

TCS IT Service Management Services

IT Infrastructure Services



Driving business expansion in the current economic landscape requires enterprises to consolidate and transform IT services across units and geographies. However, lack of comprehensive visibility into IT operations restricts the organization's ability to standardize business processes, align IT capabilities to business needs and achieve consistency in performance. Combined with the need to effectively manage multiple IT vendors, these factors are compelling organizations to leverage a standardized delivery platform to manage IT services and deliver consistent performance.

Tata Consultancy Services' (TCS') IT Service Management (ITSM) Services empower businesses to develop, implement, manage and optimize IT services through well-defined processes and governance models. Our solution ensures adherence to audit and compliance requirements, improves the transparency of IT operations, and manages technology consumption to optimize IT investments. The resulting robust and agile IT services help organizations realize process excellence, high performance and improved quality.

Overview

Today, IT infrastructure underpins organizational growth, necessitating highly reliable, resilient and robust IT services. Inorganic growth driven by expansions and acquisitions often leads to the lack of consolidation of IT services. In addition, the absence of transparency and appropriate control mechanisms makes it difficult to comply with audit and regulatory requirements, and ensure that IT services are aligned with business needs. For organizations, reducing operational costs, improving efficiencies and maximizing the return on investment (ROI) are priority. Achieving these objectives requires organizations to effectively manage, govern and deliver reliable IT services.

TCS' comprehensive ITSM Services leverage end to end service delivery models for the effective management of IT infrastructure. We help establish a strong governance model and control mechanism by creating a unified and standard operating environment with well defined SLAs for multiple service providers. Drawing upon industry standard frameworks such as ITIL V3 and COBIT, as well as best practices, we provide a cost-effective ITSM framework and a unified standard operating model spanning multiple service providers. Our services enable IT service transparency, flexibility and value addition that go beyond cost savings to deliver direct business value.

Our Services

Our ITSM services encompass:

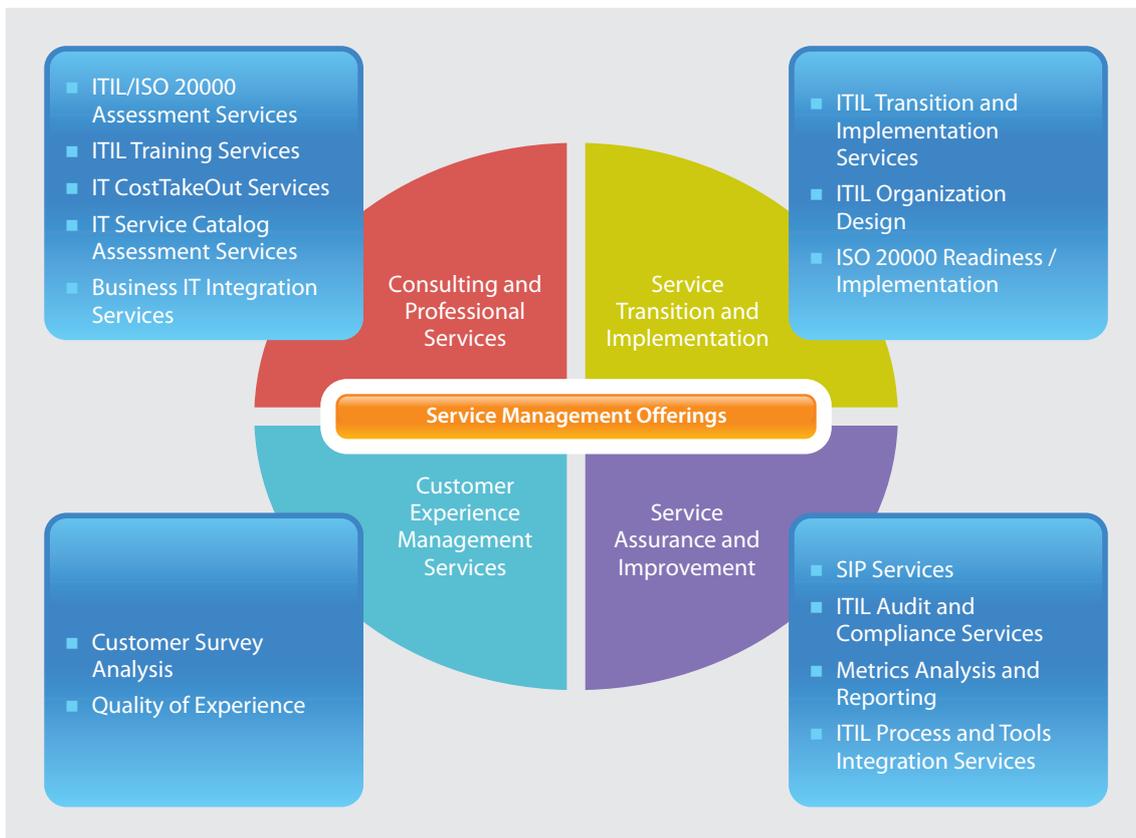
Consulting: Enables strategic ITSM initiatives through business integration planning, benchmarking, and assessment services based on ISO 20000 and ITIL best practices.

Service transition and standardization: Includes requirement analysis, design, development and implementation of ITIL V3 compliant processes and a tools platform with clear ownership and accountability.

Service assurance and transformation: Encompasses a process sustenance model and quality assurance framework including transformational initiatives.

Service management integration: Establishes a robust service management integrator framework to monitor and track SLA, process and security compliance. It facilitates building and sustaining a robust Enterprise Service Management (ESM) tools platform to support multi-tenancy models.

Customer experience management: Involves the application of a scientific approach through proven in-house 'quality of experience' framework to understand customer expectations and bridge the gap between quality of service and experience.



An Overview of TCS' IT Service Management Services

Benefits

Our integrated tools and process model for managing IT services help you realize the following benefits:

Optimized operations: Ensure the stability and predictability of IT services through quality assurance mechanisms and proactive service management processes. With reliable and consistent performance, reduce service downtime and the total cost of ownership (TCO).

Enhanced productivity: Improve end-user experience and productivity with powerful self-help features, and automated and integrated service catalogs.

Sustained service improvements and governance: Establish a culture of continuous service improvements by leveraging methodologies such as Lean and Six Sigma. Enable standardized and holistic IT governance using frameworks such as COBIT.

Improved operational transparency: Effectively manage IT operations and services through the service integration and management model that provides a transparent and consistent platform for managing IT services across suppliers, business units and geographies.

The TCS Advantage

Partnering with TCS gives you the ability to proactively manage IT services, leading to a stable IT environment. You further gain from our:

Innovative, business aligned solutions: We custom design your overall service management program in alignment with standard industry frameworks and your organizational objectives. Our programs are designed to enable standardization and optimization of service management functions while ensuring compliance and simplifying governance.

ITSM roadmap: Our dedicated ITSM Centre of Excellence (CoE) brings together extensive experience from across TCS to define the ITSM strategy and roadmap for implementation, as well as design the overall service management program.

Reusable artifacts and frameworks: Our reusable process designs, checklists, and templates enable faster implementation. Our experienced consultants have developed process models aligned with ITIL including detailed workflows, exception handling, roles and responsibilities as well as pre-configured templates for tool configurations.

Proven delivery enablement models and methodologies: Our standardized deployment models for service management improve agility. Multiple options for process design and deployment ensure customization of the solution to suit your business environment and requirements, thereby delivering better business results.

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

Email: **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**

IT Services Business Solutions Consulting

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