

Why TCS

At TCS, we assure you of superior service delivery that is aligned to your business metrics through our proven Global Network Delivery Model™ and an Integrated Service Delivery Model (ISDM). We also allow you the flexibility to meet changing business demands, enable you to leverage ADM and IS synergies, and ensure an ITIL-based service delivery. We differentiate the engagement with our:

- **Whitebox IT infrastructure engagement model.** The White Box engagement model is a service to design, build, and run enterprise IT infrastructure. It uses a transparent governance model, based on applications-driven infrastructure transformation for predictable cost savings. The White Box brings in flexibility, by ‘unbundling’ the contract and provides transparency.
- **Analytics-led transformation.** Our analytics-led transformation helps systematize the entire process of data collection and analyze the ‘as-is’ state so as to derive a cloud strategy and migration path. This framework assesses and transforms the IT Infrastructure by leveraging a complete e-Transform process and workbench automation.
- **Tools and automation framework.** Using our application-driven tools and automation framework, we bring you continuous improvement, transparency, and consistency in delivery. Our tools and accelerators include Netasthra, for service management dashboards; Consult, an artificial intelligence-based knowledge management system; Carbon Management Engine, a toolset that enables green IT; and CCM.Net, a service management toolset.
- **Innovation partners and technology Centers of Excellence (CoEs).** Our infrastructure services portfolio is supported by a strong vendor-agonistic partner ecosystem. We leverage our partner expertise for hosting (Terramark, Tata Communications Limited, and CBTS) and break-fix support activities (WWTS, CompuCom, and Computa Center) across the globe. We have technological alliances with Microsoft, Intel, Cisco, VM Ware, Netapp, EMC, and BMC. Our COINTM partners create innovative joint solutions, providing you with best-of-breed solutions.

Contact

To know more about TCS IT Infrastructure Services, contact itis.presales@tcs.com

About Tata Consultancy Services (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.

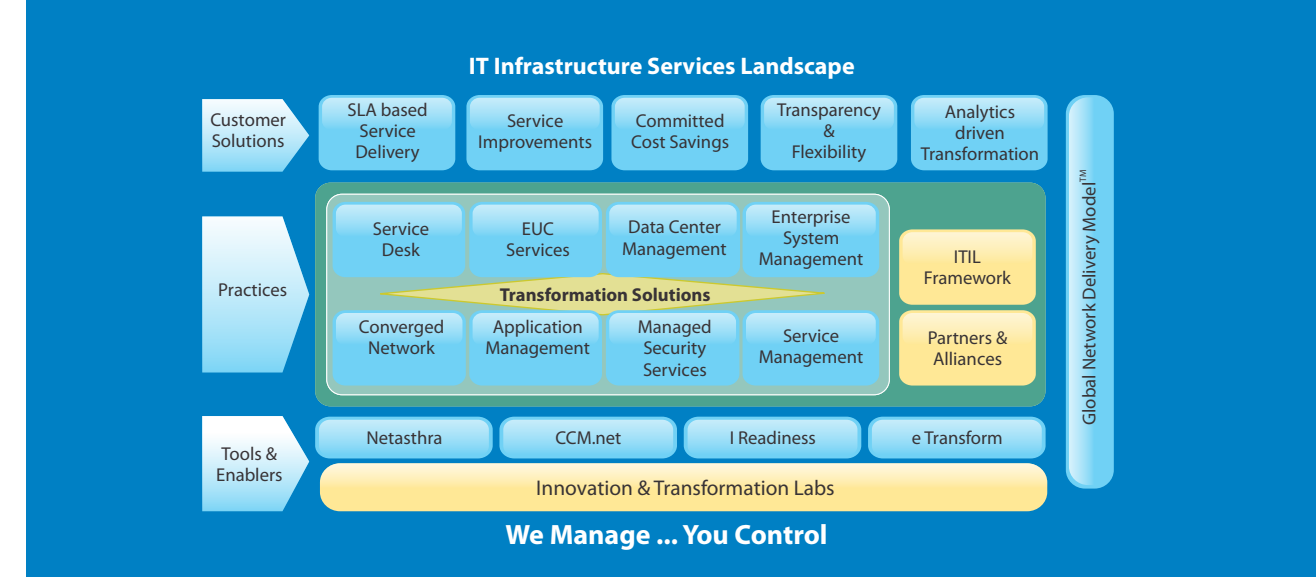
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- IT Services
- Business Solutions
- Outsourcing

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IT Infrastructure Services





In today's business scenario, enterprises seek to transform the IT Infrastructure Services (IS) to gain scalability and flexibility. This optimizes your infrastructure consumption, reducing the Total Cost of Ownership (TCO) and bringing in a competitive edge for enterprise success. We, at Tata Consultancy Services (TCS), help build and manage a highly available, reliable IT infrastructure that meets your dynamic business needs. We also leverage our expertise in new-generation transformation models such as IaaS, PaaS, and SaaS, to bring you our IT Infrastructure Services, which will transform your IT landscape and provide you with effective infrastructure management solutions.

