



CMMI DEV/3

ACHIEVING GREATER HEIGHTS

GLOBAL BUSINESS SOLUTIONS



Growth

Accelerating Business
Growth through Innovation



Target

Precision Solutions,
Targeting Success





Global


Connecting Solutions on a
Global Scale


**We know how it works,
It is in our DNA.**




 **Founded, In 2014**
8+ Years in Business

 **500+ consultants on-board**

 **50+ Customers across Fortune Enterprises, SMBs, Defence and Government.**

 **Global Presence**
India | UAE | South Africa | Canada | USA

 **Industry Focus (Banking and Financial , Insurance, Real Estate /Construction, Defence & Government, Travel and Logistics, Retail)**

Industrial Focus

We develop and maintain software for various successful organizations across the world in a variety of business verticals be it Banking-Finance-Insurance, Logistics, Education, Healthcare or Event Management.



Defence



Banking and Finance



Insurance



Government



Travel and Logistic



Real Estate/
Construction

Our Alliances and Industry Recognition



Our Products

Enterprises today are looking for Off-the shelf products for their operations, which can easily be deployed in their current Infra setup and start performing from Day1. mPHATEK along with couple of its Partners has developed a bucket of products which can be used by various Banking, Financial and Retail Enterprises globally.



Dosto

Secured Short Messenger

- Secured short messaging.
- Share confidential documents, videos, artefacts.
- Supports audio & video chats.



DR Automation

Automate Disaster Recovery Process

- Comprehensive DR monitoring and management
- Automated switch over, switch back
- Automated failover process
- Automated DR drills
- Ensure superior business continuity



OCR

AL/ML Based document extraction engine

- ML based document extraction engine
- Supports – structured, semi structured and unstructured content
- Easy integration with client applications
- User interface to train the system
- Cloud hosted solution



Canary

Voice to text + Analytics

- Seamless Speech to Text conversion
- Supports multiple audio file formats
- Post text conversion - Data Analytics
- Entity resolution and sentiment analysis
- API Integration with 3rd party products



Av3ar

Empower IT with Av3ar Automation Excellence

- Future Automation Commitment
- Real-time 24X7 monitoring
- Automated alert notifications
- Successfully handled 3000 tickets per month
- Automation of schedules
- Optimization of execution



PIPAL CRM

Enhanced Productivity Simplified

- Secure, Efficient
- Easy Configuration and Customization
- API Based Integration
- Sales, Marketing Automation
- Custom Reports and Dashboards
- Efficient Case Management
- 360-degree view of Sales, Marketing and Customer Support Operations

Communications companies are improving efficiency by 80% through business process transformation



IoT and Mobile Consulting

- Connected Devices Development.
- RFID, smart cards, PoS development
- API based Integration
- Native App Development (Android/iOS)



Bespoke Development

- Custom Development
- Application Customization
- Product Implementation
- Integration services
- Application Modernization



Data Warehousing & Analytics

- Big Data and Real-time Analytics
- ML and Predictive Analytics
- Business Intelligence
- Artificial Intelligence



Professional

- Skill Augmentation
- Niche Skilling
- Building extended team Offshore/ Onshore
- Managed recruit program



Service Now servicenow

- Process Consulting
- Migration- Remedy, HPSM
- Implementation-ITSM/ITBM/ITOM
- Customization
- Integration



Salesforce salesforce

- Consulting
- Configuration – Workflows, Approval Processes Reports and Dashboards
- Customization and Implementation
- Integration



Architecture Consulting

- Assessment
- Align with your Business Vision
- Digital Reimagination & Transformation
- IT Transformation Road Map
- Building IT capabilities and capacity



