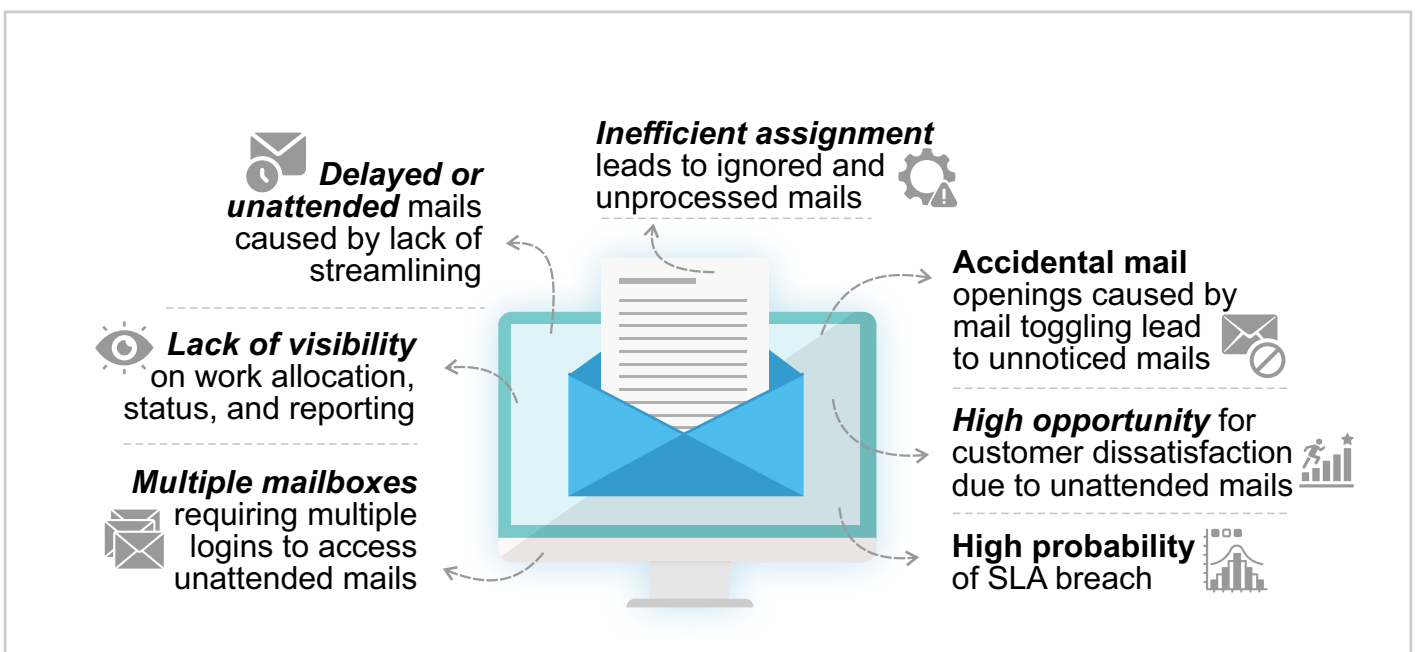


EmailPlex.ai™

Email Management Solution
to Enhance Efficiency of
Digital Mailrooms

Efficiency Leaks in Shared Mailboxes

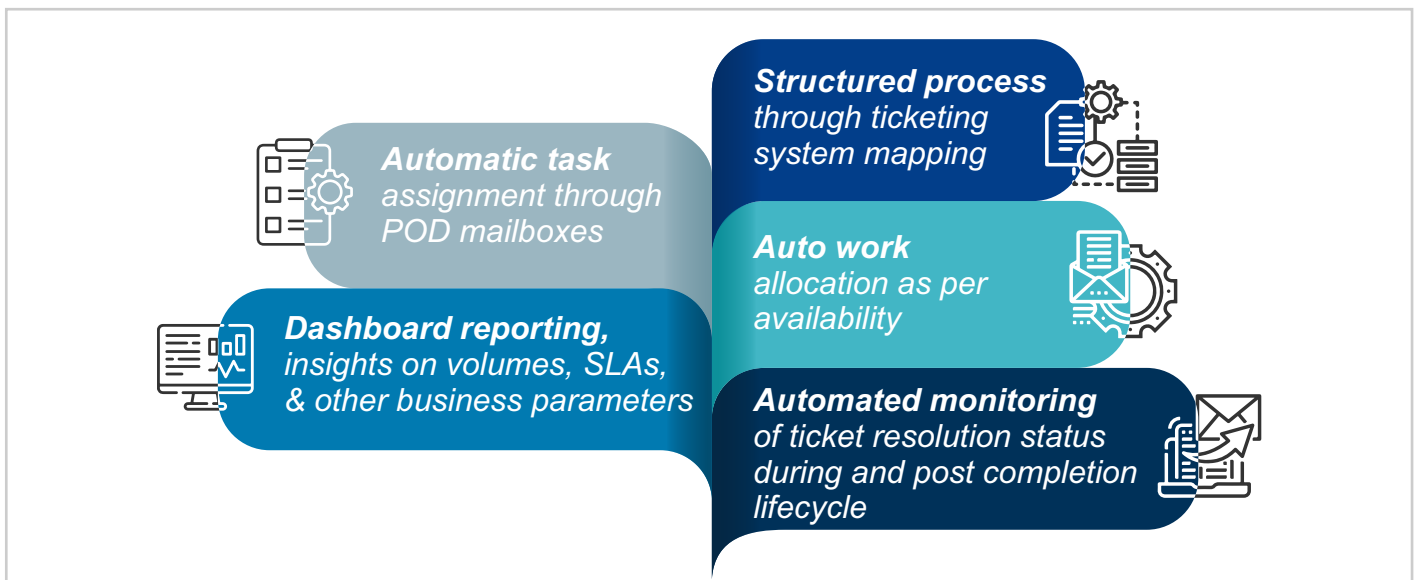


Introducing EmailPlex.ai™

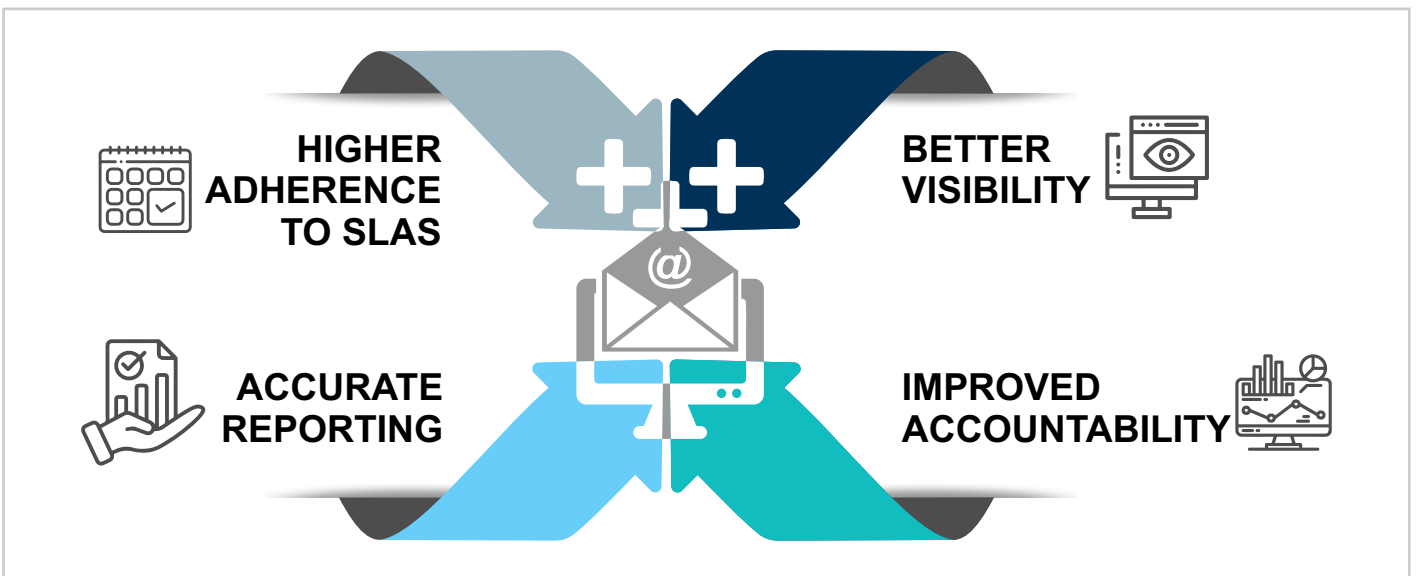
EmailPlex.ai™ is an intelligent solution which offers email management through a mail-to-ticketing approach. It is designed to streamline the management of multiple shared mailboxes to eliminate the leaks in efficiency and enable faster resolution. EmailPlex.ai™ offers a single platform to access mails from multiple shared mailboxes with integrated AzureAD authentication and authorization mechanism.

