Mphasis – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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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 calendar Q4 2017 revenues of ~$260m, 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 has developed its own cognitive solutions and has conducted a number of projects and 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".

Going forward Mphasis is focusing strongly on cognitive and 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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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato

Capgemini

Cognizant

Conduent

DXC

EXL

Genpact

HCL

HGS

IBM

Infosys

LTI

Mphasis

NIIT Technologies

NTT Data Services

Sopra Steria

Sutherland Global Services

Swiss Post Services

Tata Consultancy Services

Wipro

WNS