How we help our customers
A world leader in multi-line insurance services over 81 million instruments held by more than 46 million clients through 100+ plus products and 10 subsidiaries. The company's customer-facing interaction had been its varied agents. The company's leadership realized that this approach had prevented transparency across product lines and services and impacted its revenues. All services needed to be accessible uniformly to all customers across channels.
The time frame for enterprise-wide transformation and organization-wide adoption was 24 months. We proposed a two-pronged approach that combined solution design and change management implemented on a single architecture that enabled cross-line synergies and created touch points for each revenue stream. We delivered the IT roadmaps on schedule, created the documentation and handeld all tiers through the massive transition.

A major airline in the Asia-Pacific embarked on a business transformation initiative as part of its organizational restructuring exercise. We used a phased approach that included a review of baseline documentation and interviews with stakeholders in the business and IT organizations. This was followed by workshops, detailed analysis and benchmarking. We provided comprehensive recommendations on the strategy, investments, vendor management, performance management, and S&O management functions. We also charted short-, medium- and long-term roadmaps for implementation over a two-year period.

About TCS’s Global Consulting Practice
TCS Global Consulting Practice (GCP) is a key component in how TCS delivers additional value to clients. Using our collective industry insights, technology expertise, and consulting know-how, we partner with enterprises worldwide to deliver integrated end-to-end IT enabled business transformation services.

By tapping our worldwide pool of resources - onsite, offshore and nearshore, our high caliber consultants leverage solution accelerators and practice capabilities, balanced with our knowledge of local market demands, to enable enterprises to effectively meet their business goals. GCP is comprised of TCS's consulting capacity with consultants located in North America, UK, Europe, Asia Pacific, India, Ibero-America and Australia.

Contact
To know more about TCS IT Strategy Consulting, contact global.consulting@tcs.com

About Tata Consultancy Services (TCS)
Tata Consultancy Services (TCS) is a leader in IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com
Business leaders are ramping up their efforts to deliver value to stakeholders in all areas of business, and IT is tasked with some critical initiatives in this direction. IT organizations are under pressure to contain costs while also spurring on innovation to support growing business needs. The duality of growth and containment is pushing strategists to discover new ways to address the consumption of IT to bring organizations up to meet the expanding market needs. Businesses are also leveraging emerging technologies while finding new ways of containing the costs associated with these initiatives. TCS can help you manage your needs. Businesses are also leveraging emerging technologies while finding new ways of containing the costs associated with these initiatives. TCS can help you manage your needs.

Overview

The focus of our consulting services is delivering value to the business while transforming it. We do this by defining an optimized target operating model with clear financial benefits, and improved performance. Typically this is accomplished through:

- A systematic assessment of Business and IT organizations' strategies, portfolios of applications, projects and resources, and operating models to identify improvement opportunities.
- Designing target services and resources needed to transform industry best practices and TCS experience with a view to reduce costs and business risks, while increasing agility, quality, and capacity.
- Developing a prioritized pragmatic execution roadmap with program management and benefits realization directives.
- Some of the key questions we help you answer are:
  - IT organization: Are we optimally organized, with the right skill sets? What should be our target operating model look like?
  - Governance & Portfolio Management: What are the right structures and management processes to maintain alignment of business and IT?
  - Enterprise Architecture: What is the comprehensive and integrated view of the various architectural bases? (Application / Data / Technical)
  - Application Architecture & Portfolio: What is the most rationalized application framework and the roadmaps to that target application architecture?
  - Infrastructure and Data Center: What is the optimal solution for infrastructure and data centers?
  - Sourcing strategy: Do we have the adequate and most efficient level of IT resources and how would we close and source the gaps?

Our Solution

Our IT advisory services cover the following key areas in creating an IT strategy for your organization:

- Strategy assessment, definition, and roadmap: Act as a high-level, business-focused IT strategy that delivers value at all levels to the business.
- IT Shared Services: Strategic Definition: Define an IT shared services operating model as appropriate, based on business cost validation, service catalogue, change and capacity models.
- Evolve Strategic Sourcing Services by creating sourcing optimizations with transformational benefits and evaluating vendors, location and pricing models.
- Define the IT operating model by examining the people-process-technology triad of organizational transformation.
- Organizational structure definition to create an operational structure by defining accountability, skill, competency, and governance.
- Develop IT skills assessment by aligning talent with business needs, thereby improving organizational and individual performance.
- Recommend a demand and portfolio management strategy ensuring that the investment in programs and resources is aligned with the IT strategy.
- Cost optimization: Identify cost optimization opportunities across people, process and technology areas.

Results

- Transform your IT operating model strategy
  - In the current business environment, we believe IT organizations must evolve their operating models to deliver long-term value to the business. We help you design the optimal operating models to ensure business continuity based on the goals of transformation - people, process, and technology.
- Business-focused IT strategy definition
  - By defining your IT strategy, you IT follows the overall direction and pace you set for your business. This gives you the ability to manage external change through swift decision making.
- Efficient management of your IT budget
  - The demonstrable values of conducting an IT strategy definition exercise are the efficient management of your IT budget and the effective measurement of benefits. With our approach, our clients organizations commonly see higher than average profits.
- Measurable IT performance
  - With our real-time and easy-to-deploy solutions, organizations achieve significant cost savings on their sourcing strategies.

