



Providing a Scalable Platform for Third-party Administrators

The Client

A back-office support organization for multiple third-party administrators, who needed an accelerated launch of platform, strategic ecosystem partners, and access to data.

Business Objective

Rapid delivery of enterprise-wide core administration system using modern architecture, which provided rapid return on investment (ROI), scalability, and consumer engagement.

How Mphasis Helped

- Applied enterprise-wide core administration
- Accelerated delivery of the organization's core system using a componentized delivery approach
- Initiated application hosting and support
- Augmented staff by providing hosting and technical support for the Javelina® product
- Delivered Javelina®-designed consumer engagement portals
- Supported real-time integration of consumer-driven functions such as enrolment and claims status
- Provided start-up consulting and business-specific training
- Provided industry expertise to support, start up and growth
- Provided application training to employees

Value Delivered

Increased member acquisitions significantly through client operations



Improved human resource utilization

Improved client growth and retention through portal enablement

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^m = 1$) 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 are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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