



TCS

Key Vendor Assessment Report Abstract

July 2019

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91 pages





Who Is This Key Vendor Assessment For?

NelsonHall's Key Vendor Assessment for TCS is a comprehensive assessment of the company's offerings and capabilities designed for:

- Marketing, sales and business managers developing strategies to target service opportunities within the BPO/IT Services markets
- Sourcing managers monitoring the capabilities of existing suppliers of IT outsourcing services and identifying vendor suitability for IT services
- Consultants advising clients on vendor selection
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO/IT services sector.



Key Findings & Highlights

TCS revenues in FY19 approached \$21bn, representing market leading organic CC growth of 9.6%, while achieving an operating margin of over 25%. It is not putting pressure on margins in its pursuit of topline growth.

In spite of ongoing areas of softness in the BFS sectors, Q1 FY20 revenues were up double digits y/y in CC; order book was strong, and the pipeline remains healthy.

Following a major regrouping and revamping of the service portfolio in FY18, TCS is positioning around the theme of *'Business 4.0'*, highlighting

- Its extensive capabilities in location independent Agile
- Its Machine First Delivery Model (MFDM) approach.

TCS remains dependent on developing new capabilities at scale through organic investments: unusually, FY19 saw two niche acquisitions (each firm having <50 employees) that will not in themselves make a material contribution to the topline but that do bring in specialist capabilities.

TCS has been actively transforming its new graduate assessment, recruitment, onboarding and initial training processes, enabling it to broaden the scope and accelerate the pace of onboarding and training: this is a competitive advantage in a tight supply market, also in resourcing for new engagements at speed.

In late FY19 TCS launched the TCS Pace umbrella brand, a new umbrella brand for its research, innovation and business and technology transformation capabilities, one that is in alignment with the new "Experience Energy" tagline (an evolution from the former "Experience Certainty" tagline).

Following the opening of a TCS Pace Port modular innovation and collaboration facility in Tokyo in late 2018, TCS is now starting to roll out a global network of Pace Ports.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' IT services and BPO offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphases and new developments
- Revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's client 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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Report Length

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