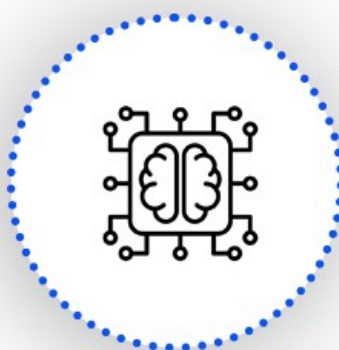


TCS AI Advisory Services

G-Cloud 15 – Lot 3

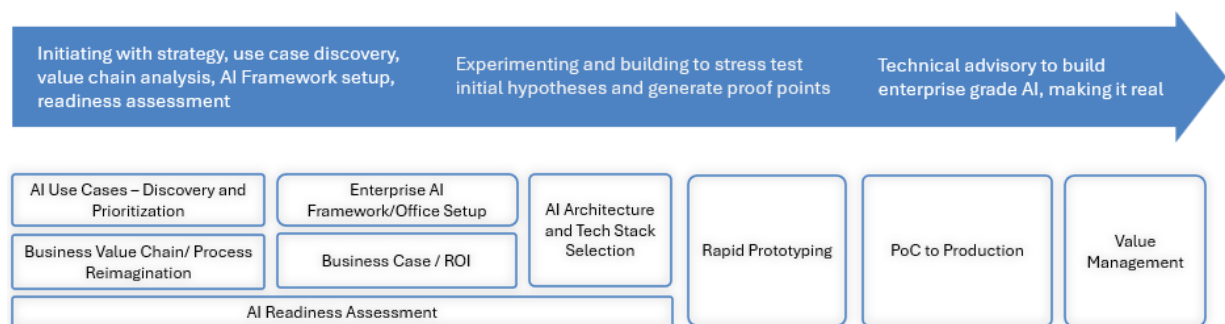
Service Definition



Service Description

TCS works across the end-to-end AI/GenAI adoption life cycle of our customers, advising customers across their AI adoption and transformation journey to make AI real at **enterprise grade**. We have unique interventions to support our customers' transformation journeys.

The diagram below illustrates how these distinctive interventions correspond to different stages of the customer journey.



Our offerings are designed as 'Lego' blocks – we can engage with customers for any specific component at any stage of their journey, while also having the ability to stitch multiple components together to craft end-to-end AI transformation and adoption journeys. Our approach covers three key phases:

Phase 1: Initiate

Initiating strategy, use case discovery, value chain analysis, AI Framework setup, and readiness assessment.

- AI Use Cases - Discovery and Prioritisation
- Business Value Chain/Process Reimagination
- AI Readiness Assessment
- Enterprise AI Framework/Office Setup
- Business Case / Return on Investment (RoI).

Phase 2: Experiment

Experimenting and building to stress test initial hypotheses and generate proof points.

- Rapid Prototyping
- AI Architecture and Tech Stack Selection.

Phase 3: Scale

Technical advisory to build enterprise grade AI, making it real.

- PoC to Production
- Value Management.

Service Features

AI Use Cases - Discovery and Prioritisation

Key Activities:

- Value chain mapping
- Design for AI workshops
- AI Innovation Days
- Hotspots / use cases identification
- Evaluation criteria definition
- Hotspots / use cases prioritisation
- Business Case / ROI development.

Timeline: 4-6 Weeks

Deliverables:

- Prioritised list of AI use cases and roadmap
- Clearly defined AI interventions to transform existing value chains or business processes
- High level RoI/business justification.

AI Readiness Assessment

Key Activities:

- Evaluate maturity/readiness of enterprise to adopt AI (against specific objectives)
- Identify gaps and develop plans to close them
- Dimensions of assessment: Technology, Data, People, Process, Governance, Strategy, Regulations/Compliance.

Timeline: 4-6 Weeks

Deliverables:

- Gaps identified in the organisation
- Recommendations to improve AI readiness
- Benchmark report and score.

