



Driving Digital Transformation through Autonomous Cloud Operations

Maximizing your cloud advantage with TCS managed cloud services

Unlock the true potential of Microsoft cloud through cutting-edge managed services that boost security, ensure compliance, enhance employee experience, enrich collaboration, and improve productivity multifold.

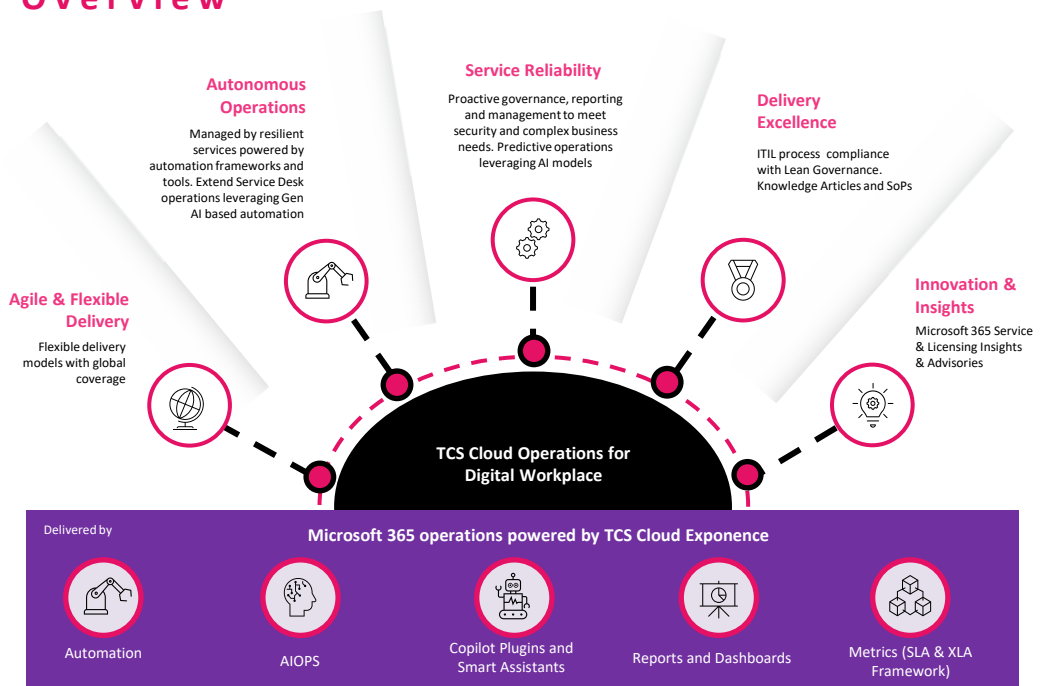
TCS Cloud Operations for Digital Workplace

Cloud technology is transforming the business landscape. Work now is any time, any place. Teams are distributed, work models are hybrid. Business models are constantly evolving, and security considerations are becoming increasingly complex.

Enterprises need to cope up with the rapidly increasing adoption of Microsoft 365 Cloud services by their employees and provide effective support capabilities to manage the workplace. Obstacles such as the rising costs of support, shadow IT issues, change management and adoption complications, and complexities associated with the ever-changing cloud products roadmap are commonplace.

TCS Cloud Operations, using automation and the machine-first approach, enables organizations to seamlessly manage Microsoft 365 technologies.

Cloud Operations Overview



Building on belief

TCS Cloud Operations for Digital Workplace

TCS Cloud Operations for Digital Workplace provides extensive support services to enterprises for managing their Microsoft Modern Workplace suite of products. These services enable organizations to focus on optimally leveraging the Microsoft suite of products to meet their business needs, improve productivity, and transform employee experience, while still being cost-efficient and secure.

Tools, accelerators, and skilled engineers, adept at delivering extensive managed support services across the entire Microsoft Modern Workplace suite of products make up the service framework.

TCS Cloud Operations is delivered leveraging the TCS Cloud Exponence platform – a comprehensive platform that applies the Machine First™ approach. It optimizes machine-human collaboration to deliver smart managed services in hybrid cloud environments.

The TCS Cloud Operations delivery framework comprises the following:



Seamless Employee Experience

Self Heal | AI Assisted Ops | XLA Dashboards | Curated Knowledgebase and GenAI accelerators | M365 CoPilot plugins



Evergreen Microsoft Workplace

Outage Monitoring | Usage Reporting | Licensing Reporting and Insights | Insights | Compliance and Security | Teams Meeting Room Monitoring | Feature Recommendations | Automation | Self Service /Self Help | FAQs



Incident Management | Service Request Management | Problem Management | Change Management | Knowledge Management | Release Management | ITSM Metrics

Standardized ITIL Compliant Processes, Transition Kits, SOPs, Operations Catalog, Service Management Reports

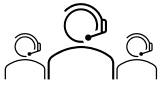
Delivered by TCS Cloud Exponence Platform

Our mature delivery framework comprises templates, best practices and accelerators that enable us to provide proactive management of Tenant and services beyond routine break-fix support activities. This ensures that the customer environment is Evergreen with the latest patches and updates and better managed.