Our comprehensive IS offerings are based on the 'assess, build, manage, and transform' framework. This framework leverages our partner eco-system, driven by an analytics-led approach, to understand the 'as-is' state and arrive at the 'to-be' state. As a result, you seamlessly shift from a traditional infrastructure outsourcing towards new generation delivery models. Our offerings also enable you to gain from emerging services such as desktop virtualization, datacenter consolidation, green datacenter, environment-on-demand, utilization of remote infrastructure management, and global delivery models.

Overview

Leveraging our solution, you are able to ensure consistency in delivery standards across the globe. We also help you exceed customer SLAs by adapting ITIL industry standards, while providing you with round-the-clock, multi-lingual services with ease. Our solution uses the Global Network Delivery Model™ (GNDM™) to deliver consistently and seamlessly across offshore, near-shore, and onshore locations. We achieve through standardized global delivery processes, which use ITIL standards and Remote Infrastructure Management (RIM), thereby helping you reduce implementation time, realize quicker benefits, and achieve business goals.

Our solution leverages the White Box IT infrastructure engagement model, and brings predictability, standardization, and structured governance into your processes. This model is based on an analytics-led infrastructure transformation to achieve cost savings. Further, our process excellence team ensures innovation and continuous service improvement, leveraging systematic improvement plans and Lean Six Sigma initiatives to reduce incidents and problems.

Our solutions

- **Datacenter Management.** We offer solutions to design, transform, and operate your datacenters and enterprise IT seamlessly for higher availability, improved SLA's and incident avoidance and overall service improvements. Our solutions help you consolidate server sprawl and infrastructure footprint in datacenters, reducing operational costs and complexities. Our transformation solutions help you with migration, consolidation, and automation. We also offer cloud services and 'greener' datacenter services. Our alliance partners for this solution include EMC, NetApp, HDS, VMware, and Redhat.
- **End-user computing services (EUCS).** Our services enable you to manage your end-user computing environment optimally through remote desktop management support, which increases productivity and minimizes costs. We also provide services to transform your end-user computing landscape to a world-class environment, seamlessly utilizing our analytics-based transformation approach. We leverage various tools and technologies such as application compatibility factory and the zero-touch migration tool for desktop migration. Our partners for this solution include Microsoft, Dell, and Intel.

- **IT Service Desk.** We offer support services from basic IT helpdesk to enterprise service desk solutions. This includes complete ticket lifecycle management, proactive alerts monitoring, IT security, and identity and access management. We also offer next-generation innovation in converting disparate IT helpdesks into a consolidated and integrated enterprise desk with automation, by utilizing industry standard tools and our in-house platforms. We have alliances with BMC, HP, and CA for this solution.

- **Converged Network Services (CNS).** We provide managed services for network management, unified communication, secure networks, optimize bandwidth for voice, data, video and wireless environments. Our solution monitors and manages services for all IS operations such as change, capacity, incident and process management. We also provide next-generation transformation services like technology convergence. Our alliance partners for this solution include Cisco, Alcatel-Lucent Avaya, AT &T, and Juniper.

- **Managed Security Services (MSS).** Our solution helps build, install, and implement efficient security infrastructure round-the-clock. With streamlined and regulatory-compliant security operations, you gain cost-efficiencies and lower service downtimes. Our offering includes security device management and monitoring, vulnerability management, security information and event management, and user provisioning and management to address critical needs of security implementation and operations. Our alliance partners for this solution include Symantec, RSA, McAfee, and CA.

- **Application Management Services (AMS).** Consolidating support activities, our solution ensures increased productivity and Return On Investment (ROI). Using application development experience as a part of providing Level 1, 2, or 3 application support, we resolve a wide variety of application challenges. Our offering services include mainframe support, application management, database management, and middleware management. Our strategic partnership and alliances for this solution include IBM, Oracle, and Microsoft.

- **Enterprise System Management (ESM).** We provide professional and comprehensive solutions in line with industry standard frameworks, such as ITIL v3, to manage IT infrastructure. Our offerings include consulting, implementation, maintenance and support, and shared services. Our alliance partners for this solution are HP, BMC, IBM, and CA.

- **Service Management.** We offer you the ability to define, implement, and manage key service management processes. Providing standard structures, processes, procedures, and quality assurance methodologies, we enable effective IT service management. We also instill a continual process-improvement culture within the delivery organization, resulting in reduced Total Cost of Ownership (TCO). We have experience as a service aggregator and have worked in a multi-sourcing environment using our Service Management framework.

- **Transformation Solutions.** Our transformation services are categorized into cloud model and enterprise solutions. The cloud model focuses on environment build managed services, advisory, migration, deployment, and support services. The enterprise solutions focus on datacenter consolidation, virtual desktop interface and enterprise Configuration Management Database (CMDB). We focus on creating new offerings on IaaS, PaaS, SaaS models, leveraging the partner eco-system and our next-generation delivery model – the Integrated Command Center (ICC). This provides services to global customers on a single platform, which is integrated with in-house ITSM tool sets and best practices for auto ticketing, monitoring, and providing shared resources at an optimal cost.