

ZAPTHINK ZAPNOTE™

MPHASIS

Analyst: Jason Bloomberg

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Mphasis

URL: www.mphasis.com	Headquarters : Bangalore, India
Founded: 1993	MBFL (India)

Services Summary

Mphasis is the prototypical “offshore” IT service provider, with 3500 people, about 75% of whom are in India. Mphasis provides the following offerings:

- Application integration, including architecture, application development and systems integration, CRM, high availability transaction systems integration, supply chain integration, enterprise portals, enterprise content management, single sign-on and advanced user profiling and security.
- Application lifecycle management, including offshore client development centers, legacy extension and transformation, and application enhancements and maintenance.
- Business process outsourcing, including call centers, customer support, and e-Fulfillment.

Mphasis’ size allows them to tackle many large-scale SOA projects. They have a team of thirty senior architects around the world who are able to conduct complex SOA engagements for a range of clients in a range of industries, including financial services, logistics/transportation, retail/supply chain, and pharmaceuticals.

Competitive Differentiator

- Offshore development.

ZapThink Take

The movement toward offshore development is shifting the fundamental economics of custom application development, and Mphasis is a key player in this movement. Mphasis expands this economic advantage into a broad range of IT consulting services, putting substantial price pressure on the SOA consulting space, which offers clear value to their

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Thank you for reading ZapThink research! ZapThink is an IT market intelligence firm that provides trusted advice and critical insight into XML, Web Services, and Service Orientation. We provide our target audience of IT vendors, service providers and end-users a clear roadmap for standards-based, loosely coupled distributed computing – a vision of IT meeting the needs of the agile business.

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customers and positions them as a tough competitor. The ability to offer world-class SOA solutions at aggressive prices makes Mphasis an important player in this space.

Related Research

- *Service-Oriented Architecture Consulting Report (ZTR-WS109)*

About ZapThink, LLC

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ZapThink's role is to help companies understand these IT products and services in the context of SOAs and the vision of Service Orientation. ZapThink provides market intelligence to IT vendors who offer XML and Web Services-based products to help them understand their competitive landscape and how to communicate their value proposition to their customers within the context of Service Orientation, and lay out their product roadmaps for the coming wave of Service Orientation. ZapThink also provides implementation intelligence to IT users who are seeking guidance and clarity into how to assemble the available products and services into a coherent roadmap to Service Orientation. Finally, ZapThink provides demand intelligence to IT vendors and service providers who must understand the needs of IT users as they follow the roadmap to Service Orientation.

ZapThink's senior analysts are widely regarded as the "go to analysts" for XML, Web Services, and SOAs by vendors, end-users, and the press. They are in great demand as speakers, and have presented at conferences and industry events around the world. They are among the most quoted industry analysts in the IT industry.

ZapThink was founded in October 2000 and is headquartered in Waltham, Massachusetts. Its customers include Global 1000 firms, public sector organizations around the world, and many emerging businesses. ZapThink Analysts have years of experience in IT as well as research and analysis. Its analysts have previously been with such firms as IDC and ChannelWave, and have sat on the working group committees for standards bodies such as RosettaNet, UDDI, CPExchange, ebXML, EIDX, and CompTIA.

Call, email, or visit the ZapThink Web site to learn more about how ZapThink can help you to better understand how XML and Web Services impact your business or organization.

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