TCS – Multi-Process FAO

Vendor Assessment
Report Abstract

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12 pages

Who Is This Key Vendor Assessment For?

NelsonHall's multi-process F&A BPO (MP FAO) Vendor Assessment for TCS is a comprehensive assessment of TCS's MP FAO offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of F&A services and identifying vendor suitability for F&A 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

TCS' development of its multi-process F&A BPO (MPFAO) capabilities have come on the back of several large multi-tower BPO deals involving the acquisition of a captive. Approximately 40% of TCS' F&A BPO FTEs are engaged in the delivery of MP FAO services.

TCS goes to market primarily by industry sector with the client-facing personnel supported by F&A BPO sales specialists. The company has MPFAO clients in all its vertical units: BFSI; Telecoms; E&U, Manufacturing; Retail & Distribution; Media & Entertainment and Transportation. Current sectors of interest to TCS for MPFAO include retail, high-tech and manufacturing.

Contents

Scope of the Report

The profile provides a comprehensive and objective analysis of TCS's MP FAO offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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.

Report Length

12 pages

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MP FAO Vendor Profiles Also Available for:

Accenture

Capgemini

Genpact

HP

IBM

Infosys

TCS

Wipro

WNS Global Services