



TCS

Advanced Digital Workplace Services

**Vendor Assessment
Report Abstract**

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Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for TCS is a comprehensive assessment of TCS' digital workplace services offerings and capabilities designed for:

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

Key Findings & Highlights

TCS' vision for Digital Workplace Services is to enable a better employee experience on the back of a personalized workplace (hyper personas), new-age work applications, and best-fit support models. TCS identifies the platforms and tools required to deliver the workplace services, including IP Digital Workplace Studio (provides self-healing, proactive endpoint monitoring, and persona analytics, MFD Bot, Cognitive Service Desk, Ignio, User 360, Mobitio, and Karma gamification), and third-party ecosystem partners.

It aims to bring tangible productivity gains to end-users with a focus on enhancing experience whilst reducing cost. It is focused on modern governance to deliver a modern digital workplace. Key features include contextualized personas, bringing new applications that will be easily adopted by end-users, and utilizing scalable and agile infrastructure (i.e., VDI, O365).

As part of "modern governance", it has created an eXperience center (XC), with teams that look at the experience aspect of IT service delivery, and proactively monitor the sentiments of end-users as they engage across services and XLAs (working with clients to create specific XLAs, and by persona). It also includes "innovation governance" (with innovation champions in DWS to drive co-innovation with partners to create value), and total cost of ownership.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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