



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

Property & Casualty Operations Transformation

Mphasis

Report Abstract

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14 pages

Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is this Vendor Assessment for?

NelsonHall's P&C Operations Transformation profile on Mphasis is a comprehensive assessment of Mphasis' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Mphasis and identifying vendor suitability for P&C Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the P&C Operations Transformation sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Mphasis' offerings and capabilities in P&C Operations Transformation.

Mphasis was founded in 1998 as a multinational information technology and business process outsourcing company headquartered in Bengaluru, India. In 2016, Blackstone acquired a 56% stake in Mphasis, and in April 2021, Blackstone committed up to \$2.8bn to acquire a controlling stake in Mphasis, along with Abu Dhabi Investment Authority (ADIA), and UC Investments (Office of the Chief Investment Officer of The Regents, University of California), including other undisclosed long-term investors. Mphasis offers industry services across various domains, including BFSI, hospitality, travel and transportation, healthcare, life sciences, oil and gas, public sector, hi-tech, communications, energy and utilities, logistics, supply chain, retail, and manufacturing. Mphasis has ~40 BPS clients globally with a net revenue of ~\$1.7bn for FY 2023. Mphasis has ~34,000 employees that operate out of ~22 delivery centers across North America, EMEA, APAC, and LATAM regions.

Mphasis' P&C insurance business covers personal, commercial, specialty, and Lloyd's of London. The P&C BPS insurance space globally accounts for 1% of Mphasis' total revenue.

Scope of the Report

The report provides a comprehensive and objective analysis of Mphasis' P&C Operations Transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

P&C Operations Transformation Vendor Assessments also available for:

Cogneesol

Cognizant

DXC Technology

Genpact

Tata Consultancy Services (TCS)

WNS Global Services (WNS)

Xceedance

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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