



Mphasis Cognitive and Self-Healing IT Infrastructure Management

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Cognitive and Self-Healing IT Infrastructure Management Services Vendor Assessment for Mphasis is a comprehensive assessment of Mphasis' cognitive and self-healing IT infrastructure management services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for cognitive and self-healing IT infrastructure management services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in cognitive and self-healing IT infrastructure management services sector.

Key Findings & Highlights

Mphasis provides cognitive and self-healing IT infrastructure management services as part of its next-generation infrastructure services, where Mphasis is focusing on AI-led automation, digital operations, and cloud services. Mphasis' IP cognitive offering is InfraGenie, which incorporates machine learning and aims to provide "zero-touch, zero impact IT infrastructure operations automation."

InfraGenie (including third-party tools) enables integrated intelligent automation through core service management platform (ServiceNow). It further enables a single platform for operations management, whether a client has a cloud, physical, virtual, or on-premise environment. Mphasis will primarily ensure it has a blueprint (use-case based) sitting over a process blueprint, which in turn is sitting over the tooling platform to enable end-to-end use cases.

Scope of the Report

The report provides a comprehensive and objective analysis of Mphasis' cognitive and self-healing IT infrastructure management service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



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