

TCS DigiBOLT™ Foundation Services

G-Cloud 15: Lot 3
Service Definition



Service Description

Solution Overview

TCS DigiBOLT™ is a state-of-the-art, AI-powered, low-code enterprise platform that accelerates digital transformation across industries.

Powered by open-source technologies and with microservices-based architecture, it offers a comprehensive suite of pre-built accelerator components that enable quick process configuration, seamless customisation, and smooth integration within existing IT landscape while adhering to stringent privacy, data protection, and accessibility standards.

TCS DigiBOLT can be hosted on cloud, and on premises. Equipped with an accelerator and a user-friendly interface, TCS' scalable and future-ready platform helps organisations resolve the limitations of fragmented legacy systems.

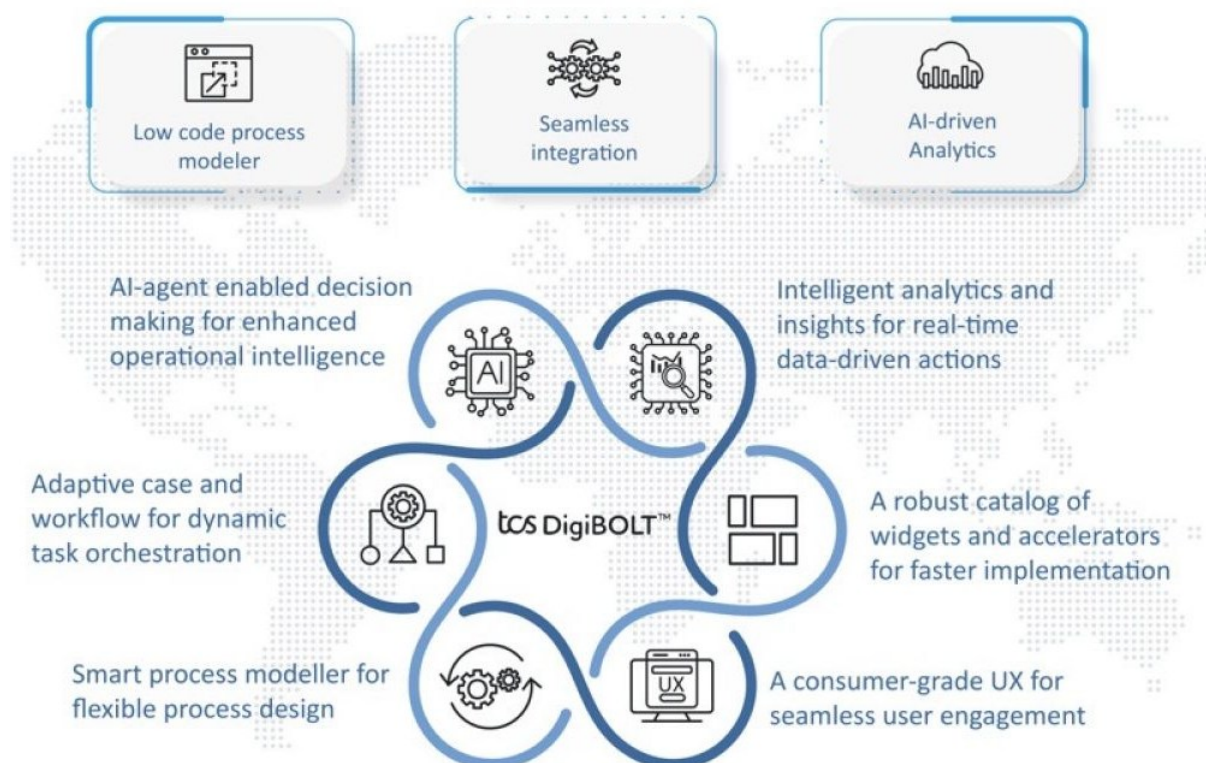
It is an AI-powered, low-code enterprise platform with a comprehensive suite of ready-to-use accelerator components, designed to fast-track digital transformation across industries.

Impact in public services

TCS DigiBOLT has improved service delivery for public administration and made interaction with the public much more effective. It has helped businesses develop new services and products while reducing costs. At the societal level, digitalisation has significantly changed how people interact with each other, or with business and government entities.

It enables organisations to provide services that meet the evolving expectations of citizens and businesses; using technologies such as analytics, cloud, and artificial intelligence to help understand citizens better, and provide services more efficiently.

The solution allows anytime, anywhere access and acts as a single digital gateway with provision for secure online payment and on-behalf capability to act as an extended arm of an organisation's officials. The figure below highlights the core inbuilt capabilities of the DigiBOLT foundation.