The TCS Advantage

Our experienced industry specialists bring a pragmatic approach to strategy development and execution. We have successfully executed numerous global IT Strategy and Target Operating Model engagements across diverse industries using our large pool of skilled senior consultants trained in IT Strategy and Governance. We have academic alliances with best-in-class institutions across the globe. We are a research patron to the Massachusetts Institute of Technology Center for Information Systems Research (MIT CISR), with which we collaborate on focused, cutting-edge research into innovative, customer-centric IT Governance solutions to deliver compelling value to our clients. We also leverage a combination of industry methodologies (Viz. TOGAF, ITIL, CMMI, COBIT), for engagements across industries and geographies.

We keep close pace with industry trends, analyses and forecasts from trusted names such as MIT, Gartner and Forrester, along with best practices we have distilled through client engagements. Decades spent analyzing and reengineering organizational operations in multiple verticals have produced a comprehensive repository of sophisticated enterprise architecture templates, industry best practices, methodologies and guidelines — our IT Strategy Framework, IT Governance Management Model, the TCS Rationalization Analytics™ and the TCS Management Portfolio Tool.™ We quickly apply these to create conceptual frameworks related to our clients’ business.
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Business and IT priorities for the future while making the most of your current investments containing the costs associated with these initiatives. TCS can help you manage your needs. Businesses are also leveraging emerging technologies while finding new ways of containing the costs associated with these initiatives. TCS can help you manage your needs.

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Overview

The focus of our consulting services is delivering value to the business while transforming IT. We do this by defining an optimized target operating model with clear financial benefits, and improved performance. Typically this is accomplished through:

- A systematic assessment of Business and IT organizations; strategies, portfolio of applications, projects and resources; and operating models to identify improvement opportunities.
- Designing target solutions incorporating industry best practices and TCS experience with a view to reducing costs and business risk, while increasing agility, quality and capacity.
- Developing a prioritized pragmatic execution roadmap with program management and benefits realization directives.

The key questions we help you answer are:

- IT Organization: Are we optimally organized, with the right skill sets? What should the target operating model look like?
- Governance & Portfolio Management: What are the right structures and management processes to maintain alignment of business and IT?
- Enterprise Architecture: What is the comprehensive and integrated view of the various architectures (application / data / technical) and application portfolio & architecture and the roadmaps to that target application architecture?
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- Strategy assessment, definition, and roadmap: Act as a high-level, business-focused IT strategy, that delivers value at all levels to the business.
- IT Shared Services Strategy: Define an IT shared services operating model as appropriate, based on business case validation, service catalogue, change management, capacity management and charge-back models.
- Evolve Strategy: Sourcing Services by creating sourcing optimizations with transformational benefits and evaluating vendors, location and pricing models.
- Define the IT operating model by examining the people, process-technology mix of organizational transformation.
- Organizational transformation: To create an operational structure by defining accountability, skill, competency and governance.
- Design IT workforce by aligning talent with business needs, thereby improving organizational and individual performance.
- Recommend a demand and portfolio management strategy ensuring that the investments in programs and resources are aligned with the IT strategy.
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Assess IT Performance Metrics by mapping organization goals to IT goals, design an appropriate IT performance management process, deliver measures/scorecards and define targets.

Carrying out health checks through a comprehensive assessment of the health of key IT functions in the organization.

Results

The demonstrable values of conducting an IT strategy engagement across various industries include:

- Business-focused IT strategy definition
- Efficient management of your IT Budget
- Measurable IT performance

Our experienced industry specialists bring a pragmatic approach to IT-strategy development and execution. We have successfully executed numerous global IT Strategy and Target Operating Model engagements across diverse industries using our large pool of skilled senior consultants trained in IT Strategy and Governance.

We have academic alliances with best-in-class institutions across the globe. We are a research partner to the Massachusetts Institute of Technology (MIT) Center for Information Systems Research (CISR), with which we collaborate on focused, cutting-edge research to innovate, customer-centric IT Governance solutions to deliver compelling value to our clients. We also leverage a combination of industry methodologies (viz. TOGAF, ITIL, COBIT, CMMI), with which we collaborate on focused, cutting-edge research to innovate, customer-centric IT Governance solutions to deliver compelling value to our clients. We also leverage a combination of industry methodologies (viz. TOGAF, ITIL, COBIT, CMMI), with which we collaborate on focused, cutting-edge research to innovate, customer-centric IT Governance solutions to deliver compelling value to our clients.

In the current business environment we believe IT organizations must evolve their operating model to deliver long term value to the business. We help our clients design the optimal operating model to achieve business continuity based on the needs of transformation - people, process and technology.

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