

TCS Cloud Consultancy and Support Services

G-Cloud 15: Lot 3
Service Definition



Service Description

TCS provides support to help set up and maintain cloud software and hosting services. We have developed a range of offerings to help Buyers on their journey to the cloud under the TCS Cloud Studio framework.

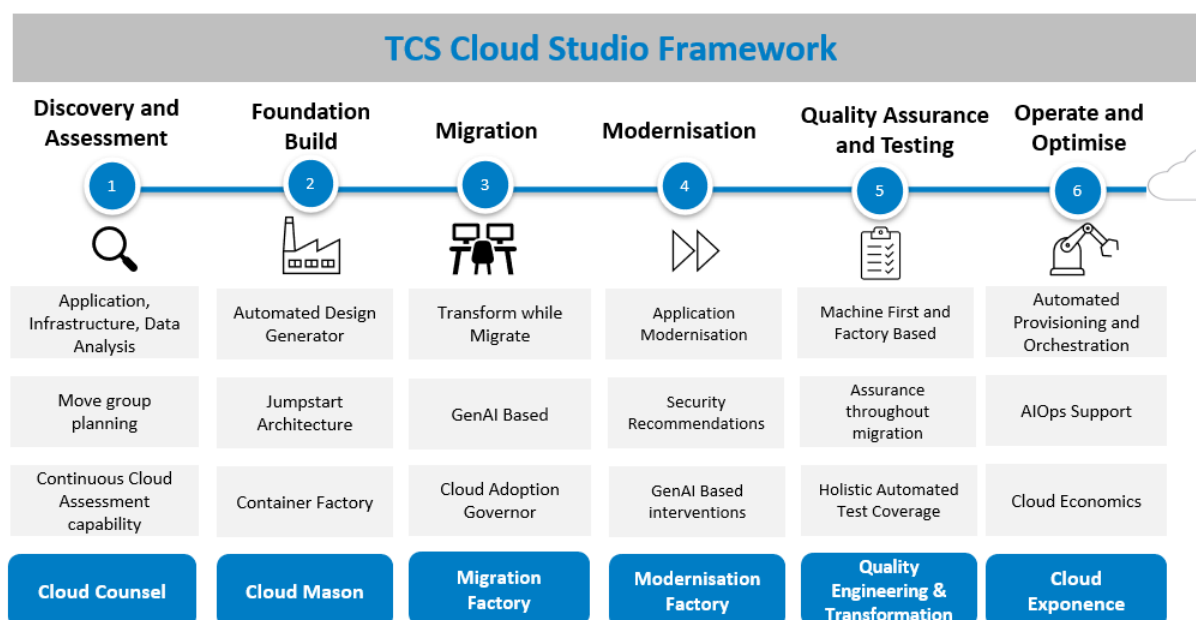


Figure 1: TCS Cloud Studio Framework

Cloud Counsel, Cloud Mason, Migration Factory Workbench, Modernisation Factory, Quality Engineering & Transformation, and Cloud Exponence are explained further in the sections below.

1. Cloud Counsel - Cloud Migration Consulting Services

TCS provides planning services to enable Buyers to move to cloud software and/or hosting services. Planning services include business analysis, solution design and security architecture.

TCS Cloud Counsel, our migration assessment toolkit, encompasses automated discovery, move-group recommendations, a comparative assessment of operating models, and costs for optimal TCO.

2. Cloud Mason - Setup and Migration Services

TCS provides setup and migration services which encompass consolidating and transferring your workloads including applications and compound structure, and linked components. Our migration services help Buyers set up or move between cloud hosting or cloud software

services within Microsoft Azure, Amazon Web Services (AWS) and/or Google Cloud Platform (GCP).

For Landing Zone build, TCS Cloud Mason is a native toolset that defines, designs, and deploys a cloud foundation with repeatable build for identity and access management, connectivity, and security, management.

3. Migration factory

For seamless migration, TCS Migration Factory Workbench is an assembly line with:

- Automated AI-based legacy data extraction, migration, and transformation
- Experienced teams for each migration pattern: rehost, refactor, and re-write
- Workflow engines and pre-built migration scripts for target state definition, move group analysis, and orchestration.

4. Modernisation Factory - Modernisation Services

TCS Modernisation Factory can support you in monolith to microservices, adopting serverless, compliance, technical debt retirement, opensource DBMS conversion, and mainframe modernisation. TCS Modernisation Factory encompasses:

- 12-factor analysis for application modernisation assessment including business criticality, current user experience, and compliance requirements.
- Transformation Office for central programme governance
- Factory Model including Design > Build & Test > Deploy patterns and accelerators
- Modernisation enablement team for niche skills support

5. Quality Engineering and Transformation - Quality Assurance and Performance Testing Services

With TCS Quality Engineering and Transformation (QET) Platform, TCS can continuously ensure that your cloud service does what it's supposed to do and meets your users' needs efficiently and reliably. TCS QET provides holistic automated test coverage including:

- Automated infrastructure testing
- Data migration validation
- Functional and non-functional testing

Our Machine First™ and factory-based approach to quality within QET ensures leaner and faster assurance processes across both infrastructure and applications within your chosen cloud platform. Assurance services are performed step-by-step during application migration to the Cloud, minimising the need for rollbacks, and accelerating outcomes, while reducing organisational impact and cost.

Security Services

TCS provides Security Services to protect your cloud service against security threats. We also provide services to maintain the 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

6. Cloud Exponence - Ongoing Support

TCS supports user needs by providing help before, during and after the service. To maximise cloud adoption, TCS' Cloud Exponence orchestrates operations through a single console across cloud platforms by unifying monitoring, log analytics, infrastructure as code, cost management, backup, archive, security, compliance and integration. It provides a centralised management service to view, investigate, and resolve operational work items related to all cloud resources. This helps aggregate and standardise operations across services, while providing contextual investigation data about each component. It includes a sustainability dashboard for cloud carbon use and efficiency reporting.

