TCS
Cognitive and Self-Healing IT Infrastructure Management

Vendor Assessment
Report Abstract

November 2019

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16 pages

Who Is This Vendor Assessment For?

NelsonHall's Cognitive and Self-Healing IT Infrastructure Management Services Vendor Assessment for TCS is a comprehensive assessment of TCS' cognitive and self-healing IT infrastructure management services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for cognitive and self-healing IT infrastructure management services

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

- Financial analysts and investors specializing in cognitive and self-healing IT infrastructure management services sector.

Key Findings & Highlights

TCS provides cognitive and self-healing IT infrastructure management services as part of its Cognitive Business Operations (CBO). TCS adopts a vendor-agnostic approach and will deploy third-party platforms including Moogsoft, IBM Watson, IPSoft and arago, besides its ignio intelligent automation platform.

TCS has set up a dedicated MFDM unit (~300 FTEs) for CBO, to drive bots (~400 capabilities) and implementation of entire MFDM across cognitive infrastructure. All the bots it is creating for ignio use cases, on Azure use cases, and IT services use cases are made available across all the platforms and engagements through this framework.

At the center of TCS' MFDM framework approach is learning, which happens in initial learning in getting the context to have the ability to apply reactive services. As the context and data builds over time, it then applies this learning to self-healing and remediation and also forecasting what will happen in the future from a predictive and preventive perspective. TCS has developed multiples use cases across work elimination (efficiency), cognitive & AI, and business assurance and CX.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' cognitive and self-healing IT infrastructure management 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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