Tech Mahindra
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 Tech Mahindra is a comprehensive assessment of Tech Mahindra's 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

Tech Mahindra provides end-user computing and 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. It supports ~425k end-users and deals with ~2.2m incidents per annum. Its Digital Workplace Services portfolio covers the following areas:

- Desktop Virtualization (WaaS NxT): BYOD/CYOD anywhere, any device, any networks access, and device & app provisioning on the go, VDI support, and mobility

- Messaging & Collaboration: cloud messaging and collaboration, 0365 support, G-Suite implementation and support, Windows 10, AD, and SharePoint management

- Service Desk: self-service and automation, self-heal, self-help, virtual assistant, and analytics, remote desktop support, user provisioning, and account management

- Deskside Support: Tech Cafe, EUC vending machines, break-fix and IMACD support for end-user devices, spares management, and OEM coordination

- Workstation Management: app rationalization and packaging, workstation readiness, automation, unified portal, software distribution, patch & image management

- Enterprise Mobility: instant mobile devices, secure access to apps and devices, mobile device management, mobile app and content management, mobile data management, and mobile security management.

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's 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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