Enterprise AI Framework/Office Setup

Key Activities:

- AI Governance approach / AI Office setup
- AI Guiding Principles
- Risk management framework
- AI systems - lifecycle management
- AI Literacy programs
- Operating model design.

Timeline: 4-8 Weeks

Deliverables:

- Setup AI Framework and/or AI Office
- Deliver structure/framework for key components - risk management, architecture patterns, Responsible AI.

AI Architecture and Tech Stack Selection

Key Activities:

- Technology selection approach
- Reference architecture patterns
- Evaluate and compare tech stack options
- Architecture optimisation
- Technology cost estimates
- Support for architecture review board evaluation and approvals.

Timeline: 4-8 Weeks

Deliverables:

- Architecture selection framework
- Architecture patterns approved by review board
- Tech stack comparison and selection recommendations.

Rapid Prototyping

Key Activities:

- Formulating the problem statement and concept to be showcased in the prototype
- Creating the customer narrative
- Quick build of proofs of concept (PoCs)/Prototypes/Demos
- High volume experimentation and evaluation
- Enabled by WisdomNext or Vibe Coding tools.

Timeline: ~2 Weeks

Deliverables:

- Working PoC in a sandbox environment
- Showcase art of the possible to address customer key problem statements.

PoC to Production

Key Activities:

- Technical advisory/consulting on moving from PoC to Production
- Best practices for production deployment based on TCS global learnings
- Updates to PoC/Prototype architecture to be production ready
- Support to complete approvals from enterprise architecture review board
- Strategic guidance to programs for successful deployments
- Governance, Responsible AI and Security framework implementation
- Platformisation and reuse of AI building blocks.

Timeline: 3-4 Months

Deliverables:

- AI use case deployed in production
- Lead a multi-skilled squad put together from AI Practice + BG/ISU
- Architecture patterns approved by review board
- Governance and Responsible AI approach.

Value Management

Key Activities:

- Metrics/KPIs to be measured for business benefits tracking
- Technical advisory/consulting on MLOps / LLMOps setup
- Best practices based on TCS global learnings
- Team structure/skills for BAU operations
- Tool/tech stack for observability setup
- Approach for ongoing corrections/re-training/avoiding model drift
- Driving technical interventions to realise business benefits.

Timeline: ~3 Months

Deliverables:

- Define metrics/KPIs for value measurement
- Setup framework for observability and operations
- Measure KPIs over a period and establish value generated by AI.

Engagement Summary

Offering Component	Timeline	Phase
AI Use Cases - Discovery and Prioritisation	4-6 Weeks	Initiate
AI Readiness Assessment	4-6 Weeks	Initiate
Enterprise AI Framework/Office Setup	4-8 Weeks	Initiate
AI Architecture and Tech Stack Selection	4-8 Weeks	Experiment
Rapid Prototyping	~2 Weeks	Experiment
PoC to Production	3-4 Months	Scale
Value Management	~3 Months	Scale

Service Benefits

- Aligns AI initiatives with core business objectives and compliance
- Promotes ethical AI use
- Use case identification
- Business Case and Return on Investment development
- Scalability considerations for future growth
- Focus on data governance, maintaining security and regulatory adherence
- Training and change management for seamless AI integration
- 'Horizon Scanning' and continuous adaptation of new AI technologies
- Robust AI policy development for long-term sustainability.

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.

