



TCS Salesforce Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Salesforce Services Vendor Assessment for TCS is a comprehensive assessment of TCS' Salesforce service offerings and capabilities designed for:

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

Key Findings & Highlights

TCS' Salesforce practice is a horizontal service line that falls, from an organization standpoint, within Enterprise Application Services (EAS), which also includes practices around SAP, Oracle, and Microsoft applications.

In the past years, TCS' Salesforce practice has had several priorities:

- Expanding its capabilities to advisory services (market, product, and operating model strategy) provided earlier in the project lifecycle, before the selection of SFDC Clouds by the client, from business process re-engineering, Salesforce (SFDC) application configuration, integration with other applications, and application development
- Maintaining its high growth, through a standardization approach in sales and marketing, and in recruitment, and through investment in automation on the delivery side
- Going to market with other organizations, primarily with other TCS units, and also with SFDC and ISV partners (e.g., Apttus).

Note that SFDC is a client of TCS for its software product engineering needs.

Scope of the Report

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

- Analysis of the company's offerings and key service components, accelerators, and "platforms"
- 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
- Analysis of the company's strengths, weaknesses and outlook.



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