

TCS End User Computing Services



IT Infrastructure Services



Evolving mobile technologies and the convergence of channels such as email, chat, social, video and voice are driving significant changes in today's work environment. With the growing adoption of Bring Your Own Device (BYOD), it is estimated that more than 50% of the workforce leverage mobile devices for performing daily operations. As a result, organizations are continually seeking to enable a self-service work environment to enhance mobility, flexibility, and collaborative user experience.

Tata Consultancy Services (TCS) End User Computing Services focus on transforming the key elements of end user computing (EUC) through the efficient management of applications, workspace delivery, collaboration, platforms, and infrastructure. With our EUC strategy, we help organizations enhance end-user productivity, optimize costs, and promote agility for increased IT consumerization.

Overview

Today, technology lock-ins can limit the flexibility, innovation, and adoption of emerging technologies that enhance user experience. The proliferation of tablets and smart devices within the enterprise has led to an increasingly distributed end-user environment and workforce. Organizations therefore need flexible solutions to standardize localized processes, integrate multiple collaborative platforms and enable a hybrid cloud environment to enhance user experience management.

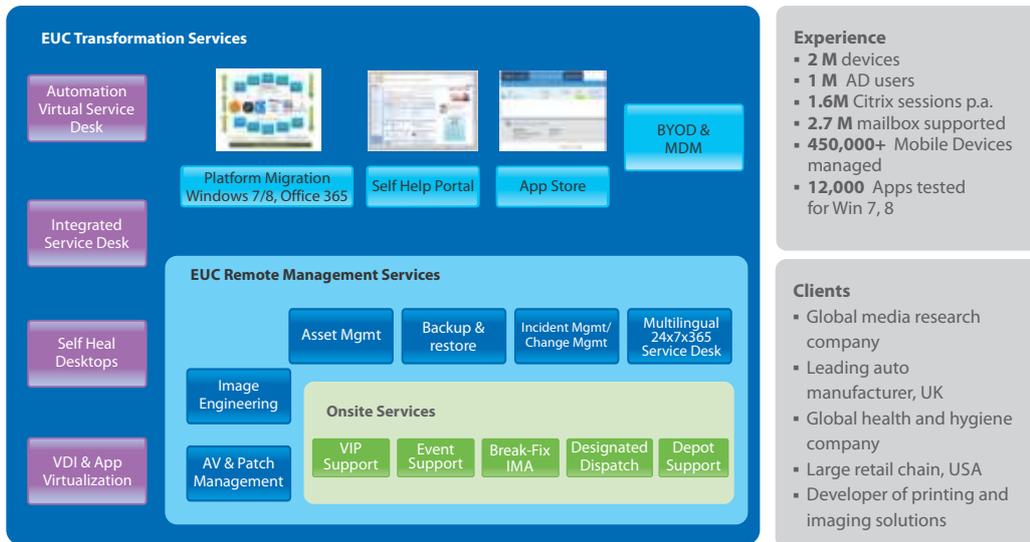
TCS End User Computing Services unbundle key workplace elements and tailor them to different user segments within the enterprise, thereby delivering persona-centric apps, workspace collaboration and support services for increased user adoption. Our services enable simplified self provisioning through remote management and deliver self-service toolsets in order to empower end users and enrich their experience. We facilitate migration to newer operating environments with minimal disruption to business and implementation of transformative technology solutions to enable collaboration among end users. Our services combine different virtualization technologies such as VMware, Citrix VDI, Microsoft Terminal Services and so on, to reduce costs, improve end-user productivity, and secure data as well as ensure high availability of desktops, applications, and data.

Our solution enables you to fast-track the adoption of emerging technologies to foster quick decision-making, and streamline processes to cater to the diverse geographical spread and heterogeneous end-user computing environment within your organization.

Our Services

The TCS EUC Service offering spans management, engineering, and transformation programs across key EUC elements. Our catalog-based offerings for Managed Services and Enhanced Remote Management comprise:

- **End-User Computing Services:**
 - End-user workplace support augmented with self-help, self-service and self-healing migration to newer operating environments.
 - Technology transformation solutions for emerging concepts, i.e., Bring Your Own Computer (BYOC), Desktop as a Service, Anywhere Access on Any (A3) Device, and so on.
- **Automation and Cloud Services:**
 - Introduction of 'step change' in the infrastructure platform's performance.
 - End-user and infrastructure service automation through self-service and self-provisioning.
 - Cloud Management Framework' to fast track deployment, seamless migration, and easy management of the organization's private, public or hybrid cloud environment.
- **Unified Collaboration Experience:**
 - Integration of multiple collaboration components viz., messaging services, office communication services, LiveMeeting, SharePoint, instant messenger, voice, video and enterprise social into one platform through our 'A3 to C3' program to provide end-users a unified collaboration experience.



An Overview of TCS End User Computing Services

Benefits

- TCS End User Computing Services are designed with an emphasis on creating value for the enterprise by providing the following benefits:
- Enhanced mobility and end-user experience: Enable easy and secure access from any device (A3) through increased virtualization of business and desktop applications. Offer end users the freedom to choose their own device, promoting productivity and flexibility, thus driving employee satisfaction.
- Reduced costs and faster time to market: Leverage analytics based device, application, and workspace strategy to realize up to 60% reduction in effort and 50% reduction in timelines as compared to manual effort.
- Tailored end user services: Create a fit-for-purpose workplace environment by deploying the solution to cater to specific user personas by taking into consideration work roles, user behavior, extent to which technology is leveraged and so on.

The TCS Advantage

We combine industry standard frameworks such as ITIL V3 and Service CMMi with our best practices to offer superior services. Further, we add value to each engagement through our:

Expert talent pool: Over 70% of our 4500+ team of experienced consultants are certified on multiple EUC technologies, bringing in critical technology expertise.

Innovation labs: Our labs focus on developing tools and analytical techniques that enable seamless technology transformation combined with productivity improvements. They test and validate multiple solutions to simplify emerging technology adoption and address key business needs.

Partner eco-system: We draw on our strategic alliances that encompass technology adoption programs, EUC lab investments, and joint go-to-market strategies for EUC transformations. Together, we offer a flexible services model with wide global coverage across regions and languages.

Vendor-agnostic solutions: Our vendor-neutral approach delivers leading edge solutions best suited to business requirements and ensures the highest returns on technology investments.

Metrics-based governance: Leveraging statistical process control and analytical techniques, our balanced scorecard approach helps us perform proactive trend analysis and continuous service improvement programs to enhance the resilience of IT services.

About the TCS IT Infrastructure Services Unit

Leading organizations across industries work with TCS to realize their business transformation and innovation objectives by enhancing the availability, performance and agility of their IT infrastructure. Leveraging a combination of the cloud, new generation delivery models such as IaaS, PaaS, and SaaS, virtualization, and managed services, our offerings deliver the secure, flexible, and reliable IT infrastructure needed to power critical business applications, services and data.

TCS infrastructure offerings encompass Data Center services, End-User Computing (EUC), Mobility services, Cloud services and Transformational solutions, Converged Network services, Managed Security services, Application Management services, Enterprise Systems Management, IT Service Desk and IT Service Management. Backed by our Assess-Build-Manage-Transform framework, extensive partner ecosystem, tools and automation frameworks, and technology Centers of Excellence (CoEs), analytics-led approach, to understand the 'as-is' state and arrive at the 'to-be' state. As a result, you seamlessly transition from traditional infrastructure outsourcing towards new generation delivery.

Contact

For more information about TCS' IT Infrastructure Services, visit

http://www.tcs.com/offerings/it_infrastructure/Pages/default.aspx

or email us at itis.presales@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an 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

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