



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

In FY18 TCS created a new standalone business unit for Digital Workplace Services for Business 4.0. TCS is looking to further evolve workplace services and to meet the ever-evolving expectations of the end-user. TCS is moving from a people-centric culture through its Machine First Delivery Model, as part of its Enterprise Intelligent Automation unit to automate whatever can be eliminated and empowering the end-user to resolve their own issues.

Within the Digital Workplace Services practice, TCS has a focus on design thinking as the catalyst for the delivery of end-to-end digital workplace services. It is focusing on employee applications and the intranet including 0365, and collaboration through employee social networks, AI-based knowledge services, and agile enabled workplace services. TCS is also using gamification, AR, VR, and mixed reality experience, and e-learning as a service to further improve end-user experience.

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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