



Mphasis – Business Process Transformation through RPA and AI

**Vendor Assessment
Report Abstract**

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10 pages

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of Mphasis is a comprehensive assessment of Mphasis' automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Mphasis offers both IT services and business process services, and had FY 2016 revenues of \$909m, with the bulk of the company's revenues, especially in business process services, derived from the banking, financial services, and insurance sectors, which is where the bulk of the company's current RPA and AI activity lies.

The company is developing its own cognitive solutions and has conducted a number of pilots across the banking and insurance sectors using its NextAngles and DeepInsights platforms. NextAngles is Mphasis' proprietary AI-enabled platform for regulatory risk and compliance. DeepInsights, a product of Mphasis' NextLabs, is "a cognitive platform in support of extraction, reasoning, and analysis of fields from unstructured documents" but the majority of its RPA & AI engagements in live production are currently within RPA.

Going forward Mphasis is aiming to deploy combinations of cognitive and RPA technology in support of "reimagination of processes", both within existing BPS contracts and in support of, typically onshore, client retained operations.



Scope of the Report

The report provides a comprehensive and objective analysis of Mphasis' offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Report Length

10 pages

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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato
Capgemini
Cognizant
Dell Services
EXL
Genfour
Genpact
HCL
HGS
HPES
IBM
Infosys
L&T Infotech
Mphasis
NIIT Technologies
Sopra Steria
Sutherland Global Services
Swiss Post Services
Symphony
Tata Consultancy Services
Wipro
WNS
Xerox Services