



Procurement Transformation

Tata Consultancy Services

Report Abstract

October 2023

By Vaibhav Wardhan

Principal Analyst

NelsonHall

12 pages

Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capabilities
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's procurement transformation profile on Tata Consultancy Services is a comprehensive assessment of TCS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of procurement transformation services and identifying vendor suitability for procurement services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the F&A and Supply Chain services sector.

Key Findings & Highlights

TCS is a major IT service, consulting, and business process management (BPM) services provider, achieving revenues of nearly \$28bn in its FY23 (the year ending in March 31, 2023).

The company offers procurement BPM services through its Cognitive Business Operations (CBO) business group, which also includes IT infrastructure services.

TCS offers an integrated source-to-pay delivery model focusing on end-to-end consulting, outsourcing, and platform services. Delivery for procurement BPS is primarily (~60%) offshore-based, with around 20% nearshore, and 20% onshore-based.

TCS claims to be reaching ~\$120bn of client spend with these services. Where it provides an element of sourcing and category management services, TCS claims to be able to provide typically 10-15% savings for the spend being managed.

TCS' primary target region for its procurement services is the U.S., followed by the U.K. and Europe. The company is also expanding its delivery footprint into some local markets to sign new clients, ensure proximity, build local expertise, and serve the client's language requirements. TCS recently expanded its footprint into Poland, Bulgaria, Brazil, and Guadalajara.

As part of TCS' ongoing emphasis on a multi-services play, procurement BPS opportunities are likely to continue to come from cross-selling into existing clients where TCS is already providing some element of F&A services.

Scope of the Report

The report provides a comprehensive and objective analysis of Tata Consultancy Services' procurement offerings and 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 delivery locations.

Procurement Transformation Vendor Assessments also Available for:

Tech Mahindra

Capgemini

Genpact

GEP

Infosys

WNS Denali

Efficio

Excela

Dragon Sourcing

Wipro

Conduent

About The Author

Vaibhav is a Principal Analyst with responsibility for NelsonHall's F&A & Supply Chain Transformation research program.

Vaibhav assists both buy-side and vendor organizations in assessing opportunities and supplier capability and advising on operational transformation in the F&A and supply chain management domains.

Prior to joining NelsonHall, Vaibhav worked for over 13 years in various consulting/BPS industry roles, assisting clients with their sourcing and procurement transformation. Vaibhav has worked with Genpact, Accenture, and GEP, assisting Fortune 100 clients with sourcing, spend analytics, and procurement transformation assignments. He also worked with Novartis Healthcare in an internal consulting role supporting indirect procurement.



Vaibhav can be contacted at:

- Email: vaibhav.wardhan@nelson-hall.com
- Twitter: @Vaibhav_NH

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

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

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

29 Rose Hill
Binfield
Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris

4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266 766

Copyright © 2023 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.