



NEWS RELEASE

Msource Spanish Language Center Opens in Mexico

Bangalore, 25 February 2003: Msource Corporation, a leading provider of IT-enabled services, today announced the opening of its call center operations in Tijuana, Mexico. This is the first operational center by Msource outside India.

The Mexico centre has been set up with an initial investment of \$1 million and will presently service the requirements of one of Msource's large financial services clients in the US. The Mexico centre has an initial capacity of 50-100 seats, with a capacity to expand to 300 seats and will take up both voice and non-voice activities. The centre currently houses 51 Full Time Employees (FTE) and has a 16x7 operation. The centre plans to have a 24x7 operation by April 2003.

Commenting on the Mexico centre, **Mr. Jerry Rao, Chairman, Msource**, said, "The centre represents a big step forward for us and underscores our commitment to be a quality global BPO player. This is a significant step towards expanding our portfolio of services and providing our clients in North America alternate language capabilities. The experience gained from our Mexico operations will be invaluable as we expand to other parts of the globe."

Arthur Flew, Vice Chairman, Msource said, "Apart from serving the Spanish language requirements of our North American clients, the Mexico centre will provide location redundancy outside India. We have performed seamless transfer of best practices from India to the new centre in Mexico to ensure consistency of service provided by us. This is our first operational center outside India and our third worldwide. We have translated our in-house training programs with customization for the Mexican environment and culture and our operational procedures are prepared in line with ISO 9001 2000 guidelines."

The Msource Mexico Centre is equipped with a data center, training rooms, cafeteria and other support facilities. The center has direct connectivity to the Msource telecom center in El Segundo, California and is built on the same architecture as the other Msource centers in India - thereby providing ease of integration. Currently, Msource Mexico has begun providing inbound customer service functions, and will shortly be expanding to include all voice processes (inbound and outbound) and non-voice capabilities.

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About Msource

Msource is the call centre subsidiary of the Mphasis BFL Group. It is one of the early movers in offering call center, help desk and BPO services from India when it began their operations in August 1999. It currently has an employee strength of 2,124 and sixteen active clients including five Fortune 500 clients. Msource is ISO 9001-2000 certified across its entire India operations. Its two delivery centers in India are at Bangalore and Pune.

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