Implemented on Power Platforms, the solution comes with an inbuilt POD-based mail-to-ticket assignment strategy. The users receive tasks from their respective PODS, preventing unattended and unprocessed mails caused by mail toggling.

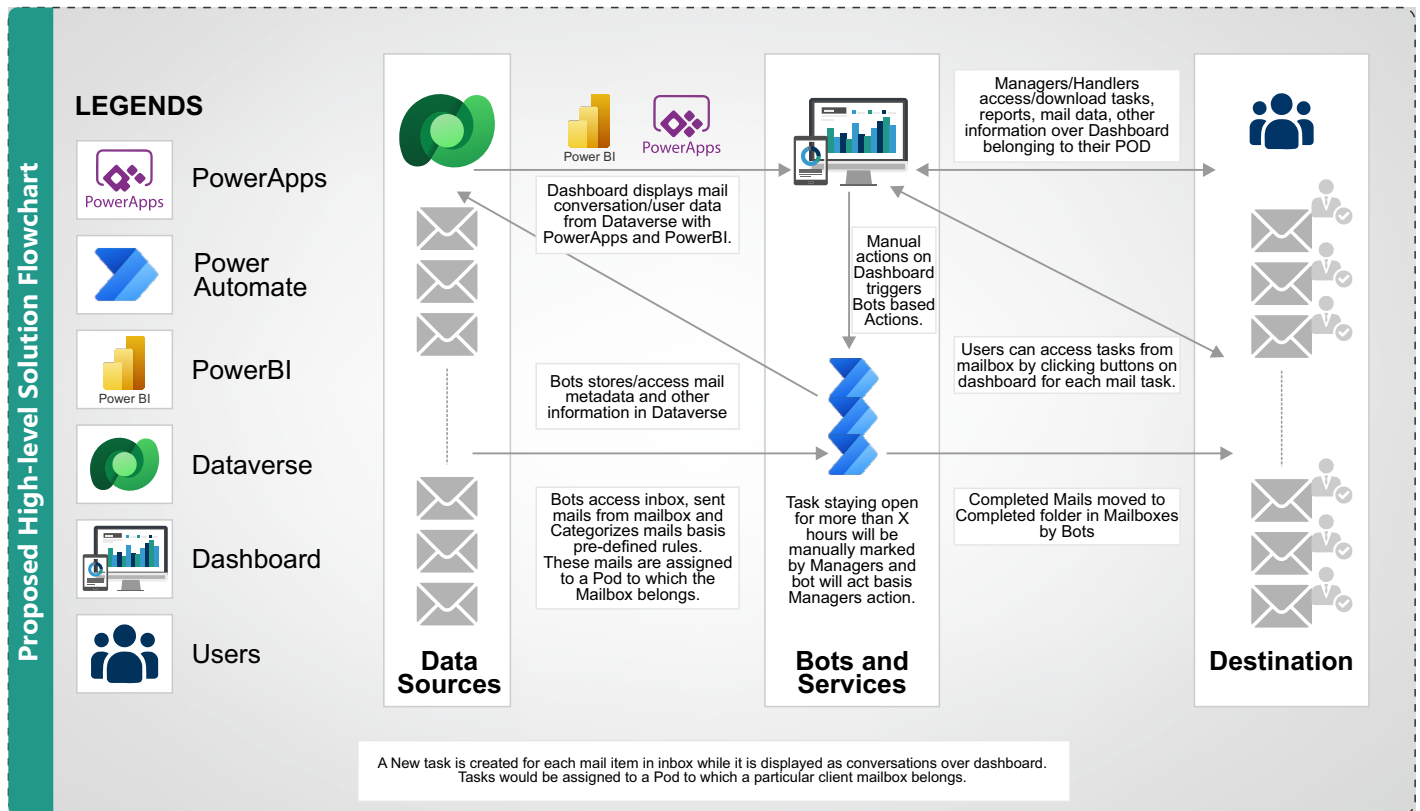
Features



Benefits



Solution Architecture



Role-based access control (RBAC) Allows you to control who has access to which resources and what they can do with those resources.



