



IT Services: Salesforce Services

TCS

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's Salesforce 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 services and Salesforce and identifying vendor suitability for security services 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

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

TCS has put most of its Salesforce capabilities in its Salesforce Practice (SP). SP currently has a size of 2.7k consultants and has ~8.2k certifications. It is a horizontal line within TCS' Enterprise Application Services unit that also groups SAP, Oracle, and application integration capabilities. SP has its own P&L. It relies on geography structure. Within SP, North America is large enough and has aligned its organization by sector.

Outside of its Salesforce practice, TCS also has capabilities such as MuleSoft in its integration CoE and its Cloud Applications, Microservices, and API (CMA) practice. In total, TCS has ~600 MuleSoft practitioners.

The company also has Tableau Software capabilities across its ADM vertical units, and even within its Analytics & Insights unit. While SP has integrated most of TCS' MuleSoft experts, it will do so with Tableau by the end of FY21. The potential is significant, even for the firm's scale: TCS estimates it has ~3k personnel with Tableau skills. SP intends to transfer Tableau specialists, which will be a sub-set of the 3k.

Scope of the Report

The report provides a comprehensive and objective analysis of TCS' Salesforce service 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 locations.

Salesforce Service Vendor Assessments also Available for:

- Accenture
- Capgemini
- Cognizant
- DXC Technology
- Grazitti Interactive
- IBM Bluewolf
- Infosys
- Mindtree/Magnet360
- NTT DATA
- Persistent Systems
- TCS
- Tech Mahindra
- T-Systems
- Wipro/Appirio.

About The Author

Dominique Raviart is the IT Services Practice Director at NelsonHall, with global responsibility for IT Services research programs.

Dominique covers IT Services research in the areas of Software Testing/QA, Big Data and Analytics Services, Salesforce services, and IoT Services. Dominique has been part of NelsonHall's IT Services analyst team since 2007, providing comprehensive and insightful coverage of IT services markets in the world. In particular, he is widely known for his extensive knowledge and coverage of software testing, having examined recently digital testing and DevOps/continuous testing. Dominique assists both buy-side and vendor organizations in assessing opportunities and supplier capability across IT service lines.

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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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