

IT Services: Advanced Digital Workplace Services

TCS

Report Abstract

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21 pages

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Who is This Vendor Assessment For?

NelsonHall's digital workplace services profile on TCS is a comprehensive assessment of TCS' offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital workplace services and identifying vendor suitability for RFPs
- 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 is transforming service delivery for the smart workspace of the future across:

- Agility: omnichannel, smart locker, cloud workspace, and kiosk support
- Empathy: sentiment analysis, XLAs, auto-heal, immersive learning, and AR assist
- Productivity: virtual assistant, automation, analytics and insights, remote support, and migration accelerators
- Sustainability: sustainable workplace, Green IT, wellness, DEI, and talent cloud.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' digital workplace 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 centers.

Digital Workplace Services Vendor Assessments also Available for:

- Atos
- Capgemini
- Compucom
- Computacenter
- DXC Technology
- Fujitsu Services
- Getronics
- Infosys
- Kyndryl
- LTIMindtree
- Movate
- Mphasis
- NTT DATA
- Sefanini
- T-Systems
- Unisys
- UST
- Zensar.

About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, Eric Levine, Kishore Gorti, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

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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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on 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

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