NelsonHall Vendor Profile

Salesforce Services

LTIMindtree

Report Abstract

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Kishore Gorti

Principal Analyst

NelsonHall

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Who is this Vendor Assessment for?

NelsonHall's vendor profile on LTIMindtree is a comprehensive assessment of LTIMindtree's Salesforce offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing IT services suppliers of Salesforce

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the IT services sector and examining growth areas within IT services.

Key Findings & Highlights

This NelsonHall vendor assessment analyzes LTIMindtree's offerings and capabilities in Salesforce services.

Larsen and Toubro (L&T) Group merged two of its entities, Mindtree and LTI/L&T Infotech, in May 2022. The parent group has a 68.73% stake in the combined entity, LTIMindtree.

LTIMindtree had pro-forma revenues of $4.1bn, the year ending March 31, 2023, and a headcount of 84.5k.

LTI's Salesforce practice had a size of ~1k personnel and ~1,000 projects with 71 clients. It primarily services manufacturing, energy and utilities, hi-tech, media, and BFSI verticals.

Mindtree Salesforce practice had a size of ~2.2k personnel and ~3,000 projects with 104 clients. Mindtree primarily serviced retail, consumer goods, travel, transport, hospitality, education, and hi-tech.

After the merger of LTI and Mindtree, the new entity LTIMindtree has combined the Salesforce practices of both companies, forming the LTIMindtree Salesforce Practice (LSP). This had, at the end of 2022, ~3,200 personnel, including ~600 MuleSoft practitioners and ~340 Tableau ones.

From a capabilities perspective, the merger was more complementary than overlapping. From a vertical perspective, while LTI was weak in travel, transport, hospitality, and education, Mindtree had strong capabilities in these verticals. Similarly, Mindtree had medium capabilities in manufacturing and BFSI, while LTI was strong in them.

LSP provides services for the core products (Sales and Service Cloud), Marketing, Experience, and Commerce Cloud and consulting services and specialized services such as Revenue Cloud, Salesforce Industries/Vlocity, Einstein Analytics, and Field Service.

LSP groups most of the company's Salesforce expertise. Nevertheless, LTIMindtree has capabilities such as MuleSoft and Tableau sitting in different practices.

LSP consultants had at the end of 2022 ~5.3K certifications, a ratio of two certificates per consultant.

LSP has structured its capabilities around six main services: strategy, user experience, solution design, implementation, testing and deployment, and value maintenance.

Scope of the Report

The report provides a comprehensive and objective analysis of LTIMindtree's Salesforce capabilities, 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 centers.

Salesforce Services Vendor Assessments also available for:

- Apexon

- Coforge

- Cognizant

- EPAM Systems

- Grazitti

- Infosys

- Mastek

- NTT DATA

- TCS

- Tech Mahindra

- Wipro.

About The Author

Kishore is a Principal Analyst and a member of NelsonHall's IT Services research team along with Dominique Raviart, John Laherty, Eric Levine, and Mike Smart.

Kishore focuses on application services related to cloud-based/SaaS platforms.

Kishore can be contacted at:

- Email: kishore.gorti@nelson-hall.com
- Twitter: @KishoreG_NH

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the "art of the possible" in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston
Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London
29 Rose Hill
Binfield
Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris
115 rue de Reuilly,
75020 Paris
Phone: +33 (0)6 23 81 17 54