



Tech Mahindra Next Generation EUC Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Next Generation EUC Services vendor assessment for Tech Mahindra is a comprehensive assessment of Tech Mahindra's next generation EUC services offerings and capabilities designed for:

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

Key Findings & Highlights

Tech Mahindra was founded in 1986 and is headquartered in Mumbai, India. A major shareholder is Mahindra Group (with ~26.3% of shares).

In June 2013, Tech Mahindra (TM) announced the finalization of its merger with Mahindra Satyam (MS); the merged entity is now called Tech Mahindra. Tech Mahindra and Mahindra Satyam had a largely complementary client base in terms of geographical and vertical presence; Tech Mahindra had targeted telecom service providers with an IT and BPS services portfolio and investments in network, security and business process; and Mahindra Satyam had focused on a wide range of enterprise clients, including telecom, with primary focus in consulting, engineering and analytics.

In FY17 (the period ending March 31, 2017), Tech Mahindra had revenues of \$4.3bn, and a headcount of 116k (at the end of June 30, 2017).

Because of its background as a JV between BT and Mahindra & Mahindra, Tech Mahindra continues to have a strong presence in the communication sector (representing 48% of its revenues in FY17). Other important sectors are manufacturing (19%); BFSI (12%); technology, media, and entertainment (7%); retail, transport, and logistics (7%); and emerging verticals (7%).

Also, for the same reason, Tech Mahindra has a more geographically balanced client presence than many of its Indian peers: 47% of its revenues came from the Americas in FY17, with Europe representing 29%, and RoW 24%.

Tech Mahindra provides end-user computing services as part of its Infrastructure Management Services division (IMS). This also includes datacenter, cloud, networks, security, apps support, and IT operations. It supports ~320k end-users and deals with ~2m incidents per annum. It positions its next generation end-user computing services under its Digital Workplace Solutions offerings.

Tech Mahindra has ~10.5k FTEs across Infrastructure Managed Services (IMS). Of these, ~4.3k FTEs are dedicated to end-user services, with ~850 FTEs dedicated to build services, and ~3.5k FTEs on run services (~2.8k engineers and ~750 FTEs on service desk).

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's next generation EUC 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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