



IT Services: Salesforce Services

T-Systems

Report Abstract

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Ten pages

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Who is This Vendor Assessment For?

NelsonHall's Salesforce services profile on T-Systems is a comprehensive assessment of T-Systems' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and Salesforce and identifying vendor suitability for security services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes T-Systems's offerings and capabilities in Salesforce services.

DTAG provides Salesforce services, mostly through its Salesforce CoE, a unit of TMMS. The CoE has several roles: it is an innovation center (through its Innovation Hub) focusing on accelerators and IP; it is a consulting and technical delivery unit with 300 Salesforce consultants; it is a coordination unit with other DTAG units.

T-Systems has bold ambitions for its Salesforce capabilities. The company intends to become the Salesforce leader in German-speaking countries targeting companies of size ranging from mid-sized businesses to large enterprises, be its most innovative partner and expand its service portfolio to new Salesforce products and Clouds. As part of its focus on the DACH region, T-Systems wants to accompany clients in their global rollouts.

Scope of the Report

The report provides a comprehensive and objective analysis of T-Systems' Salesforce service offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Salesforce Service Vendor Assessments also Available for:

- Accenture
- Cognizant
- DXC
- IBM Bluewolf
- Infosys
- NTT DATA
- Sopra Steria
- TCS
- T-Systems
- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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