

# IT Services: Advanced Digital Workplace Services

## TCS

### Report Abstract

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18 pages

### Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability
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7. Strengths & Challenges
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## Who is This Vendor Assessment For?

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NelsonHall's digital workplace services profile on TCS is a comprehensive assessment of TCS' offerings and capabilities, designed for:

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

## Key Findings & Highlights

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TCS provides digital workplace services as part of its Cognitive Business Operations (CBO). TCS adopts a vendor-agnostic approach and will deploy third-party platforms and IP, including TCS Cognix for Workspace (its AI-driven human-machine collaboration suite powered by MFDM), Secure Borderless Workspaces (SBWS), and ignio AI.Digital Workspace. TCS has created an eXperience Elevation Center (XEC), with teams that look at the experience aspect of IT service delivery and proactively monitor the sentiments of end-users as they engage across services and XLAs (working with clients to create specific XLAs, and by persona).

## Scope of the Report

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The report provides a comprehensive and objective analysis of TCS' digital workplace services 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.

## Digital Workplace Services Vendor Assessments also Available for:

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- Atos
- Capgemini
- Cognizant
- CompuCom
- Computacenter
- CSS Corp
- DXC Technology
- Fujitsu Services
- Getronics
- Infosys
- LTI
- Mindtree
- Mphasis
- NTT DATA
- T-Systems
- Tech Mahindra
- Unisys
- YASH Technologies.

## About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, David McIntire, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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