



# Tech Mahindra Salesforce Services

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Salesforce Services Vendor Assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's Salesforce service offerings and capabilities designed for:

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

## Key Findings & Highlights

Tech Mahindra launched its Salesforce (SFDC) practice in 2006. The practice initially addressed the technical side of Salesforce projects, with ~50 consultants. Over time Tech Mahindra's Salesforce practice (SP) changed its positioning and has since addressed both the business and technology sides of projects.

To achieve this dual positioning, SP hired business process specialists, and industry consultants, while continuing to grow its technology skills pool. At the end of FY18, SP had a headcount of ~1k. This headcount does not include industry consultants that are involved in salesforce projects.

Along with its move towards the business side of SFDC projects, SP also expanded its client base from the communication service provider sector to banking, insurance, healthcare, and manufacturing.

SP has completed 80 SFDC projects. Its marquee clients include Ford, Bombardier, Chevron, GE, Citi, Mastercard, Vodafone, Verizon, Telekom Austria Group, TalkTalk, Sony, Scotiabank, Roche, Getinge, gsk, Genentech, Delta Dental, Thomson Reuters, Google, Mars, and Nestlé.

Among these clients, GE has been an important client for SP with SP helping the client expand its usage of Salesforce's Clouds over the year, across units.

## Scope of the Report

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

- Analysis of the company's offerings and key service components, accelerators, and "platforms"
- 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
- Analysis of the company's strengths, weaknesses and outlook.



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## Report Length

11 pages

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