



IT Services: Advanced Digital Workplace Services

Tech Mahindra

Report Abstract

August 2021

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14 pages

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Who is This Vendor Assessment For?

NelsonHall's digital workplace services profile on Tech Mahindra is a comprehensive assessment of Tech Mahindra's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital workplace services and identifying vendor suitability for 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

Tech Mahindra provides digital workplace services as part of its Infrastructure and Cloud Services division. This also includes cloud services, data center services, enterprise network services, and enterprise security services. Its digital workplace managed services are focused across seven towers, including Service Desk: providing an omnichannel approach focusing on UX, utilizing self-service and automation, self-heal, self-help, virtual assistant, and analytics. It also offers crowdsourcing where end-users can help other end-users through communities within their enterprise. Tech Mahindra provides a machine-first next-generation services desk (zero-touch).

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's digital workplace services 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.

Digital Workplace Services Vendor Assessments also Available for:

- Atos
- Capgemini
- Cognizant
- CompuCom
- Computacenter
- CSS Corp
- DXC Technology
- Fujitsu Services
- Getronics
- Infosys
- LTI
- Mindtree
- Mphasis
- NTT DATA
- T-Systems
- TCS
- Unisys
- YASH Technologies.

About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, David McIntire, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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About NelsonHall

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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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