

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 –

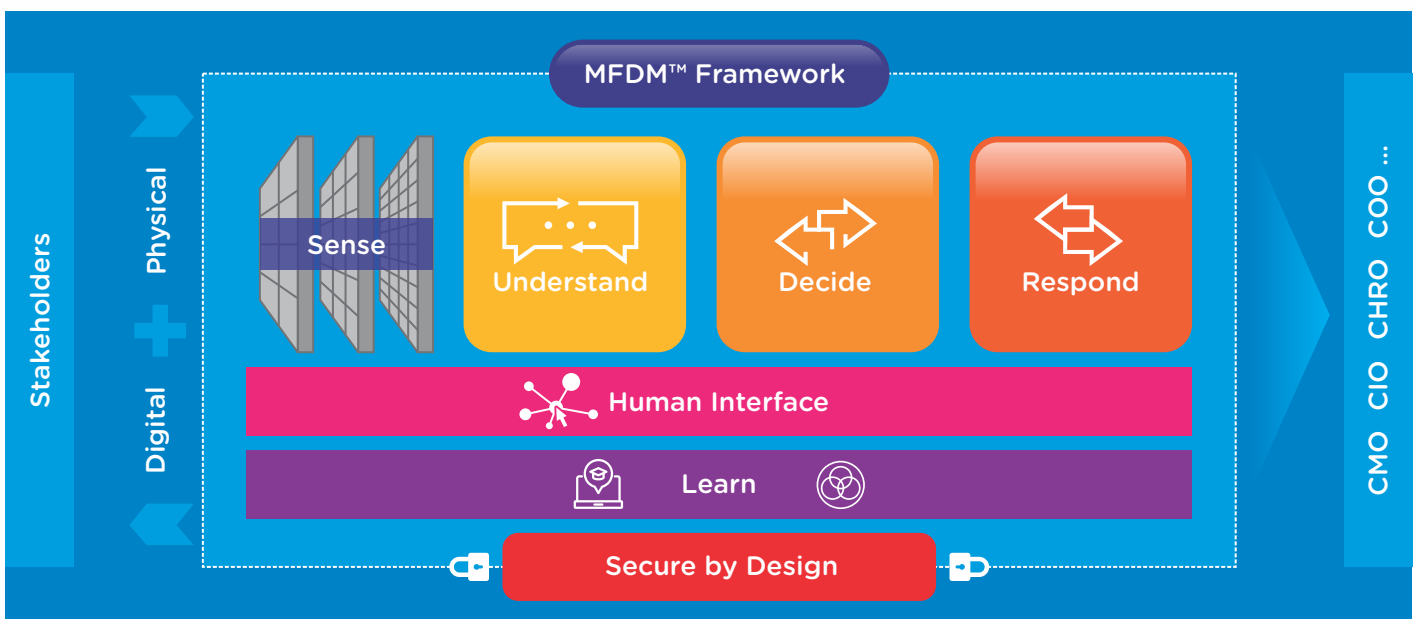
Personalized line of sight of the enterprise to each stakeholder

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.