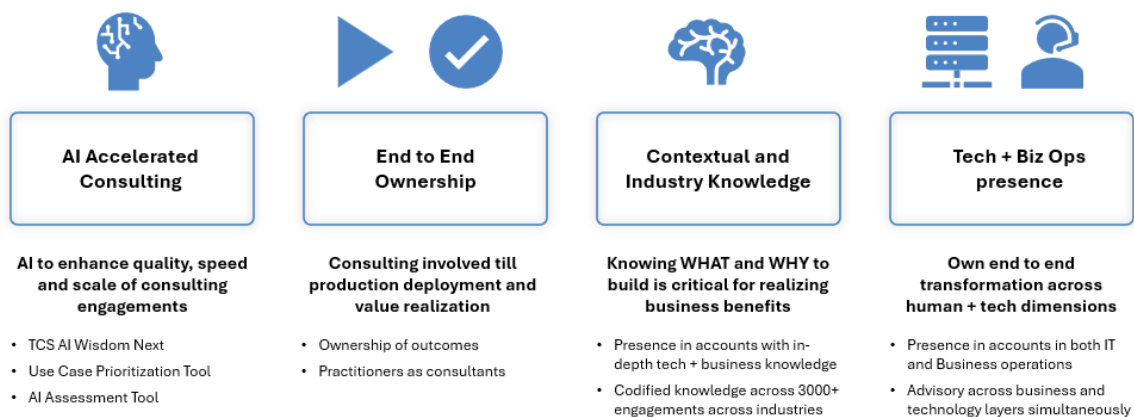
We ensure that technology and strategy work together to help governments meet people's needs, embrace innovation, and address complex issues – from climate change and public health to education and national security.

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

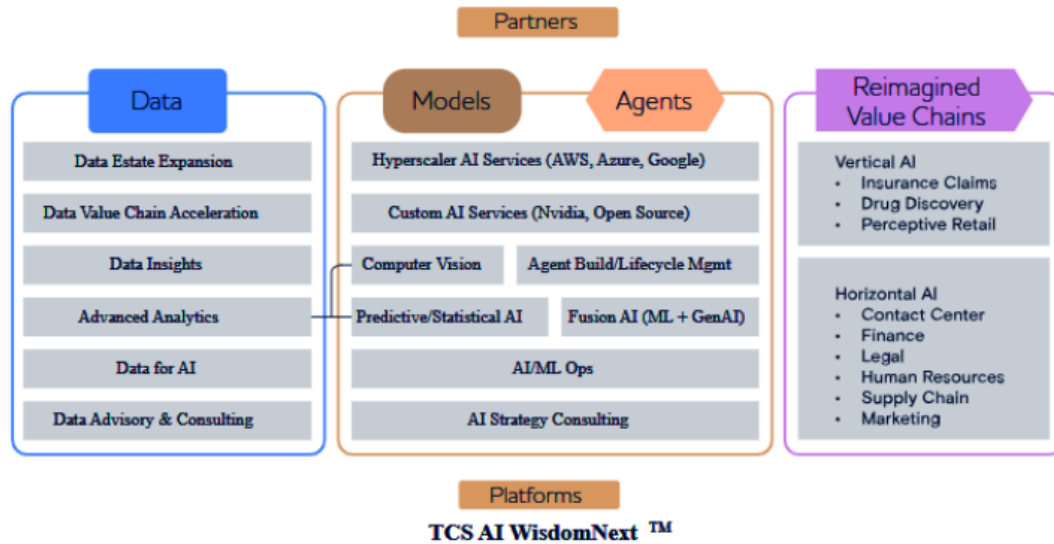
quickly to short-term concerns, while always ensuring that the focus remains on what is right for the client in the long-term.

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.
 - **Differentiated AI services** - as follows:



- **Built with the best in the AI ecosystem** - We partner with industry leaders and open-source communities to bring you world-class AI solutions. Our collaborations allow us to integrate the latest models, infrastructure, and techniques into our enterprise-grade offerings.



Our strategy is to move away from the foundational enterprise software paradigm of databases, algorithms and applications serving industry value chains powered by human employees, and switch to a paradigm of Data, Models and Agents used to serving reimagined value chains where humans are in the loop.

These AI-first platforms transform industries, empower businesses, and solve real-world challenges. Whether you're optimising a supply chain or building smarter customer experience, our approach moves AI from the lab to the field.

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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