



Salesforce Services

Tech Mahindra

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's Salesforce 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 IT services suppliers of front-office, Salesforce, and digital transformation applications
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes Tech Mahindra's offerings and capabilities in Salesforce services.

Tech Mahindra launched its Salesforce (SP) practice in 2006. The practice initially addressed the technical side of Salesforce projects with ~50 consultants. Over time, Tech Mahindra's Salesforce practice (SP) changed its positioning and has since addressed both the business and technology sides of projects. The company has pushed its consulting capabilities and its vertical expertise.

To achieve this dual positioning, SP hired business process specialists, and industry consultants, while continuing to grow its technology skills pool. At the end of 2021, Tech Mahindra had 2.0k personnel with Salesforce capabilities, including 1.5k certified ones, representing ~2.5k certifications.

Along with its move towards the business side of Salesforce projects, SP has structured itself vertically across communications & media, BFSI, healthcare and life science, and manufacturing (automotive and discrete manufacturing).

SP has completed 80 SF projects. Its marquee clients include Ford, Bombardier, Chevron, GE, Citi, Mastercard, Vodafone, Verizon, Telekom Austria Group, TalkTalk, Sony, Scotiabank, Roche, Getinge, gsk, Genentech, Delta Dental, Thomson Reuters, Google, Mars, and Nestlé. Among these clients, GE has been an important client for SP, which has helped the client expand its usage of Salesforce's Clouds over the years, across units.

Scope of the Report

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

Salesforce Services Vendor Assessments also Available for:

- Capgemini
- CGI
- Coforge
- EPAM Systems
- Grazitti Interactive
- Infostrech
- Mindtree
- NTT DATA
- Persistent Systems
- TCS
- Tech Mahindra
- Wipro.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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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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