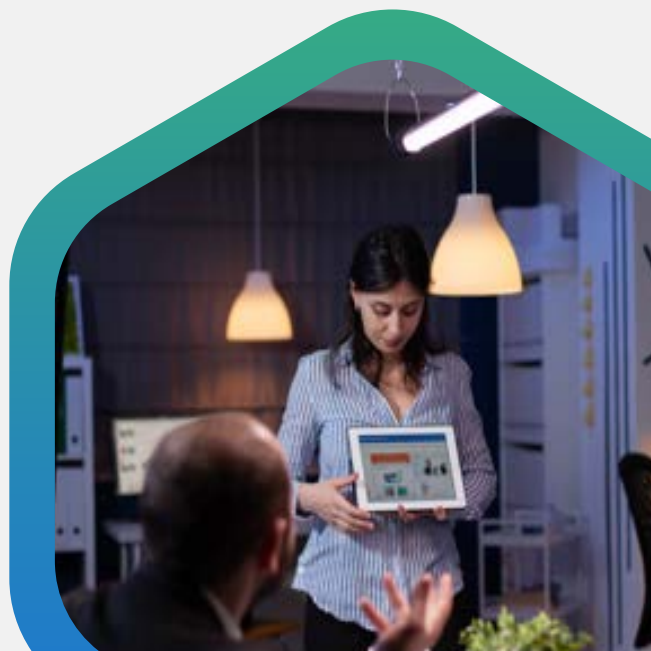
Automation Services

- Automation Design
- RPA Consulting and Implementation
- 3rd Party Integration
- Support



Testing, Support and Maintenance

- Testing CoE rollout for organizations
- Agile Testing
- Managed Testing Services
- Automation testing
- Specialized Testing Services
- Proven support Take-on framework
- Line of Business Application support activities





Helping our customer in the package Evaluation, Building CRM strategy and Roadmap

Our Expertise

- Sales Cloud
- Service Cloud
- Apex
- Visualforce
- Lightning Development
- Data Migration
- Real-time Integration
- Batch Integration

SFDC Offering:

Consulting: Architecture, Life cycle management, Agile strategy, Sales Cloud, Service Cloud, Marketing Cloud, Pardot

Configuration: Work flows, Approval processes, Reports & Dashboards, Advanced administration, Community Security, Data modelling

Customization: Apex / Force.com, Visual Force, Lightning, Heroku, Responsive Designs, Deployment, Version control / Meta data

Integration: App Exchange, REST / SOAP / Oauth, SSO and Social connect



Reweigh the future of IT Systems

Our Expertise

- IT Service Management
- IT Operations Management
- IT Business Management
- Performance Analytics
- Software Asset Management
- Customer Service Management
- HR Case Management

ServiceNOW Offer-

Implementation: Process consulting • Solution offering • E2E implementation • Customizations • Enhancements • Support Migration: Migration from: • BMC Remedy • HPSM • CA ITPAM • Zendesk • and many more

Integration: • SSO • LDAP • Web Services • MID Server • Email • CMDB • 3 rd Party Tools

Upgrade: • Instance Upgrade • Features Upgrade • Patch Upgrade • Hotfix

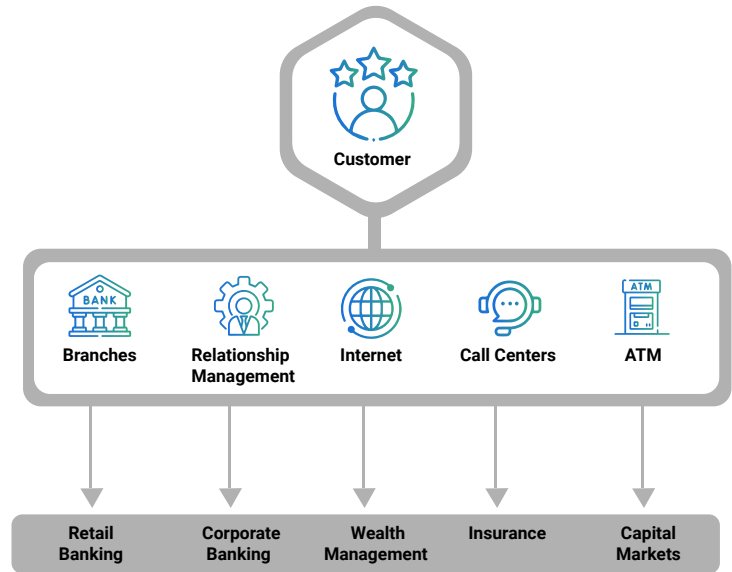
Upgrade Testing: • Unit Testing • Functional Testing • Ad-hoc Testing • Smoke Testing • Regression Testing • Integration Testing • Upgrade Testing • Performance Testing • Compatibility Testing

