



IT Services: Salesforce Services

Tech Mahindra

Report Abstract

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Who is This Vendor Assessment For?

NelsonHall's Salesforce services profile on Tech Mahindra is a comprehensive assessment of Tech Mahindra's 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 Tech Mahindra's offerings and capabilities in Salesforce services.

Tech Mahindra launched its Salesforce (SF) practice in 2006. The practice initially addressed the technical side of Salesforce projects, with ~50 consultants. Over time, Tech Mahindra's Salesforce practice (SP) changed its positioning and has since addressed both the business and technology sides of projects. The company has pushed its consulting capabilities and its vertical expertise.

To achieve this dual positioning, SP hired business process specialists, and industry consultants, while continuing to grow its technology skills pool. At the end of 2019, SP had a headcount of ~1.5k. This headcount does not include industry consultants that participate in Salesforce projects or other units involved in MuleSoft (~300 practitioners) and Tableau Software (~200). In total, Salesforce services involve more than 2k personnel at Tech Mahindra.

Along with its move towards the business side of Salesforce projects, SP has structured itself by vertical across communications & media, BFSI, and healthcare and life science, along with manufacturing (automotive and discrete manufacturing).

Scope of the Report

The report provides a comprehensive and objective analysis of Tech Mahindra's 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
- Grazitti Interactive
- IBM Bluewolf
- Infosys
- Mindtree/Magnet360
- NTT DATA
- Persistent
- TCS
- T-Systems
- Wipro.

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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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., and Continental Europe, 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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