Delivering savings with innovation for a leading communication service provider since 2004

The Client

The client is the largest telecom service provider in Australia. Mphasis has been supporting their business operations since December 2004. They maintain **160+ applications (50+ business critical)**.

Business Objective

The company's business objectives include –

- Application maintenance and support
- Application development and testing-related services
- Data migration and conversion
- Release and implementations

The Process: How Mphasis Helped

Mphasis provided development and production support for 140+ applications. This included end-to-end ownership of the process of bill generation for both fixed and mobile customers, payroll generation for all of the client's employees, and owning the security and authentication applications. Other services included maintenance of various enterprise applications and enhancement of application features. Supporting product launches was also critical to our client's success.

The cost reduction helped the client reduce their overall IT infrastructure costs. Automation of tasks improved efficiencies. Software and platform upgrades for all software applications helped the project run smoothly and reduced errors.

Value Delivered

ZERO high or critical post-production defects in previous consecutive six releases

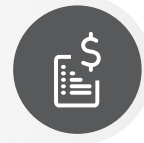**ZERO penalty and 100% SLA** compliance achieved for the past 23 continuous months

47% reduction in the overall incident counts in FY13 compared to FY12

Executed upgrade of a critical data billing application with zero downtime and **300%** throughput increase

Ensured billing of more than **$12b** in revenue through smooth functioning of critical billing systems

Ensured payments for client's **30,000+** employees without any impacts to the SLAs and user satisfaction

Helped reach the lowest incident counts forcouple of critical applications in **20 years**

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C_{™}^2 = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of 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 specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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