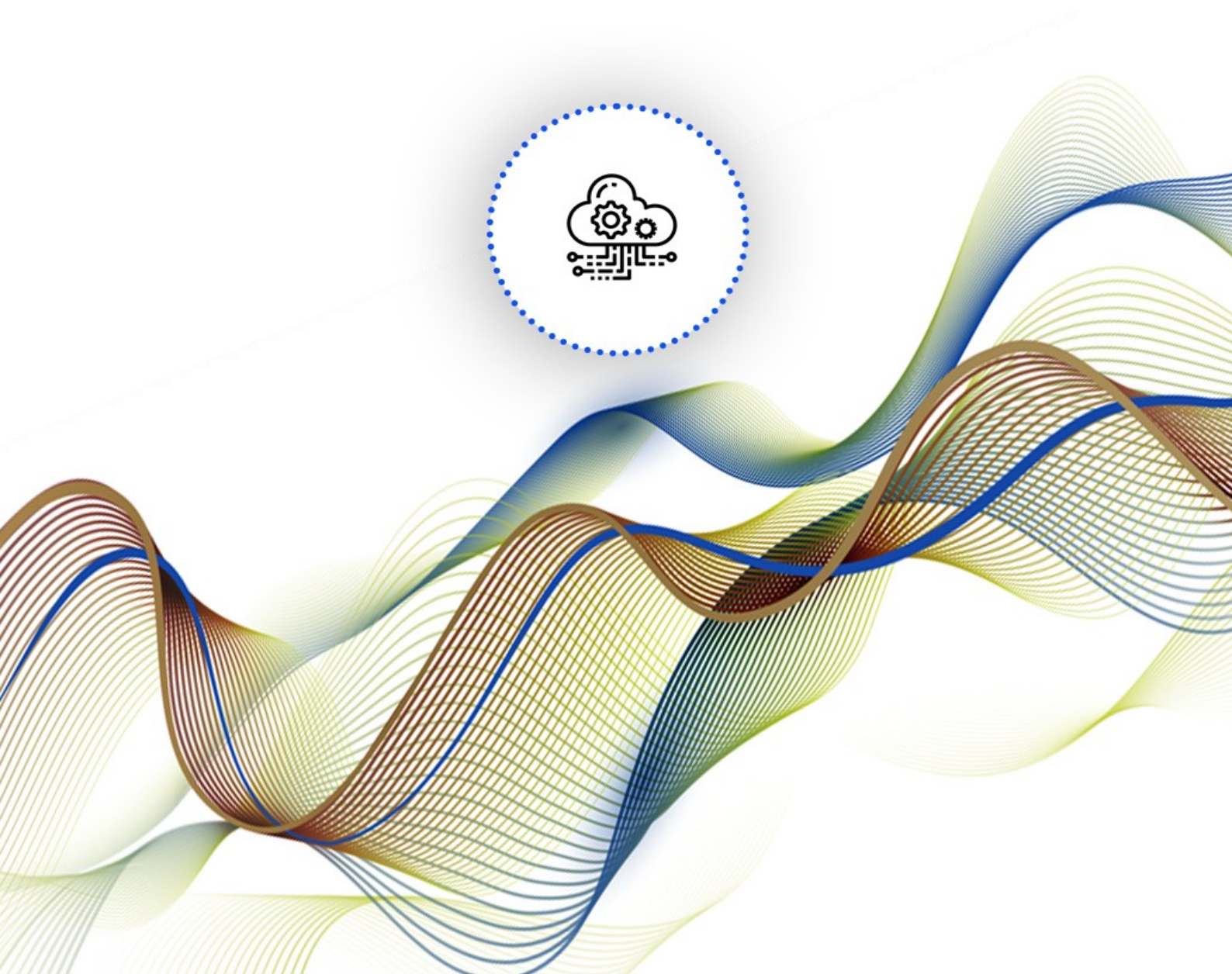


TCS SaaS Services

G-Cloud 15: Lot 2b

Service Definition



Service Description

TCS provides SaaS reselling services enabling UK public sector organisations to procure leading SaaS solutions through a trusted partner. The service covers:

- Reselling SaaS subscriptions for platforms such as SAP, Oracle, Salesforce, ServiceNow, Microsoft 365, Microsoft Dynamics 365.
- Full subscription lifecycle management: billing, tenant creation, identity and access setup, and connectivity configuration.
- Onboarding and offboarding aligned with OEM processes.
- Compliance with UK Government procurement and security standards.

Service Features

- **Simplified Partnership:** TCS as your single partner to work with across managed services, professional services and licensing (including licensing support).
- **Pay as You Go:** Monthly billing options so you pay for what you use as and when you use it.
- **Subscription Lifecycle Management:** Complete management of billing, tenant creation, identity and access setup, and connectivity configuration
- **Onboarding & Offboarding:** Seamless onboarding and offboarding aligned with OEM processes, ensuring smooth transitions between partners
- **Direct Support:** get both licensing and 1st line support from TCS as standard (enhanced support options also available).
- **Multi-Cloud Brokering:** to help navigate your platform choices, simplify associated billing and unified FinOps console.
- **Access to OEM funding programmes** for proof of concepts, cloud migration, new cloud-based projects and training.
- **Access latest technology innovations** in the cloud: such as GenAI and Quantum.
- Exploit a wide array of **Security tools and capabilities:** for confidentiality, integrity and accountability to protect your digital assets.
- Derive the **carbon benefits** of cloud computing for a greener future.
- **Competitive Pricing:** access to more competitive pricing compared to traditional and direct procurement agreements.

