

Lot 3 - Cloud Support

# TCS Data and Analytics Target Operating Model (TCS DATOM™)

Service Definition

G-Cloud 13 Framework



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## Service Overview

TCS DATOM offers organisations a customised framework and techniques to ensure the foundation of your data and analytics programmes are set up to serve business needs.

The solution assesses your data maturity level by how its data is managed and used across the organisation, line of businesses, or regions. It identifies gaps in the existing data and analytics programmes and develops specific approaches for plugging them.

The outcome is a prescriptive plan to simplify operating models, set up data governance models, build technology patterns and architectures, and create resulting analytics capabilities to ensure data and analytics programs truly drive business growth.

## Benefits

- **Data and analytics maturity assessment:** provides organisations a clear picture of the maturity level of their data and analytics programs across the key result areas of people, process, technology, and data
- **Adoption of leading practices:** enables adoption of leading practices, processes, technologies and solutions, according to the context of the organisation's data and analytics programs; identifies gaps, and the root causes of the challenges before the organisation
- **Selection of the right operating model:** helps identify unique interlinkages between service delivery methodology, governance, competency management, and roadmap
- **Ease of technology adoption:** helps organisations leverage complex technologies with ease, and sets up frameworks aligned with their business goals
- **Better data governance and management:** enhances management and governance of data by organisations.

## Service Description

The DATOM app evaluates an organisation's data maturity based on five levels as detailed in the below diagram: siloed, simplified, scaled, synergised and self-optimised.

This provides a benchmark to measure progress on your data and analytics journey.

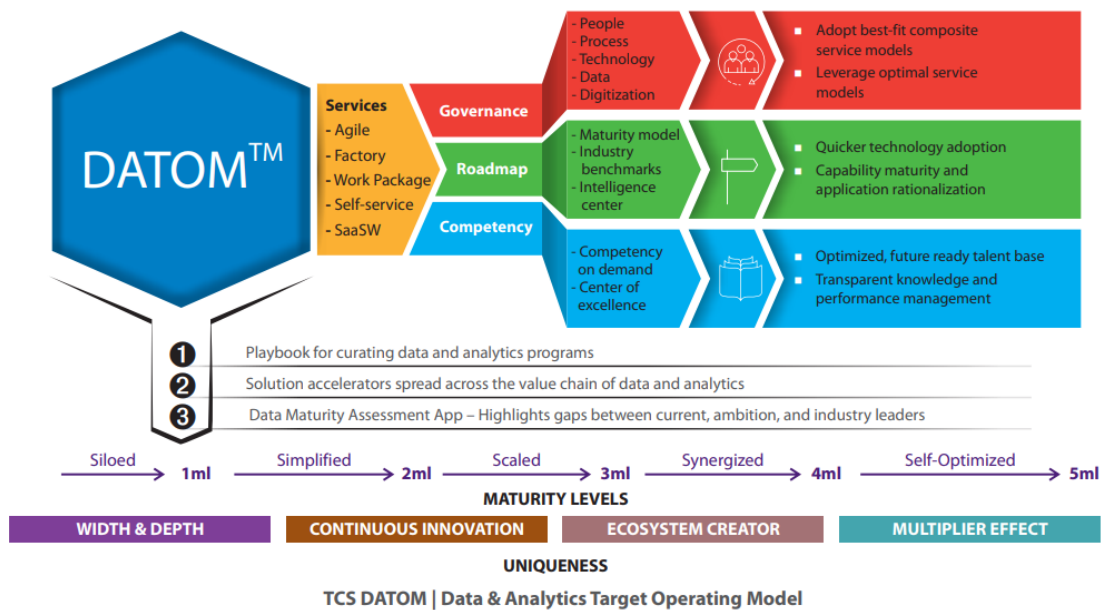


Figure 1: Data and Analytics Target Operating Model (TCS DATOM™)

## Features

- **Simple operating models:** simplifies operating models with service patterns driven by specific business goals. It ensures that data frameworks are aligned with business objectives
- **Composite delivery:** optimises the route of service, based on five delivery models - factory, work package, agile, self-service, and service-as-an-intelligent software — as well as the digital intelligence landscape
- **Governance models:** creates detailed data governance models - complemented by a digitised governance framework - providing direction on how data vigilance and usage can be established
- **Future-ready frameworks:** ensures that technology readiness, data maturity, competency development, and capability build-up mechanisms are tackled as parts of the problem and not in isolation. Organisations thus mature in a planned manner and are ready to meet their future needs
- **Health checks:** establishes a quantified maturity benchmark and develops a maturity path, the progress of which can be measured at any given time.

## The TCS Advantage

With DATOM, TCS offers the following unique advantages to government organisations of all sizes:

- **Innovative approach:** offers unique linkages between success criteria and processes such as service delivery methodology, governance, competency management, and roadmap
- **Contextualised framework:** provides a first-in-class detailed take on the establishment of data and analytics programs with composite service delivery models based on need and context
- **Precise measurements:** presents a governance digitisation framework with specific measurements to facilitate delivery optimisation
- **Customised blueprints:** tailors blueprints and frameworks to ensure the data and analytics program meets the organisation's goals and priorities
- **Technical expertise:** highlights patterns across various aspects such as service methodology shift, competency centre structures, extended DevOps, digital intelligence landscape and evolution to provide insights, and help customers envision which process or pattern would apply to their case
- **Credentials:** Forrester says that TCS brings one of the most impressive methodologies, DATOM, to its business intelligence (BI) implementation projects and has one of the most rigorous training and certification programs to move its BI professionals to higher levels of expertise.

## Why TCS

At TCS, we go beyond helping organisations transform through technology. We help you make a meaningful difference. Translating your aspiration into reality.

Our belief conveys our optimistic outlook and reflects our limitless potential to create greater futures - If we as a business, together with our clients, combine all our knowledge to deliver innovative futures that are more inclusive, and sustainable for all.

Whitelane Research ranks TCS UK #1 in Customer Satisfaction for the 9th year in a row. Top scores on Service Delivery Quality, Account Management Quality, Contractual Flexibility, Innovation and Business Understanding.

The five core Tata values underpinning the way we do business are:

- **Integrity** - We will be fair, honest, transparent, and ethical in our conduct; everything we do must stand the test of public scrutiny.
- **Responsibility** - We will integrate environmental and social principles in our businesses, ensuring that what comes from the people goes back to the people many times over. TCS is recognised Among Sustainability Leaders in the Dow Jones Sustainability World Index. We are targeting net zero emissions by 2030 and

through renewable energy & digital, we aim to reduce carbon emissions by 70% by 2025.

- **Excellence** - We will be passionate about achieving the highest standards of quality, always promoting meritocracy.
- **Pioneering** - We will be bold and agile, courageously taking on challenges, using deep customer insight to develop innovative solutions.
- **Unity** - We will invest in our people and partners, enable continuous learning, and build caring and collaborative relationships based on trust and mutual respect.

## Pricing

Please refer to the TCS Pricing Document for this service.

## Ordering and Invoicing Process

Please refer to the TCS Terms and Conditions for this service.

## Termination Terms

Please refer to the TCS Terms and Conditions for this service.



# Awards and accolades



## About Tata Consultancy Services (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 469,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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