

TCS Support Services for Enterprise Applications

G-Cloud 15: Lot 3

Service Definition



Service Description

TCS provides a wide range of technical capabilities to Public Sector bodies during their journey to the Cloud state and supports a range of cloud-based services across IaaS, PaaS, and SaaS Cloud models.

The service offering covers enterprise solution components such as CRM, Knowledge Management, and Workforce Management, and it supports technologies such as SAP, Oracle, Pega, Microsoft, Salesforce among other industry leading and niche technologies.

Our capabilities include:

• Advisory and consulting • Analytics and visualisation • Customer experience • Digital field service management • Digital performance management • Enterprise integration	• Finance performance management • Human capital management • Sales performance management • Strategy • Supply chain management • Transformation support
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Our Solutions

With more than 200 offerings and proprietary innovations, we create intelligent, unique enterprise applications for your business.

- **TCS Enterprise Navigator™** is an integrated consulting framework with organisational change management abilities to help with business digital transformation.
- **TCS Crystallus™ on SAP** enables organisations to embark on the digital transformation journey, enhance customer experience, and accelerate time-to-market
- **TCS Crystallus™ on Oracle Cloud** helps derive faster time to market and enhance performance through pre-configured industry solutions.
- **TCS Crystallus™ on Salesforce**, built on Salesforce Industries, helps organisations adopt digital initiatives and specific innovations for enhanced performance and business agility.
- **TCS ConvertCore** defines SAP S/4HANA conversion roadmap and helps enterprises embark on a digital transformation journey to drive business value.

Our partnership approach

Enterprise applications are the backbone of businesses today. Digital transformation requires a holistic approach with intelligent solutions from a range of ecosystem partners. Through our strategic collaborations with leaders in enterprise applications, we maximise the ecosystem advantage for our customers.

TCS works with 100+ global and niche players such as Oracle, SAP, Salesforce, ServiceNow and Digital Process Management providers such as Pegasystems, Appian, OutSystems and Mendix. Together with our partners, we enable our customers to build the ecosystem that they need for success:

- Intelligent, automated, and agile applications.
- Best-of-breed solutions for faster ROI.
- Industry-leading advisory and business expertise.
- Deep industry, domain, and contextual knowledge.
- Rich expertise to transform application landscapes at scale.

Service Features

Key features of the service include:

- Business Process Management - Process Optimisation, orchestration, and automation
- Decision Management and Analytics
- Analytics and visualisation
- Customer experience
- Digital field service management
- Enterprise integration
- Financial performance management
- Human capital management
- Sales performance management
- Supply chain management.

Service Benefits

TCS' Cloud Support Services for Enterprise Solutions help in transforming to a modernised agency, and in enhancing organisational agility; empowering you to take advantage of emerging technologies.

The service offers the following benefits:

- Partnership approach throughout the Cloud journey

- Technology agnostic approach maximising Return on Investments
- Deep functional understanding of enterprises providing maximum benefits
- Access to our large pool of skilled technical resources
- Increased access to online services for enterprise users
- Increased collaboration leading to transparency and a single version of the truth
- Provides real-time access to operational data
- Enhanced operational efficiencies from automation, mobile integration, and cloud services.
- AI solutions for business functions.

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 also effectively leverage the TCS Co-Innovation Network (COIN™) that brings start-ups, academia, customers, research institutions together to create innovative solutions to business problems.

- **Large pool of skilled resources** - Right blend of management, industry, and technology expertise.

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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