Service Benefits

- **Simplified Procurement:** One-stop access to multiple SaaS vendors without direct negotiations.
- **Cost Optimisation:** Transparent pricing and subscription transfer support to reduce overheads.
- **Enhanced Support:** Dedicated service desk and proactive monitoring for subscription health.
- **Disaster Recovery & Backup:** Optional add-ons for data resilience and business continuity.

Data Backup and Restoration Approach

As per the OEM's policies and procedures with an option to customise as per customer demands.

Onboarding and Offboarding Support

Successful onboarding will follow the principles of the OEM's Framework. The initial activities will include billing, tenant creation, identity and access management, network topology, connectivity and subscription management.

To transfer subscriptions to a new partner, TCS will follow each OEM's process for transferring requests through to the time where the new partner accepts the transfer, whereby the subscriptions, reservations and/or savings plans will be listed with the future partner.

To transfer subscriptions to the Buyer, the subscriber will move resources between source subscriptions and target subscriptions. Moving resources between subscriptions might result in service downtime, based on the resources in the subscriptions.

TCS will provide the requisite support for user / admin onboarding as well as create documentation for future use.

Service Levels

The SaaS services are available 24 x 7 with 99.9% availability as per the OEM standards. Our SLA's can be tailored and agreed to customer requirements and flexed on a daily basis, in line with business requirements.

System Requirements

As per the OEM's product requirements.

Outage and Maintenance Management

Maintenance windows will align with the OEM's published service update schedule and occur during low-usage periods to minimise disruption with communication from the admin centre of the service e.g. Microsoft 365 Admin Centre for M365 services.

How Users will work with your service

Browsers: Yes

Installation: No

Mobile: Yes

Service Interface: Yes

User Support: WCAG 2.1 AA or EN 301 549

API: Yes

Customisation: Yes

Access to data (upon exit)

The process shall be agreed prior to the commencement of the contract.

Security

TCS provides Security Services to protect your cloud service against security threats. We also provide services to maintain confidentiality, integrity and availability of services and information.

TCS Security Services include:

- Security strategy
- Security risk management
- Security design

- Cyber security consultancy
- Security testing (including penetration testing and IT Health Checks)
- Security incident management
- Security audit services

M365 security best practices centre on strong identity and access controls through Entra ID with MFA and Conditional Access, robust data protection via Data Loss Prevention (DLP), retention policies, and legal holds, and comprehensive compliance management using Microsoft Purview.

Governance is reinforced by automation, unified audit logs, and alert policies, while email security relies on SPF, DKIM, and DMARC. Proactive monitoring of service health, regular roadmap reviews, and integration of Microsoft Defender for threat detection ensure resilience. Together, these measures deliver a secure, compliant, and well-governed M365 environment.

Microsoft's ownership in M365 primarily covers the platform infrastructure, security architecture, and compliance frameworks. They are responsible for maintaining the global cloud environment, implementing baseline security controls such as encryption, identity management through Entra ID, and threat protection via Microsoft Defender. Microsoft also ensures continuous service availability, applies evergreen updates, and provides compliance certifications aligned with industry standards.

Why TCS

The widespread adoption of technology by businesses has led people to expect similar experiences from the public sector. Governments across the world are harnessing digital innovation to respond to people's needs and empower them.

The vision is clear and compelling: a forward-thinking government that embraces innovation and is always a step ahead, ready to meet the future.

We ensure that technology and strategy work together to help governments meet people's needs, embrace innovation, and address complex issues – from climate change and public health to education and national security.

Our approach is to work in partnership with our customers, co-developing solutions to assist in digital transformation and re-imagination. TCS helps organisations handle the competing pressures that the shift to digital can bring; providing the skills and scale needed to react quickly to short-term concerns, while always ensuring that the focus remains on what is right for the client in the long-term.

The TCS Advantage:

- **Modernisation Expertise** - TCS works closely with several Public Sector agencies across the globe to help leverage digitisation to modernise services
- **Public Sector domain experience** - Extensive experience in solutions for governments, local agencies, municipal corporations, public-sector entities, and security establishments
- **Dedicated Centres of Excellence (CoE)** - Mature assets and accelerators
- **Leveraging strategic partnerships with product vendors** – Strategic alliances with industry leading and niche partners. We leverage the TCS Co-Innovation Network (COIN™) that brings start-ups, academia, customers, research institutions together to create effective, innovative solutions to business problems.
- **Large pool of skilled resources** – The right blend of management, industry, and technology expertise.

TCS is a Leader in IDC's MarketScape Managed Cloud Services Vendor 2023 and Gartner Magic Quadrant 2023 for Public Cloud IT Transformation Services, having delivered 1,000+ Cloud Services Engagements. We are an Azure Expert Managed Service Provider, an AWS Premier Tier Services Partner, a Google Cloud Service Partner.

Our credentials include:

- **Azure** - Most high-fidelity Azure Expert MSP; all 13 Advanced Specialisations including AI/ML and Low-Code AD; 50,000 Certified Experts; 15+ Launch and Solution Partner including Sustainability, Microsoft's Azure OpenAI Council member.
- **AWS** - Premier Consulting Partner; 12,000 Certified Experts; all 16 AWS Competencies.
- **Google** - Google Premier Partner; 10,000 Certified Experts; all 17 specialisations from Machine Learning to Data Management; Security Services and DC Modernisation.

Pricing

Please refer to the TCS Pricing Document for this service.

Terms and Conditions

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

About Tata Consultancy Services

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce spread across 55 countries and 202 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of over US \$30 billion in the fiscal year ended March 31, 2025.

Visit www.tcs.com

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