

TCS IT Service Desk

IT Infrastructure services

Unpredictable changes in the global business environment have necessitated the presence of a responsive, high performance IT infrastructure that can withstand all crises. Challenges such as the lack of access to world class facilities, skilled resources, and rapid technology transformations have also created the need for a single integrated point of contact for all IT related issues.

Tata Consultancy Services' (TCS') IT Service Desk offers multi-lingual support to address the needs of high growth businesses. Our offering introduces uniform fully integrated processes, under constant monitoring and quality control that improve the efficiency of information management. Further, our Global Network Delivery Model™ (GNDM™) mitigates risk through federated multi-site support, enabled by global processes and tools. Our comprehensive, high quality IT service, tailored to individual customer requirements, ensures lasting benefits for companies that operate with a global footprint.

Overview

In the absence of streamlined IT functions, it is often difficult for companies to focus on their core business processes. Common impediments include high costs of IT ownership, hindrances in coordination between support groups and across teams, the lack of scalable infrastructure, and the absence of proper monitoring. Improving the efficiency of elementary business processes, and reducing operating and support costs presents a key challenge. To successfully manage mission critical processes, companies need a scalable and agile IT infrastructure.

TCS' comprehensive IT Service Desk solutions positively influence user experience by leveraging industry best practices and domain experience. We help improve the service desk experience via innovative mediums of communication such as social collaborations, mobile applications, and networking, in addition to traditional tools such as calls, emails, web, and chat. Our IT Service Desk solution not only results in cost effective business alignment and operational efficiencies but also offers a migration strategy that ensures a robust, risk averse transition from existing business models to new ones.

Our Solution

TCS' IT Service Desk provides catalogue based offerings which span across different Service Desk elements. We offer:

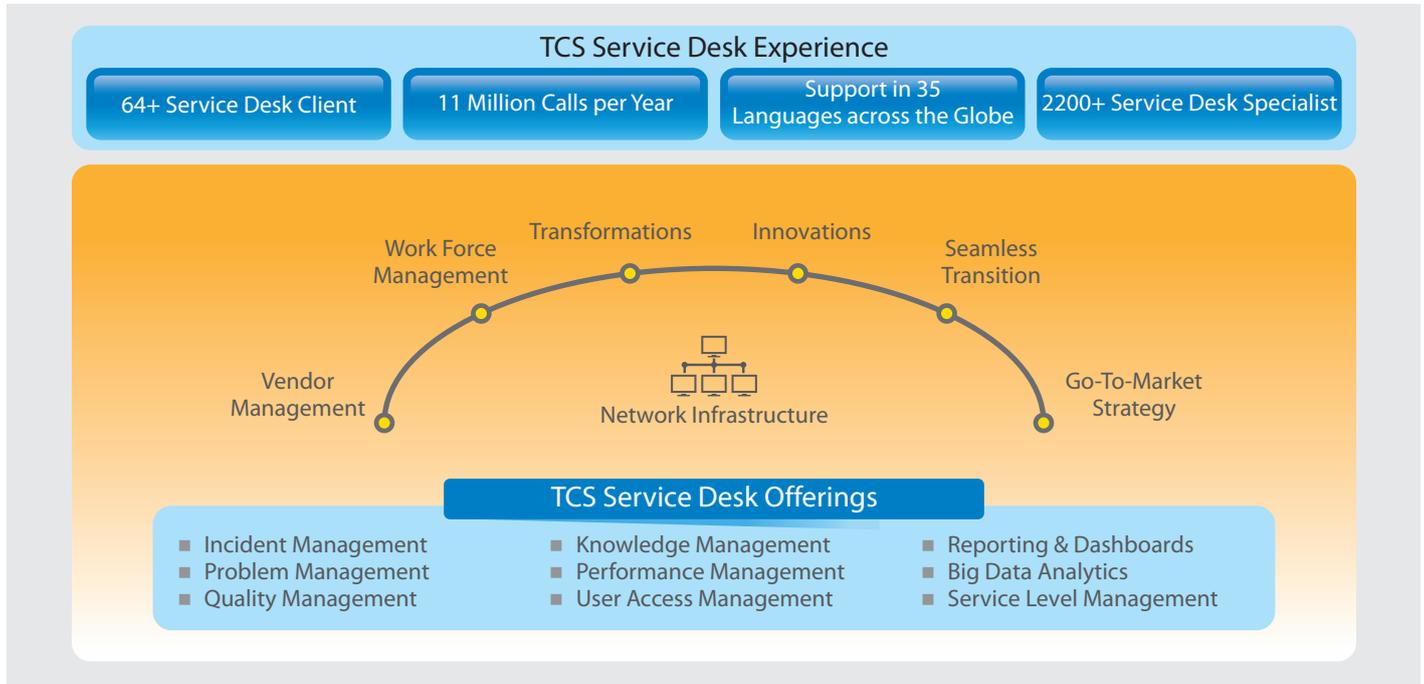
- **A single consolidated Service Desk:** Our one stop, enterprise wide web portal with an enriched and updateable repository of common IT concerns enables the lifecycle management of current incidents and service requests across the enterprise. Users can report an incident, create a request, and monitor the status of pending requests.

- **Customized services:** We provide comprehensive services for customer provided tools, and consult on the right tool set based on our experience working with tools from HP, Service Now, IBM, and CA. Our flexible engagement strategies enable us to bring in technical, automation, and process improvements that yield tangible benefits.
- **Global account management automation:** We automate the user provisioning and de-provisioning process through our streamlined workflow and identity management tools.

Benefits

TCS' IT Service Desk offering delivers the following benefits:

- **Lower total cost of ownership (TCO):** Improve productivity by 12 to 15 percent over three years, and lower operational costs by 10 to 12 percent, by leveraging a right shoring approach that enhances productivity and optimizes performance.
- **Operational excellence:** Achieve excellence with our L0 services (self help or self service through our IT portal), L1 Service Desk (remote support with improved service responsiveness) and L2 Delivery Groups (defined service level agreements (SLAs), increased stability through incident reduction, and improved time to market).
- **Quality beyond metrics:** Realize higher problem resolution rates and reduced downtime, and both qualitative and quantitative benefits with our shift-left strategy that taps into your environment to shift events from L2 to L1.
- **Risk free transition:** Leverage a phased transition approach with anticipated risk and mitigation strategies offered by our Business Continuity Plan (BCP).



An Overview of TCS' IT Service Desk Offerings

The TCS Advantage

At TCS, we enable customers to restructure their IT support, or design it from scratch, by planning, integrating technological infrastructure, and providing help-desk support services. By partnering with us, you gain from our:

- **Global Network Delivery Model:** TCS ensures that the service response, its overall quality, as well as user experience are consistent across all shifts, locations, and languages.
- **ITIL process based delivery model:** Our Information Technology Infrastructure Library (ITIL) based model harnesses IT tools to promote enterprise adaptability and growth, always ensuring that IT demands are aligned to business objectives.
- **Customer focused quality framework:** TCS' transparent delivery model allows customers to control their IT environment. Our Quality of Experience framework promotes customer confidence by laying out the service quality and standards that can be expected from us.
- **Service integration:** We offer customized solutions through flexible engagement models to address industry specific requirements. Our synergy with Command Center or Desktop Services also allows us to optimize performance and enhance savings.
- **Innovation led transformation:** Our thought leadership, innovative transformation solutions, and focus on execution and increased end user adoption, help us deliver 'Next Gen-Service Desk' solutions.

Contact

To know more about TCS IT Service Desk Offering, contact servicedesk.coe@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

IT Services
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