



TCS

Quarterly Update Report Abstract

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9 pages





Who Is This Quarterly Update For?

NelsonHall’s Quarterly Update on TCS provides a snapshot of developments at TCS in the last quarter. It accompanies NelsonHall’s more comprehensive Key Vendor Assessment program.

Both programs are designed for:

- Marketing, sales and business managers developing strategies to target service opportunities within the BPO/IT Services markets
- Sourcing managers monitoring the capabilities of existing suppliers of IT outsourcing services and identifying vendor suitability for IT services
- Consultants advising clients on vendor selection
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the BPO/IT services sector.



Key Findings & Highlights

Q2 FY17 an “unusual quarter” with unexpected softness in Retail, and project delays in BFSI and in India. Margin impacted by \$26m settlement with Orange County; S&M spend also probably increasing

Outside ADM, IT infrastructure services, engineering services, and BPO also continues to deliver double digit growth, though growth decelerating in infrastructure services

While attrition remains very low, variable pay for some (excluding bottom of the pyramid) will be lower: may lead to increased attrition in H2

‘Digital’ accounted for 16.1% of total revenues (~\$704m), a y/y growth of 30% in CC, but up just 1.5% sequentially, reflecting project delays in banking and retail

Set up a Blockchain CoE

Claims to have now trained 180k employees through the TCS Digital Learning platform, further enabling their digital skills.

Contents

Overview
Financials
Recent Contract Awards
M&A and Investments
Partnerships, New Offerings
Immediate Challenges
Appendix A: Financials
Appendix B: Employee Data
Appendix C: Client Metrics

Scope of the Report

The report provides a quarterly update on TCS, looking at financial performance and key developments during the period.

It accompanies NelsonHall's Key Vendor Assessment program which looks at TCS' IT and BPO offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphases and new developments
- Revenue breakdowns
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's client base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.

Report Length

12 pages

Report Authors

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