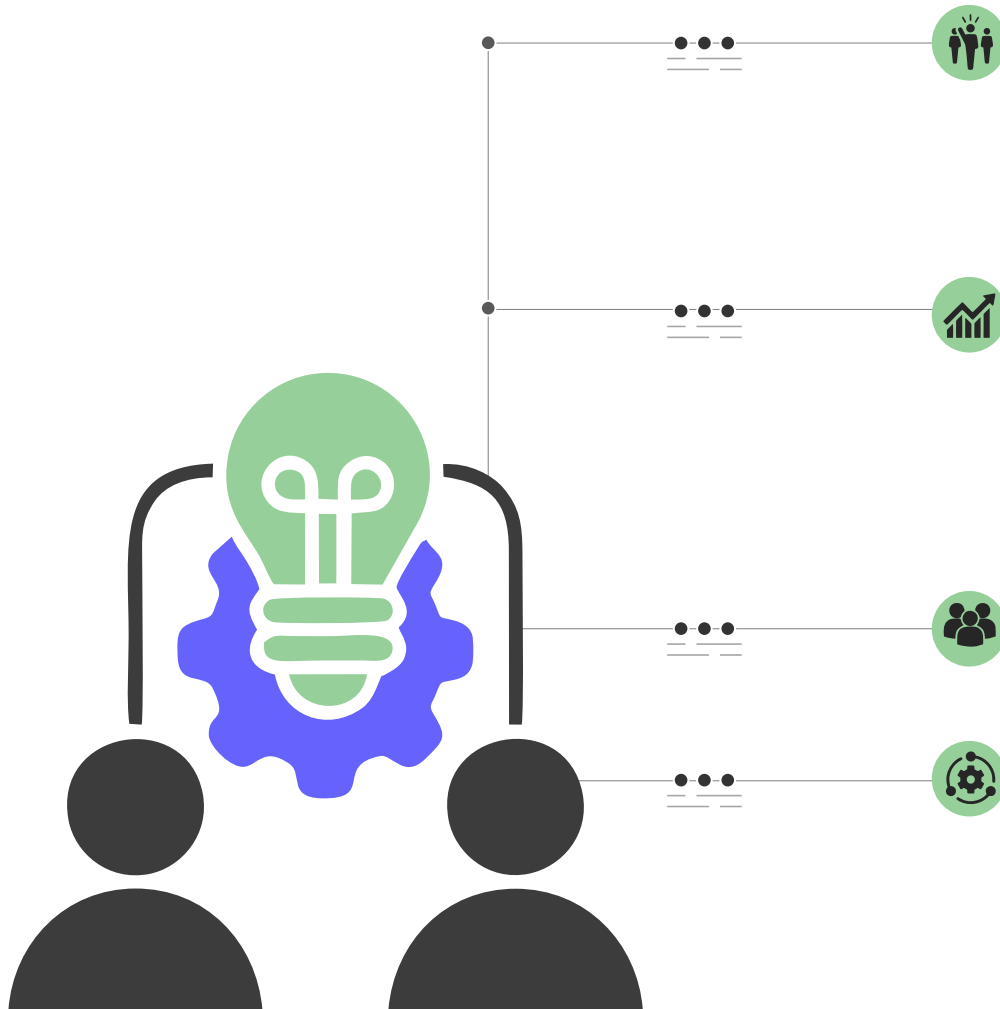
- Mphasis is a Cyber Essentials certified organisation
- Ensure all security parameters and assessments as per the standards Factor fraud prevention into the assessment and adoption of services and technologies
- Comply with Government Functional Standard Counter Fraud

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



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.