BAU: Warranty Support • Steady State Support • 24x7 Support • L0/L1 Support • L2/L3 Support

Digital Banking, Finance and Insurance Solutions

mPHATEK ensures an optimum user experience for your customers which helps in making you the preferred choice in today's Competitive Digital Scenario.

Customers today consider the below 3 factors before banking Partner
Trust | Digital Readiness | 24 X 7 Support



mPHATEK provides its services in the below stages of Banking Operations

Solutioning Experience

- Integrations
- Application Support
- ATM Monitoring
- Cash Management
- Rate Engine -Portal
- Canary - Speech to Text
- Cyber Security
- Consulting
- Data Warehousing

Implementation Experience

- Salesforce Implementation
- DR Automation Implementation
- Payment-H2H Implementation
- OCR Implementation
- ServiceNow Implementation
- Digital Wallet Implementation
- Visual Analytics

Modernization Experience

- Application Migration
- Database Migration
- Cloud Migration
- SOP Driven Activities

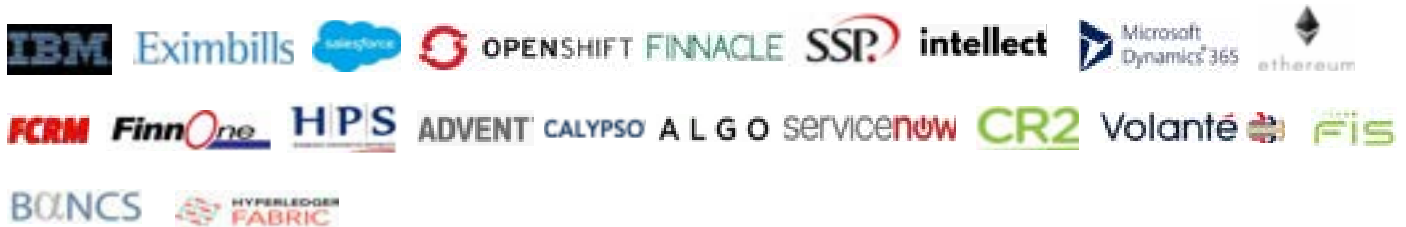
Other Experience

- Contact Centre
- Helpdesk
- User Management

Product Skilling Experience

- Niche & Specialized Skilling
- Technology Skilling
- Managed Augmentation

BFSI Product Capabilities





Technology Expertise

We are Young and Vibrant Team having vast experience in Software Technologies ranging from Newest Technologies to legacy

UI and UX

Web and Cloud

Mobile

Data

Advanced Analytic

Block Chain

Security Solutions

Other

We know how it works, It is in our DNA.

mPHATEK is one of the key strategic partner to various Governments and Defence agencies, leading Banking, Financial, Insurance and Retail Institutions providing cutting edge Solutions and Consulting around Digital Transformation, AI, IoT, Big data, RPA along with conventional IT services.

Our Mission

To deliver State of the Art Technology Solutions to our Customers through disruptive Innovation and to provide a Progressive Platform to our Employees to Achieve Excellence in this quickly transforming world.

Our Vision

- Customer Centricity
- Employees First
- Disruptive Innovation

By the numbers



8+

Experience



50+

Customers across



500+

consultants onboard



5+

Globally office located

Head Office - India

5th Floor, B Wing,
Pride Silicon Plaza,
S.No.106, Near
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