

Highest customer satisfaction and lower test and release cost for a global telecom giant – enabled by Agile transformation



The Client

The client owns and operates networks in 21 countries, and has partner networks in over 40 additional countries. It is one of the top 3 global mobile telecommunications companies and has more than 450 million subscribers.

Business Objective

- Application development and maintenance
- Integrating and connecting a wide array of technologies including JAVA, HP, and many others
- Developing an agile process to enable the customer to have a greater degree of control

The Process: How Mphasis Helped

Mphasis first established an agile process. This ensured that the customer could be in control at all times of the system and its components. We then accelerated the software development lifecycle for their online shopping portal, which increased efficiency, realigned costs, and sped up the time to market. The client was able to abandon a traditional waterfall process in favor of a roll-out, agile process.

Value Delivered



Successful first time registrations
increased from 24 to 66 (out of 100 users)

Higher customer satisfaction
- **12+** successful releases as compared
to 3 earlier



The same features used for testing/cost cycle
reduction were used for new feature
development, thus improving efficiencies

Introduced TDD
(test-driven development) to enable
automation of unit testing



Introduced coding standards scripts in
development environment. This script will
alert the coding standard deviation
dynamically when code is developed

With the Scrum-based distributed delivery
framework total elapsed time for a new feature came
down to 11 weeks, compared to 24 weeks earlier



Test and release
cost significantly reduced from **60%** to **20%**

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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