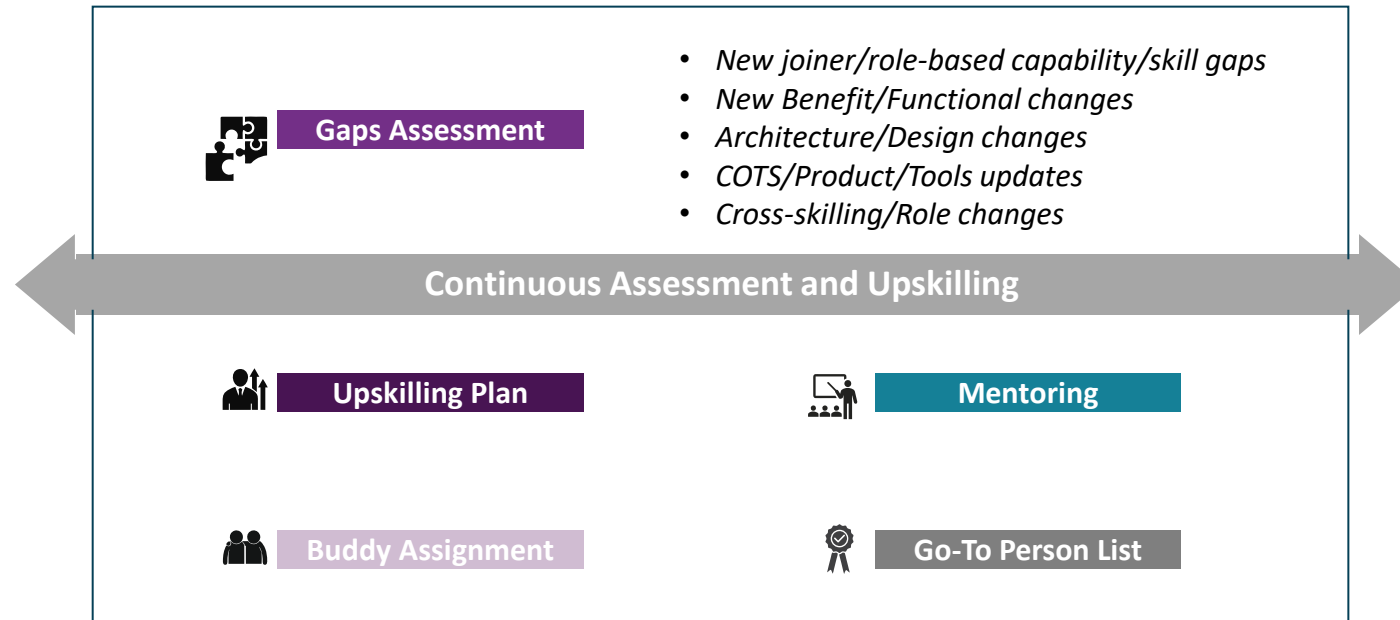
Mphasis employs a structured, role-based knowledge transfer (KT) framework to ensure seamless transition and minimal disruption to business operations.

The process is supported by dedicated transition management teams, digital dashboards, and proprietary AI-based tools for knowledge mining and assessment.



Continuous Capability and Skill Management

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.

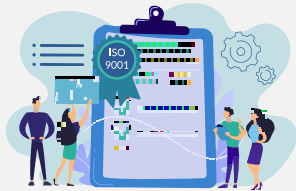


Service Levels and SLAs, Accreditation at Mphasis



Service Levels and SLAs at Mphasis are designed to ensure predictable, high-quality service delivery backed by clearly defined performance, availability, and support commitments. Mphasis’ managed services framework outlines structured service levels—including performance metrics and support-hour definitions—to maintain operational consistency and reliability for clients. Their strong SLA governance is demonstrated through real-world outcomes, such as helping a global insurance firm achieve 100% SLA compliance while simultaneously reducing ticket incidents and improving operational efficiency through automation and application modernization. These practices reflect Mphasis’ focus on measurable service quality, proactive management, and continuous improvement aligned with customer expectations

Accreditations



Mphasis holds several globally recognized accreditations that underscore its commitment to quality, security, and responsible innovation. The company is accredited with the ISO/IEC 42001:2023 certification for Artificial Intelligence Management Systems (AIMS), issued by TÜV SÜD South Asia and accredited by the National Accreditation Board for Certification Bodies (NABCB), reinforcing its leadership in responsible and trustworthy AI practices. Mphasis is also certified under ISO/IEC 27001:2022, demonstrating its robust information security management across ICT services, cloud infrastructure, data centres, and global business operations. Additionally, the company maintains ISO 9001:2015 Quality Management System certification through DNV, validating its adherence to high-quality service delivery across applications, BPO, and infrastructure services globally. Together, these accreditations highlight Mphasis’ strong governance, operational excellence, and dedication to meeting rigorous international standards.



