

# Building the Future-ready Enterprise with MFDM™

TCS' MFDM™ (Machine First Delivery Model) lays out a structured approach to digital transformation. It helps automate all business process activities that can be automated, and turn them into intelligent processes.

MFDM™ involves giving the first right of refusal to technology with a view to augment human capability with automation, analytics and AI. Its four key characteristics are:

**Experience First** –  
Focus on enhancing end-to-end experience

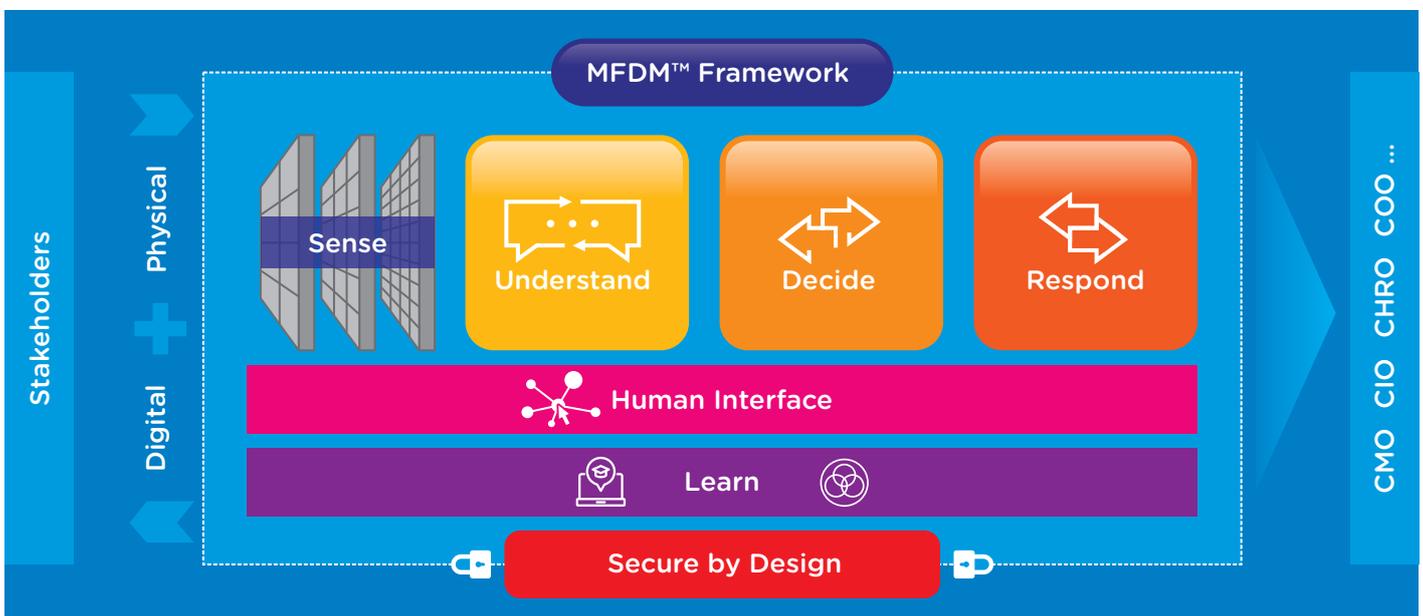
**Ubiquitous** –  
Built on a networked environment; information available real time all the time

**Polymorphic** –  
Personalized line of sight of the enterprise to each stakeholder

**Inherently Secure** –  
In-built security controls and regulatory compliance

## The Framework

The MFDM 'Sense-Understand-Decide-Respond & Learn' framework helps enterprises select the right technology for the right purpose and integrate them to deliver business outcomes



# The Imperatives

MFDM is the vehicle to drive enterprises' transformation and growth strategy. It helps:

## Harness the Abundance of Heterogeneity

- Leveraging the multitude of technologies, products, platforms, tools that must come together to build and run the enterprise
- Navigating the complexity of co-existing legacy and digital technologies
- Evolving new ecosystems as organizational boundaries blur

## Drive the Highest Level of Granularity

- Applying intelligence from 'sense' through 'respond' to every effort-led transaction and process to make it zero-touch
- Enabling seamless end-to-end connections by building solutions informed by contextual knowledge

## Build Scale through Industrialization

- Establishing a new service delivery model, leveraging newer technologies to solve business problems with products and platforms
- Scaling talent through service delivery to end users
- Creating an ecosystem of AI models, automation capabilities, and APIs and adaptors that are available as readymade solutions



**MFDM makes enterprises AI-ready by combining the, here and now, value of automation with a future-proof architecture that allows enterprise to incrementally leverage AI capabilities from multiple sources.**

Seizing the Business 4.0 opportunity will require a new holistic approach to digital transformation, powered by MFDM.

All content / information present here is the exclusive property of Tata Consultancy Services Limited (TCS). The content / information contained here is correct at the time of publishing. No material from here may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from TCS. Unauthorized use of the content / information appearing here may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties.

Copyright © 2019 Tata Consultancy Services Limited