



# TCS Digital CX Services

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Digital Customer Experience Services on TCS is a comprehensive assessment of TCS' offerings and capabilities designed for:

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

## Key Findings & Highlights

In 2017, TCS has revamped services portfolio substantially, in tune with its 'Business 4.0' vision. TCS service line organization includes three broad divisions: Cognitive Business Operations (CBO), including CX services, Consulting & Services Integration, and Digital Transformation Services, including TCS Interactive.

## Scope of the Report

The report provides a comprehensive and objective analysis of TCS digital customer experience services offerings and capabilities, and 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 sites.



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## Report Length

13 pages

## Digital Customer Experience Services Vendor Assessments also available for:

Aegis, Alorica, Arvato, Atento, C3, Comdata, Concentrix, Conduent, Convergys, CSS Corp, DXC Technology, Intelenet, iQor, HGS, Sitel, Sutherland, SYKES, TaskUs, Tech Mahindra, Teleperformance, Transcom, transcocosmos, TTEC, WNS, VXI