



# TCS Application Outsourcing

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Application Outsourcing Vendor Assessment for TCS is a comprehensive assessment of TCS' application outsourcing offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of application outsourcing services and identifying vendor suitability for such services
- 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

TCS has a full range of AM services, servicing both custom and packaged enterprise applications. The company provides core support, maintenance and enhancement services also application development and systems integration.

Run services include:

- Level 1 support: helpdesk and end-user support
- Level 2 support e.g. support specialist services
- Level 3 support e.g. fixes
- Support, maintenance & administration
- Application, operating systems and database administration
- Upgrades.

TCS has developed a number of tools for strengthening its development; maintenance; support; assurance and testing; systems integration and BPO services. Those tools are meant to complement existing commercial tools and have different objectives e.g. methodologies and best practices; knowledge transfer and documentation creation. TCS offers those tools as part of the service and rarely sells them as a standalone tool.

TCS has announced the rebranding of all its software lifecycle tools under the Mastercraft brand, effective from July 1, 2012. The brand name is more than a marketing effort and signals that TCS is to sell its software lifecycle tools, preferably as a suite of products, rather than as standalone modules to its existing client base. TCS is targeting especially clients that want to retain productivity tools brought by TCS, should they end their contract with the company. TCS is therefore positioning Mastercraft as a way of reassuring the client its productivity tools and effort will survive specific TCS contracts.

TCS has developed the notion of delivery centers to non-India centers, largely for follow-the sun, specific client requirements, language skill and regulatory reasons. NelsonHall estimates that TCS below 8,000, representing ~5% of application services delivery personnel.

This NelsonHall vendor assessment analyzes TCS's offerings and capabilities in Application Outsourcing. TCS is one of a number of

Application Outsourcing companies analyzed in NelsonHall's comprehensive industry analysis programs.

TCS has a full range of AM services, servicing both custom and packaged enterprise applications. The company provides core support, maintenance and enhancement services also application development and systems integration.

Major global delivery centers include:

- India
- South America: Mexico, Uruguay and Chile
- Europe: Hungary
- Other APAC: China and the Philippines.

The client base includes a high number of small to mid-sized standalone AM contracts as well as a number of mega-deals.

## Scope of the Report

The report provides a comprehensive and objective analysis of TCS' application outsourcing 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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## Report Length

12 pages

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## Application Outsourcing Vendor Assessments Also Available for:

Amdocs, Atos, Capgemini, Cognizant, HP, IBM, Infosys, Steria and Wipro.