Data encryption Ensures that sensitive data is protected both at rest and in transit, reducing the risk of unauthorized access.



Authentication and identity management Utilizes multi-factor authentication (MFA) and single sign-on (SSO) to verify the identity of users accessing the platform.



Data loss prevention (DLP) Helps prevent sensitive information from being leaked or shared inappropriately by monitoring and controlling the flow of data.



Auditing and logging Tracks user activity and system events to identify potential security issues and provide a record of actions taken within the platform.



Compliance and certifications Adheres to industry-standard security frameworks and undergoes regular audits to ensure compliance with regulations and standards.

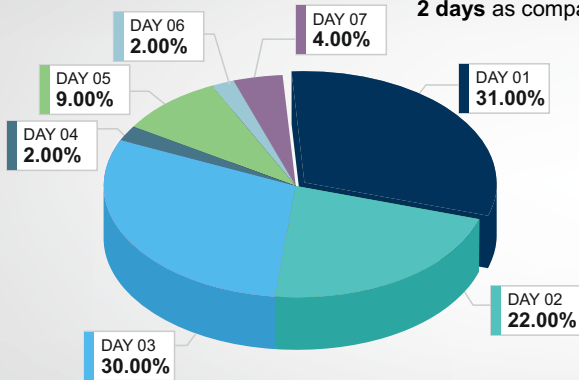
Case Study

A Leading IT Asset Management & Expense Management customer using EmailPlex.ai™ for efficiently handling hundreds of customer mailboxes.

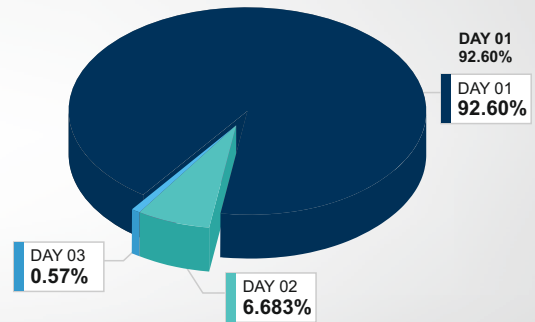
EmailPlex.ai™ helped a major IT Asset Management & Expense Management customer in managing their customer request mailboxes with effective monitoring for improved client satisfaction. EmailPlex.ai™ helped the customer reduce mail response time by ~90%. The same process without EmailPlex.ai™ was not visible in terms of volumes and capacity planning which later also helped in resolving the volume of unattended mails to zero with a proper ticket monitoring mechanism.

TAT Pre & Post Implementation

With EmailPlex.ai™, Team is now able to close **99.4% email** requests within **2 days** as compared to **53%** before EmailPlex.ai™ implementation.



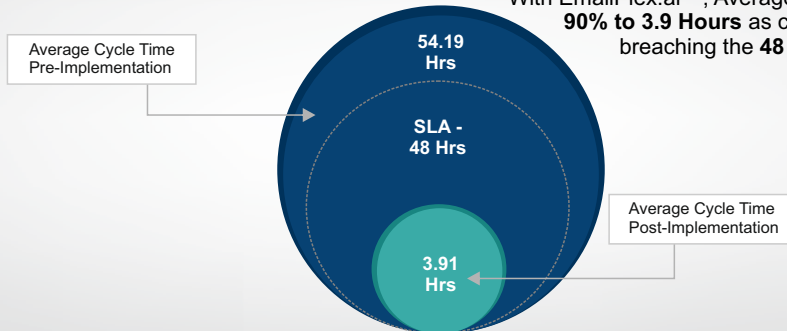
Pre-implementation



Post-implementation

Average Cycle Time Pre & Post Implementation

With EmailPlex.ai™, Average Cycle Time has reduced by ~90% to **3.9 Hours** as compared to **54.19 Hours** breaching the **48 Hours SLA** earlier.



About Mphasis

Mphasis' purpose is to be the "Driver in the 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 is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized (C = X2C_{TM}² = 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.

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