



1 February 2024

The Manager, Listing
BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
MUMBAI - 400 001

The Manager, Listing
National Stock Exchange of India Ltd
Exchange Plaza, Plot No. c/1,
G-Block, Bandra-Kurla Complex,
MUMBAI – 400 051

Dear Sirs,

Sub: Intimation of Press Release

Please find enclosed herewith a press release titled “**Mphasis wins 2023 ISG Star of Excellence™ Award for Pioneering AI Solutions in Emerging Tech**” which is being released from our end.

The press release will also be available on the website of the Company at www.mphasis.com.

We request you to kindly take the above on record as required under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Thanking you,

Yours faithfully,

For Mphasis Limited



Subramanian Narayan
Senior Vice President and Company Secretary

Encl- As above

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Mphasis wins 2023 ISG Star of Excellence™ Award for Pioneering AI Solutions in Emerging Tech



London, February 1, 2024

[Mphasis](#) (BSE: 526299; NSE: MPHASIS), an information technology (IT) solutions provider specializing in [cloud](#) and [cognitive](#) services, has received the 2023 ISG Star of Excellence™ Award in the “Emerging Tech” segment for “Artificial Intelligence (AI). The award recognizes Mphasis for consistently upholding the highest standards of customer service excellence throughout the past year, as reflected in the feedback provided by enterprise customers.

As per the report, Mphasis was recognized for its dedication to client-centricity and service excellence following a recent success story with a leading U.S.-based home healthcare equipment and services provider. Faced with intricate technology challenges, the client sought Mphasis' expertise, resulting in an astounding **49.5%** reduction in manual issue remediation through the implementation of an automation and AIOps platform and collaborative approach. This success highlighted Mphasis' ability to address complex challenges in the U.S. healthcare technology landscape, showcasing innovation and client satisfaction.

Mphasis' solution approach involved integrating operations, bringing in automation, introducing analytics-led proactive management, enhancing end-user experience, and providing a holistic business services view. It leveraged its InfraGenie™ platform, built on ServiceNow for automation-led service management.

Mphasis excelled in security threat monitoring, earning the highest CX score of 87.3 for AI-technology services in 2023, surpassing the 77.6 average. Mphasis.ai consolidates AI initiatives comprehensively, backed by Next Labs and AI Engineering Squads pioneering innovative solutions. Categorized into archetypes, Mphasis maintains its forefront position in diverse AI service offerings. Recognized with the highest enterprise CX score in 2023 from clients, Mphasis continues to lead in managed services leveraging AI technology, as highlighted in the ISG Star of Excellence™ 2023 Voice of Customer survey, based on feedback from 33 client responses.

"We are honored to receive the 2023 ISG Star of Excellence™ Award. This award stands as a testament to our dedication in delivering exceptional client experience. It not only highlights our commitment to innovation and client-centric solutions but also reaffirms our position as a global technology leader. Our focus remains on delivering outstanding value and service to clients worldwide, reinforcing our commitment to excellence in every aspect of our operations," said **Srikumar Ramanathan, Chief Solutions Officer, Mphasis.**

"Mphasis received the highest CX scores in the ISG Star of Excellence™ program in 2023 for AI technology services. Clients have rated Mphasis very highly for defining handoffs and milestones with its clients. Mphasis also received a high CX score for its ability to demonstrate new methods or techniques," said **Heiko Henkes, Program Director, ISG Star of Excellence™**

[Mphasis' success story](#) aligns with ISG Star of Excellence™ 2023 findings, receiving the highest enterprise CX score for managed services leveraging AI technology. Collaboration and transparency emerged as critical pillars, with Mphasis demonstrating exceptional performance in both areas. The healthcare industry, often rating providers lowest for collaboration, witnessed a paradigm shift with Mphasis' proactive and collaborative approach.

About ISG

ISG (Information Services Group) (Nasdaq: [III](#)) is a leading global technology research and advisory firm. A trusted business partner to more than 800 clients, including more than 75 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud, and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries. The global team is known for its innovative thinking, market influence, deep industry, and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit <https://isg-one.com/>

About Mphasis

Mphasis' purpose is to be the "Driver in a Driverless Car" for global enterprises by applying next-generation design, architecture, and engineering services, to deliver scalable and sustainable software and technology solutions. Customer-centricity is foundational to Mphasis, and it is reflected in Mphasis' [Front2Back™](#) Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive computing to provide a hyper-personalized (C=[X2C2™](#)=1) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with an integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients. Click [here](#) to know more. ([BSE: 526299](#); [NSE: MPHASIS](#))

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