Leveraging Microsoft GenAI capabilities, our Cloud Exponence extensibility framework enables the Operations team to respond to end user queries and tickets in a faster and efficient manner. Our GenAI powered chatbot can integrate with multiple channels such as Microsoft Teams or intranet to enable agents and end users with enterprise knowledge from different sources such as KEDB articles, knowledge management platforms, SOPs, official help such as Microsoft Learn, FAQs, documents residing on SharePoint, OneDrive etc.

Benefits

- Improved MTTR due to ~60-75% automation of common Service Requests in Microsoft 365.
- Manage OKRs (Objectives and Key Results) for Workplace services by providing M365 insights
- Improve NPS (Net Promoter Score)
- Optimized troubleshooting through reduction by ~10-15% in resolution time leveraging Copilot/GenAI capabilities. According to a [Microsoft report](#), agents with Copilot had a 12% reduction in time spent on resolving cases.
- Transformation to DevOps way of working by automation of most common requests, thereby enabling focus on building Low-code No-code apps, assisting with migration and upgrades, providing Microsoft Insights and support with Evergreen activities.



150+

Global Support Engagements



50,000+

Microsoft professionals



1Mn+

Users globally supported



10K+

Microsoft Certifications

Service Description

Operations Service Catalogue



Microsoft 365 General Services

- Tenant administration
- Service health monitoring
- License management and reporting
- Feature enabling/disabling
- Policy administration for access and apps
- Microsoft coordination for problem management



Messaging and Collaboration

- Exchange on-prem and online administration
- Mailbox provisioning, modification and governance
- SMTP relay administration
- Patch management and updates
- SharePoint online and on-premises administration
- Site administration, access management, feature enabling/disabling etc.
- Power Platform administration and management
- Microsoft 365 productivity apps administration and management



Chat, Audio, Video and Conferencing

- Teams chat and collaboration administration, monitoring and management
- Teams voice management (dial plans and policies, direct routing, operator connect , auto attendants and call queues etc.)
- SBC management
- Remote administration of Teams devices and rooms
- PSTN carrier management
- Health check and monitoring
- Coordination with vendors
- Microsoft Streams administration and support



Virtualization & Device Management

- Azure VDI administration and management
- AVD security enhancements
- VDI provisioning and configuration management
- Application virtualization
- Device enrolment and administration (Intune Management)
- Mobile device management and application management
- Device synchronization, clean-up
- Patching, updates and compliance management

Governance

SLA, XLA and KPI

Risk Assessment, Compliance and Policy

Evergreen Release Management

Usage and Adoption

Optional Services

On-premises to Cloud Migration

Functional Application Support

Unified Endpoint Transformation

AVD Transformation

Premium Support Services

Beyond Microsoft 365 Platform administration and support, we also offer the following additional capabilities and services:

- Application support for Power Platform (low-code No-code platforms) and SharePoint.
- Proactive monitoring and notifications for custom components and templates for Microsoft Teams based custom apps.
- Centre of Excellence for Microsoft 365 Governance, GenAI Prompt Engineering, Microsoft 365 Copilot usage etc.
- Plugins for Zero Service Desk to enable service request automation, handling inquiries by leveraging GenAI capabilities.
- Guidance and support with Proofs of Concepts on supported technologies.
- Factory development model with the ability to ramp up or down, as per demand for low-code, no-code apps.
- Technical assistance for end user adoption activities with FAQs, training material and so on.

TCS goes beyond operations support by being a partner of choice helping organizations with their digital transformation, cloud migration as well as adoption of new services such as Microsoft Viva or Low-code No-code platforms. Our engineers are full-stack ready and can do both dev and ops.

The Microsoft Business Unit (MBU) is a part of TCS' AI.Cloud unit. AI.Cloud brings together TCS' three hyperscaler dedicated cloud units – MBU, AWS, and Google Cloud. The unit focuses on cloud migration, composite data foundation, application modernization, workplace transformation and edge to cloud, coupled with AI adoption frameworks. Its catalog of GenAI use cases continues to expand across all industry segments.

The TCS Advantage



Leader in the Everest Group Digital Workplace Services PEAK Matrix® Assessment 2023 for North America and Europe.



Proven experience in managing Microsoft Suite of products and services for customers globally.



A Microsoft Premier Outsourcing and Microsoft Gold Certified Partner, with priority support from Microsoft.



Our **17 Microsoft advanced specializations**, set a new record within Microsoft's Cloud Partner program.



Leader in the ISG Provider Lens™ Future of Work (Workplace) – Services 2023 for US, UK and Australia.

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 55 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 608,000 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$27.9 billion in the fiscal year ended March 31, 2023, and is listed on the BSE and the NSE in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com.

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