

Cognix™ Platform

Data center | Workspace | Network services

Cognitive Business Operations



TCS research indicates 87% of the CXOs believe leveraging platform-based services will help their organizations become resilient and purpose-led. As enterprises begin leveraging digital technologies in the Business 4.0™ era, there is a shift from seeking IT services from vendors to selecting transformation partners who add value to organizations.

TCS Cognix™ Platform is a transformational platform that focuses on providing service resiliency, business agility and enhanced experience to organizations. It is a modular, global, secure, multi-tenant platform offering standardized and futuristic IT services with integrated processes and technologies. This future-ready service delivery platform is based on TCS' Machine First™ philosophy that allows customers to realize the value of artificial intelligence and machine learning by binding disparate interconnected business systems, processes and underlying infrastructure to drive smart decisions and transform operations.

Overview

At a time when enterprises across the globe are focusing on creating digital communities to minimize risks and complexities in their IT operations, many of them believe that shifting to platform-based business models is the way forward. Besides addressing several challenges such as high costs, slow deployment and scalability that threaten to disrupt the day-to-day operations of a business, such models also ensure streamlined integration of applications and make it easier for enterprises to build and launch products and reduce time-to-market.

TCS Cognix Platform offers end-to-end IT infrastructure services across data center, digital workspace and network and service management. These services have an underlying automation and predictive analytics engine that enables enterprises to derive contextual and specific insights into business. Offered as a scalable and pay-as-you-use model, this service catalog-based platform provides a seamless, omnichannel user experience and helps improve business reliability.

The 'always-on' Cognix Platform ensures 100% platform availability to enable business resiliency and comes with several levels of inherent security and regulatory compliances. It offers synergized operations while delivering multi-tool integration, quick onboarding, instant service enablement, and insight-driven, AI-based services through virtual workforce and automation.

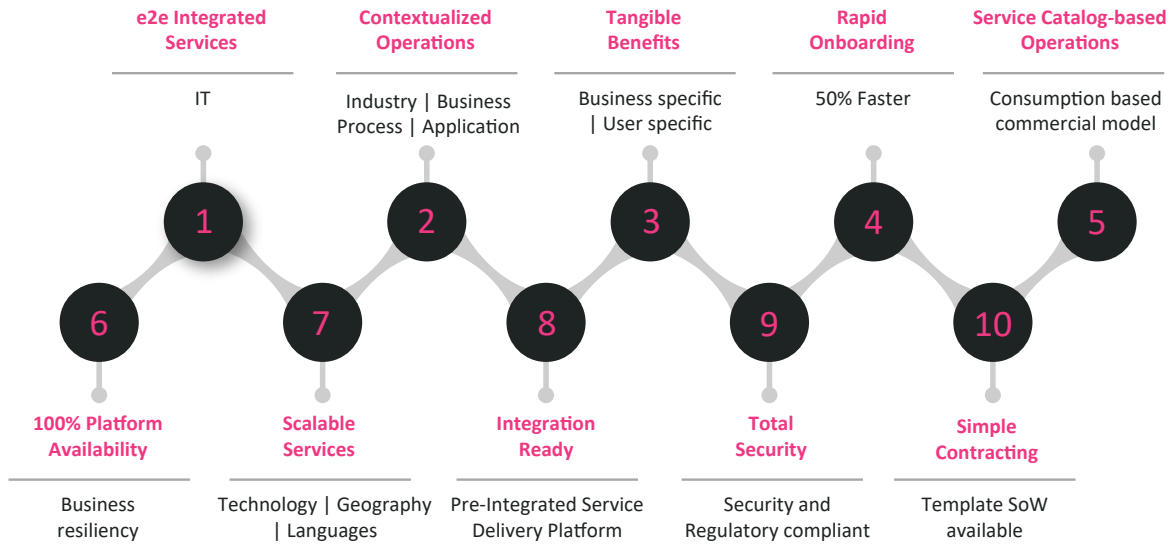


Figure 1: Key features of TCS Cognix Platform

Our Solution

TCS Cognix Platform helps enterprises accelerate their IT infrastructure transformation, enabling greater efficiency and agility in business operations (see Figure 1) using the following features:

- **Integrated operations:** Enables integration driven through automated, agile, secure and compliant operations across data center, digital workspace and network and service management, accelerating the move to a platform and experience-centric operating model.
- **Ready-to-consume value builders:** Leverages 100+ out-of-box automation use cases, AI-ML driven value builders that depict various use case scenarios across industries, enabling faster benefit realization with seamless integration of third-party tools as needed.
- **Business contextualization:** Helps tightly coupled IT and business operations to predict, prescribe and remediate performance issues or failures that can impact business operations.
- **Service quality beyond defined metrics:** Offers IT and business-level operations and provides silent, scalable and predictable service operations driven by IT SLA/KPIs, experience level agreements (XLA) that can be scaled up to business service levels and measurable NPS.
- **Metric-driven governance:** Commits end-to-end ownership with agile, unified governance that helps to deliver resilient operations, adopting a zero-incident culture.

Benefits

With TCS' Cognix Platform, businesses can reap the following benefits:

Increased business value

- Offers up to 90% accuracy in predicting disruptions in business operations and remediating issues or failures that may lead to disruptions
- Enables faster speed to market and increased employee productivity through real-time automation and analytics
- Provides enhanced user experience by reducing user pain minutes

Faster and secure response

- Enhances speed of response through 100% platform availability
- Enables 32% faster response rate at service desk using TCS MFDM™

Easy integration and rapid onboarding

- Allows seamless integration of industry-standard, third-party tools with built-in APIs
- Enables 50% faster onboarding and simpler contracting within 3-4 weeks

Cost optimization

- Reduces overall mean time to repair (MTTR) by 35% leading to cost efficiencies
- Provides up to 20% cost optimization across integrated business operations

The TCS advantage

By partnering with TCS, enterprises can leverage:

- **Modular, scalable solutions:** TCS Cognix Platform has been designed to deliver service resiliency, business agility, and enhanced user experience to organizations at optimized costs. Our Machine First Delivery Model (MFDM) will enable both horizontal and vertical scaling and modular growth at enhanced speed.
- **Contextual knowledge across domains:** TCS' experience of AI automation experts across 14 industries offers a strong combination of rich automation and IT experience, enabling us to deliver business metric-focused operations beyond IT infrastructure services.
- **Flexibility and transparency:** Our insights-based operations enable organizations to have visibility into the health of their operations. Our flexible and transparent services have been appreciated for the value they bring to clients.
- **Leadership in digital delivery solutions:** TCS has been recognized as the leader in next-generation infrastructure services assessment by customers and renowned analysts across the world, such as Forrester, Gartner, ISG, and HFS.

Contact

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 488,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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