Service Features

TCS DigiBOLT is an end-to-end, organisation-wide enterprise platform. This means an organization does not need to work with different products, hence reducing development costs and time by up to 35%. TCS' offering seamlessly integrates into an organisation's existing IT landscape, thus safeguarding infrastructure and software investments.

TCS DigiBOLT also provides easy-to-use utilities for configuration, making it easy for an organisation to adopt this platform. Underpinned with an agile framework, TCS' offering reduces the time needed to automate processes to less than six months.

By offering powerful analytics and enabling real-time control and monitoring, TCS DigiBOLT helps make effective decisions, enables efficient processing, and ensures timely compliance, thus powering faster and cost-effective digital transformation.

TCS DigiBOLT can be the IT enabler across every domain, including banking, manufacturing, energy, and more. It continues to redefine how businesses approach digital transformation, offering agility, scalability, and a future-ready framework to meet the demands of the evolving world.

1. **Single Integrated View:** Consolidates data from disparate IT systems to provide a unified, intelligent view, improving decision-making and efficiency.
2. **Workflow Management:** Includes robust, configurable workflow management capabilities for automating and streamlining routine business functions and administrative tasks.
3. **Anytime, Anywhere Access & Mobility:** Offers access to services and information through smartphones, mobile apps, and laptops, supporting a remote and agile workforce.
4. **Analytics & Dashboards:** Provides real-time analytics, dashboards, and management information systems (MIS) for tracking key performance indicators (KPIs), monitoring service-level agreements (SLAs), and gaining actionable insights.
5. **Integration Layer:** Integrates seamlessly with existing core or legacy systems, safeguarding prior IT investments while enhancing their capabilities.
6. **Highly Configurable Platform:** A flexible framework that can be easily customised and rapidly configured using an agile methodology to meet specific customer business needs and add new services.
7. **Document & Case Management:** Includes a robust document management system (DMS) and case management system for efficient record keeping, file processing, and reduced paper usage.
8. **Secure Online Payments:** Facilitates secure digital payment infrastructure for various services, improving revenue collection and offering convenience to citizens and businesses.
9. **Knowledge Base:** Builds and utilises an organisational knowledge base to assist staff in making effective decisions and improving overall service delivery.
10. **Federated Identity & Single Sign-On:** For citizen-facing services, it offers a single account and single sign-on (SSO) across multiple systems, improving user experience and data management with privacy by design.

The figure below highlights the inbuilt core features / capabilities that are part of the TCS DigiBOLT foundation.



Service Benefits

By collaborating with TCS, businesses can achieve improved results and provide better customer experience.

Partnering with TCS offers several advantages, including:

- **Contextual knowledge across domains:** Our experience in delivering challenging assignments across various business environments helps us understand and pre-empt our customers' requirements and provides the right solutions.
- **Service delivery excellence:** We harness the power of advanced technology and networking, bundled with a software solution for automation to reap tangible and intangible benefits.
- **On-time delivery:** We have a proven track record of delivering our services on time by working collaboratively with the client team and following the TCS principle of one program, one team, and one commitment.
- **Proven expertise:** TCS has successfully conceptualized, developed, and implemented TCS DigiBOLT for various organizations across the world.

Benefits of adoption include:

- **Improved Efficiency and Automation:** Automates time-consuming manual and routine administrative tasks, increasing overall operational efficiency and reducing manual errors.
- **Cost and Operational Savings:** Organisations can achieve significant operational and cost savings by leveraging a shared services platform, optimising IT spending, and mitigating duplicate efforts.
- **Enhanced Transparency and Accountability:** Provides visibility into processes with real-time tracking, and audit trails, thereby helping reduce malpractice. Improves overall transparency in public administration and business regulations.
- **Anytime, Anywhere Access:** Services are available 24/7 through various channels, including web portals, smartphones, and mobile apps, providing on-demand access for both employees and citizens.

- **Faster Service Delivery:** Standardises and rationalises processes, enabling rapid service transformation and reducing the turnaround time for service completion from months to days.
- **Effective Decision-Making:** Real-time analytics, dashboards, and a knowledge base help organisations monitor key performance indicators (KPIs) and service-level agreements (SLAs), leading to informed and data-driven decisions.
- **Seamless Integration:** Integrates with existing core or legacy systems thereby safeguarding prior investments while enhancing their features and providing a single, integrated view of data.
- **Improved Citizen/User Experience:** By offering single sign-on, personalised accounts, and an intuitive user interface, it provides a better, hassle-free experience for citizens and employees.
- **Scalability and Flexibility:** The flexible and highly configurable platform can be easily customised to meet specific business needs and scaled to support any new generic or specialised business process.
- **Better Compliance and Policy Enforcement:** Helps organisations focus on business and policy compliance rather than administrative efforts, with system-driven enforcement of policies through rule-based checklists.

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.

We 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.

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