FinOps

TCS Cloud Exponence orchestrates operations through a unified console across cloud platforms. It has the following FinOps capabilities:

- **Billing and Metering:** aggregated console for cost management, cost allocation, usage, billing
- **Spend visualisation, tracking and reporting:** granular visibility of usage, spend and performance.
- **Cost allocation and budgeting:** Allocate Cost by Departments. Set thresholds and alerts for resource groups, take remedial action.
- **Cost monitoring:** day-to-day tracking of usage to uncover patterns by hour, day, week, month, year.
- **Cost optimisation:** actionable insights into reducing waste. Levers include:
- **Forecasting:** projections on utilisation, spend and trends
- **Cost show-back, chargeback:** attribution of IT costs

Service Features

- **Real-Time Reporting** - Unified dashboard provides instant insights into cloud operations and performance.

Detailed description: TCS Cloud Exponence offers a central console for real-time monitoring, log analytics, cost management, and operational reporting across multi-cloud environments, enabling rapid decision-making and issue resolution.

- **Remote Access & Management** - Secure remote access to cloud resources and management tools anytime.

Detailed description: Users can securely access, manage, and troubleshoot cloud infrastructure and applications from any location, leveraging identity and access management, connectivity, and centralised controls via Cloud Mason and Exponence.

- **Automated Migration Factory** - AI-driven migration automates legacy data extraction, transformation, and orchestration.

Detailed description: Migration Factory Workbench uses automated workflows and scripts to streamline migration of workloads, minimising manual effort, reducing risk, and accelerating cloud adoption for Azure, AWS, and GCP.

- **Multi-Cloud Compatibility** - Seamless integration and support for Azure, AWS, and GCP.

Detailed description: Services are designed to be cloud agnostic, allowing buyers to switch providers or operate across multiple clouds while maintaining consistent support, security, and operational standards.

- **Automated Quality Assurance** - Continuous automated testing ensures reliability, performance, and compliance standards.

Detailed description: The Quality Engineering & Transformation platform delivers infrastructure, data migration, and application testing using automated, factory-based processes to ensure high quality and minimise rollbacks.

- **Advanced Security Services:** Comprehensive security strategy, risk management, and incident response for cloud.

Detailed description: TCS provides end-to-end security services including design, penetration testing, incident management, and audits to protect cloud environments and maintain compliance with industry and regulatory standards.

- **FinOps Cost Optimisation** - Unified console for cost tracking, allocation, forecasting, and optimisation.

Detailed description: Cloud Exponence enables granular spend visualisation, budgeting, cost allocation, and actionable insights to optimise cloud expenditure and maximise value.
- **Sustainability Dashboard** - Track and report cloud carbon usage and efficiency in real-time.

Detailed description: Integrated sustainability dashboard measures and reports the environmental impact of cloud workloads, supporting buyers' net zero and efficiency goals.
- **Modernisation Factory Enablement** - Accelerates modernisation from monoliths to microservices and serverless architectures.

Detailed description: Modernisation Factory supports technical debt retirement, compliance, and transformation to modern architectures, leveraging 12-factor analysis and specialised enablement teams.
- **Centralised Support & Incident Management** - 24/7 expert support and incident resolution for all cloud services.

Detailed description: TCS provides round-the-clock technical and billing support, centralised management of operational work items, and rapid incident response to ensure business continuity.

Service Benefits

- **Accelerate Cloud Adoption** - Move to the cloud faster with expert-led, automated processes.

Detailed description: TCS's automated migration and modernisation tools streamline cloud transitions, reducing project timelines and minimising disruption to business operations.
- **Reduce Operational Costs** - Optimise cloud spend, and resource usage with actionable cost insights.

Detailed description: FinOps capabilities provide real-time cost tracking, forecasting, and optimisation, helping users control budgets and maximise return on investment.
- **Enhance Security and Compliance** - Protect data and services with comprehensive, proactive security measures.

Detailed description: Integrated security services ensure confidentiality, integrity, and compliance, reducing risk and supporting regulatory requirements across cloud environments.

- **Improve Service Reliability** - Ensure consistent performance with automated quality assurance and monitoring tools.

Detailed description: Continuous testing and real-time monitoring help maintain high service levels, quickly identifying and resolving issues before they impact users.

- **Enable Remote and Flexible Working** - Securely access and manage cloud resources from any location.

Detailed description: Centralised management and remote access tools empower teams to work flexibly, supporting hybrid and distributed work models.

- **Support Sustainability Goals** - Track and reduce cloud carbon footprint with sustainability dashboards.

Detailed description: Built-in reporting tools help organisations measure, manage, and improve the environmental impact of their cloud operations.

- **Simplify Multi-Cloud Management** - Manage multiple cloud platforms through a single unified interface.

Detailed description: TCS Cloud Exponence consolidates operations, monitoring, and support across Azure, AWS, and GCP, reducing complexity and overhead.

- **Empower Continuous Improvement** - Leverage analytics and automation to drive ongoing process enhancements.

Detailed description: Data-driven insights and automated workflows enable organisations to refine processes, boost efficiency, and adapt to changing needs.

- **Boost Workforce Productivity** - Free up staff for strategic work by automating routine tasks.

Detailed description: Automation of migration, testing, and support activities reduces manual effort, allowing teams to focus on higher-value initiatives.

- **Ensure Business Continuity** - 24/7 expert support minimises downtime and operational disruptions.

Detailed description: Around-the-clock technical and billing support ensures rapid incident resolution and uninterrupted service delivery.

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.

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.

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