Higher Education Digital Services 2023–2024 RadarView

Service Provider Profile

July 2023

TCS: RadarView profile

TATA CONSULTANCY SERVICES

AVASANT RADARVIEW™ LEADER
Higher Education Digital Services 2023–2024

Practice maturity ★★★★★

Investments & innovation ★★★★

Partner ecosystem ★★★★★

Adopts a consulting and advisory-led approach to transforming higher education. Aspires to create a higher education advisory board comprising education experts.

Practice overview

- Practice size: 2000+
- Active clients: 284
- Delivery highlights: 20+ Global Agile Delivery Centers

57% Higher education revenue share from NA and UK, FY 2022	15+ Education Sector Solutions

Industry-specific solutions/offerings

Managed Services	An application management and integration of campus solution
Student Lifecycle Management	An integrated digital solution for managing admission, campus life, placement, and alumni engagement
TCS iON™	A cloud-based platform for digital campus, assessments, marking and learning solutions
Location-independent marking/grading	An AI solution for digitally evaluating and marking student answer sheets

Sample clients

- A public research university in Scotland
- A global publisher
- A university press of a public collegiate research university, UK
- A learning solutions provider
- A public university, Australia
- A University in Albany

Partnerships/alliances

Microsoft	Created a solution for student engagement known as 'Connected Scholars", built on Microsoft Bizapp
DEAKIN UNIVERSITY	Partnered with Deakin to codesign a series of customized AI/ML skilling courses
salesforce	Partnered with salesforce.org to enable CRM and Enrolment solutions for the customers
MuleSoft	Leveraged its API platforms for data and apps integration to create and automate seamless experiences for institutions
Google	Partnered with Google in moving higher education customers to cloud
ellucian	Invested in Ellucian to build a CoE to leverage capabilities in ERP and Student information systems (SIS)
Ping Identity	Partnered with Ping Identity to implement secure platforms to reduce cyber risks
HERIOT WATT UNIVERSITY	Collaborated with National Robotarium of HW University on Robotics & AI

Value chain coverage

- Student engagement
- Faculty engagement
- Curriculum/learning management & research
- Administrative services
- Operations

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Case studies

Client	Capability	Summary	Business impact
A public research university in Scotland	• Cloud • Analytics	• The university had its data distributed on different on-premises and online systems and needed an analytics solution with quick insights. • TCS centralized the data from different systems and built a data and analytics solution to ensure better institutional data usage. It developed an agile way of working for the ecosystem that would work efficiently for future enhancements.	• Increased availability due to the new centralized ecosystem
A global publisher	• Cloud • Analytics	• The institution had disparate systems, legacy architecture, and complex processes, which consumed a huge amount of operational costs and time. • TCS built a solution migrating its legacy systems to a private cloud-hosted instance of its existing content management system. It then rationalized the application and processes and provided a foundational platform for the company-wide book ecosystem, launching new content products.	• Achieved cost savings of $2M over 2.5 years, including a 15% reduction in annual operations cost • Saved $250,000 per annum on legacy software licenses
A public research university in India	• AI • Cloud • Analytics	• The university faced data loss and duplication during data transmission between colleges and the university. • TCS offered an ERP platform supporting exam enrollment, exam planning and admit card management, exam monitoring, and result processing. It also enabled online registration of students from affiliated colleges and online workflow-based approvals.	• Eliminated data inaccuracies • Shortened process completion cycle
A learning solutions provider	• Cloud • Analytics	• The company required features such as pinch zoom for specific contents, improved maintainability and scalability of multiple apps, and enhanced security of backend applications. • TCS implemented a cloud-first approach for the entire digital product lineup, migrating mobile apps to progressive web apps (PWAs) and video-based products to a product development center for optimized operations and infrastructure. It also migrated the on-premises product portfolio to the AWS cloud.	• Eliminated the need to install applications • Improved loading of the login page by 50% • Reduced application downtime to zero

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Analyst insights

Practice maturity ★★★★★

- TCS has a dedicated education vertical that caters to the unique needs of the education sector. It has 20+ Global Agile Delivery Centers, where more than 2,000 education sector experts collaborate with the academia to enable clients to reach their business goals.
- It has created student-specific offerings on enrollments, learning, and assessments and leverages contextual knowledge, delivery excellence, and change management, among others, to add value for its clients. TCS iON™, an AI platform, digitizes processes throughout the student life cycle and helps in informed decision-making.
- With digital disruption in the education sector, TCS has helped educational institutions move to the cloud. It helped North America's largest global network of higher education institutions with cloud migration. The network had 875,100 students at its 29 institutions in 10 countries on more than 150 campuses.
- It helps educational institutions set up top-notch digital infrastructure, learning platforms, digital service desks, remote assessment, and proctoring, enabling end-to-end online programs. It has implemented hyper-personalized learning content at a private research university in the US by using AI and AR/VR technologies.

Investments and innovation ★★★★

- TCS is focusing on nurturing talent to attain its ESG objectives. It conducted the 2022 UK and Ireland Sustainathon with the University of Glasgow for developing sustainable solutions, creating a talent pool committed to sustainability, and crowdsourcing innovative ideas to further ESG goals.
- It co-innovates with higher education institutions and creates joint solutions for global sustainability needs. For instance, it has collaborated with the Norwegian University of Science and Technology on sustainable battery technologies and the University of Auckland to create a sustainability index for APAC.
- It has invested in CoEs to encourage best practices in the industry. For instance, its cybersecurity CoE leverages its domain knowledge, talent, partners, and experience to help institutions meet their cybersecurity needs, such as solutions to address student privacy and research data regulatory requirements.

Partner ecosystem ★★★★★

- TCS has identified domain and technology partners to meet the client needs in the education ecosystem. It has set up a CoE in partnership with Ellucian to leverage its domain excellence & support its clients in the education sector.
- It leverages its 360-degree partnerships with platform providers, such as Microsoft, Oracle, and AWS, to jointly build education accelerators. For instance, it has co-built the TCS Connected Scholars platform on Microsoft Dynamics to provide a connected campus experience to institutions.
- It has partnered with educational institutions to combine their academic excellence with its industry networks and capability to build solutions. For instance, it has collaborated with Deakin University to codesign a series of learning programs to meet the growing demand for talent in emerging technologies.

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