

TCS Infrastructure Software Services

G-Cloud 15: Lot 2a
Service Definition



Service Description

TCS provides reselling services of Infrastructure Software enabling UK public sector organisations to procure leading Infrastructure Software solutions through a trusted partner.

The service covers:

- Reselling subscriptions for a wide range of Infrastructure Software solutions
- 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.

In infrastructure terms, we consider software to span the foundational control plane and system-level components that keep services running. As a result, we are aligned with industry glossaries that summarise Infrastructure Software as including middleware and application infrastructure; information management (databases, data integration, data quality); storage management; IT operations management; and security software.

Infrastructure Software are critical components in your technology landscape for the following reasons:

- **High availability and resilience:** automated failover, self-healing, and recovery reduce downtime for critical services.
- **Scalability and flexibility:** elastic resources match demand without lengthy hardware lead-times.
- **Operational efficiency:** automation decreases manual effort and error; standardised processes accelerate changes.
- **Cost optimisation:** pay-as-you-use models and aggregation opportunities lower total cost of ownership.
- **Security and compliance:** unified controls, auditable processes, and continuous monitoring strengthen risk posture.
- **Innovation enablement:** modern platforms (containers, microservices, AI) accelerate delivery of new services.

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 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

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

Service Levels

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

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.

Visit www.tcs.com

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