Mphasis
Next Generation EUC Services

Who Is This Vendor Assessment For?

NelsonHall's Next Generation EUC Services vendor assessment for Mphasis is a comprehensive assessment of Mphasis' next generation EUC services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for EUC services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in EUC services sector.

Key Findings & Highlights

In April 2016, PE Blackstone acquired a 60.5% share of Mphasis from DXC for ~$1bn.

Mphasis provides EUC services as part of its IT infrastructure services, and offers next generation end-user computing services under its Digi End User Services offerings, which are part of its modular digital technology operations offerings. These also include Digi Cloud, Digi Ops, Digi DevOps, Digi Secure, and traditional services.

Mphasis has ~800 FTEs across nine global service desk locations, supporting ~3m tickets per annum. As part of its Digi End User Services, it is evolving the traditional service desk to a next generation service desk; and its next generation end-user services focus on end-user experience, underpinned by cloud, analytics, automation, and mobility-enabled support.

Scope of the Report

The report provides a comprehensive and objective analysis of Mphasis' next generation EUC 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.

Contents

Report Length

9 pages

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