



Tech Mahindra Advanced Digital Workplace Services

Vendor Assessment
Report Abstract

January 2019

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14 pages

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Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's digital workplace services offerings and capabilities designed for:

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

Key Findings & Highlights

Tech Mahindra provides end-user computing services as part of its Infrastructure Management Services division (IMS). This also includes datacenter, cloud, networks, security, apps support, and IT operations. It supports ~425k end-users and deals with ~2.2m incidents per annum. It positions its Digital Workplace Services capabilities across three broad areas, which include:

- User experience: ability to work anytime, anywhere on any device. This includes personalization of services based on preferences, SLA expectations, and taking a role approach
- Business agility: with ease of set-up and provisioning, flexibility to ramp resources and capabilities up and down, while creating a secure endpoint management capability
- Future-ready IT/workplace: greater use of analytics and machine learning to reduce operational costs.

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- 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 strengths, weaknesses and outlook.



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