Service Levels and SLAs at Mphasis (Continued)

Integrated SLAs:

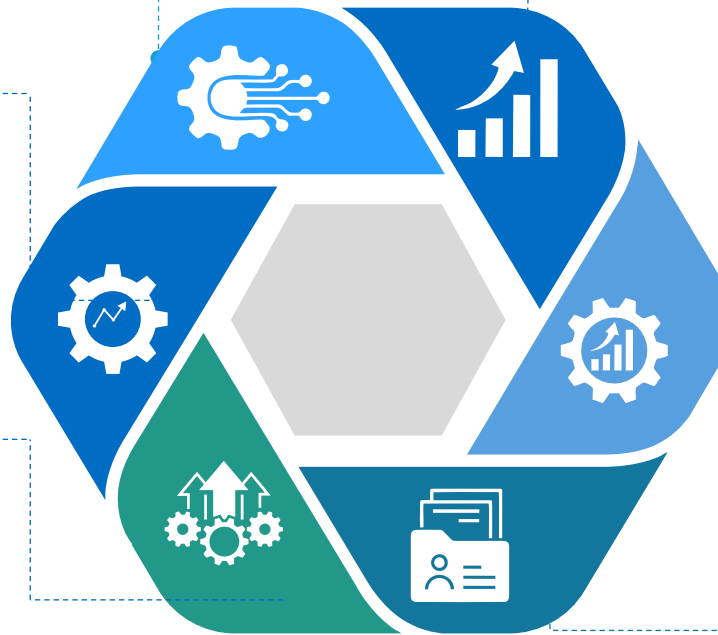
Mphasis implements integrated Service Level Agreements (SLAs) across L1, L2, and L3 support levels, ensuring comprehensive coverage for various support tiers.

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:

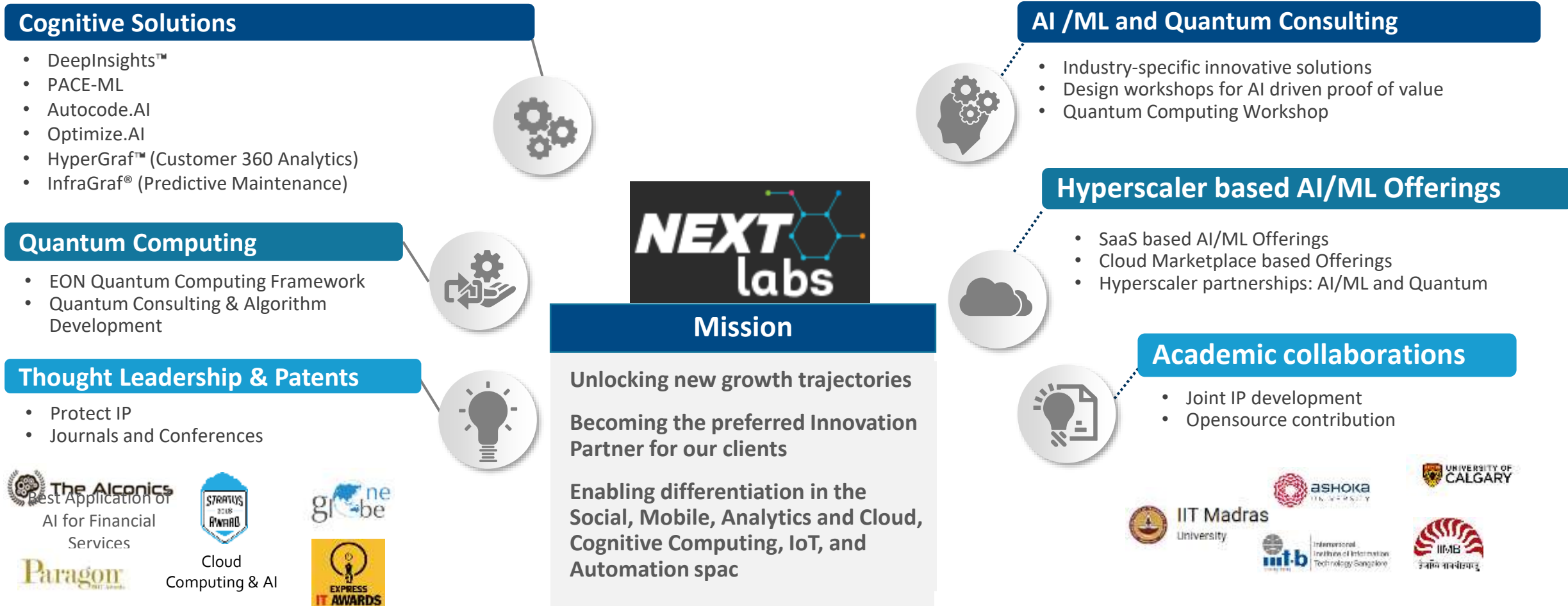
Mphasis aligns with client objectives through LEAN methodologies, tools, automation, and continuous improvement initiatives, supporting delivery excellence and predictable, output-based pricing models

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.



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



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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