TCS
Sourcing & Procurement BPO

Vendor Assessment
Report Abstract

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Rachael Stormonth

NelsonHall

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research.nelson-hall.com

Who Is This Vendor Assessment For?

NelsonHall's procurement BPO profile on Tata Consultancy Services (TCS) is a comprehensive assessment of TCS' offerings and capabilities in procurement BPO. It is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of procurement BPO services and identifying vendor suitability for Procurement BPO RFPs

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

TCS BPO has over 35k employees, many based in 15 global delivery centers and servicing ~180 clients across 40 countries.

SCM and procurement BPO services are offered as part of TCS' 'Enterprise Business Services' unit which also includes:

- Finance and accounting outsourcing (FAO)

- Human resources outsourcing (HRO)

- Legal process outsourcing (LPO).

TCS' procurement BPO portfolio lies at the core of TCS' SCM BPO offerings and includes both S2C services and P2P services. These were largely built on the back of TCS' F&A BPO capabilities and clients, and are offered as complementary services to F&A.

TCS' other three SCM BPO offerings are:

- Supply chain operations

- Sales order management and sales support

- After sales management (returns management).

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' procurement BPO 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 location of delivery locations.

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