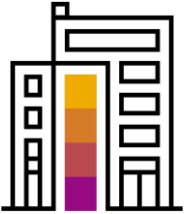




SAP® Innovation Awards 2020 Entry Pitch Deck

Unlock business outcomes with TCS' Machine First Delivery Model™
for SAP S/4HANA

Tata Consultancy Services



Company Information

Headquarters	India
Industry	Information technology consulting company
Web site	https://www.tcs.com/

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 the last 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This 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 450,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$20.9 billion in the fiscal year ended March 31, 2019, and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) 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 Dow Jones Sustainability Index (DJSI), MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit us at www.tcs.com.

Unlock business outcomes with TCS' Machine First Delivery Model™ for SAP S/4HANA

Tata Consultancy Services

Challenge

With the advent of new era of artificial intelligence, enterprise needs to transcend traditional boundaries and aims to be an Intelligent Enterprise with digital core as SAP S/4HANA integrated with latest technologies. On one hand there is deadline to move on SAP S/4HANA by 2025 and other hand customers are facing several challenges for SAP S/4HANA adoption journey, mainly what is business case or business value of SAP S/4HANA led transformation, how to optimize time to market, SI' capability to address SAP S/4HANA product suite which helps in elevating experience for all stakeholders beyond imagination

Solution

TCS' Machine First Delivery Model™ (MFDM™), an innovative operating model orchestrated to accelerate adoption of SAP S/4HANA and embarking customers on journey of Intelligent Enterprise leveraging latest technologies and TCS' transformation services, products, platforms, industry solutions and innovative solutions. TCS navigates customers on SAP S/4HANA journey aligned to their business goals with unique SAP S/4HANA offerings like fixed price conversation factory and outcome based service delivery model.

Outcome

Securing customers' success for SAP S/4HANA led business transformation and their journey towards Intelligent Enterprise. Key outcomes include: Predictive & Re-imagined Next Gen Business Operations, Empowering to lead Industry Disruption, Experience Touchless IT Operations, Experience Innovation, Faster Value Realization, and Optimized Time to Market

40%

Faster Time to Market for
Greenfield & Brownfield
Implementations

800+

SAP S/4HANA Tools,
Accelerators, Best Practices &
Industry Solutions

**Up to
40%**

Efforts elimination for IT &
Business Operations in
SAP S/4HANA Run

A robotic hand, primarily white with blue and black joints, is shown holding a glowing yellow sphere. The background is a dark blue field filled with intricate, glowing circuit patterns in green and blue. A semi-transparent purple rectangular box is positioned on the left side of the image, containing the text.

TCS customers' journey towards SAP S/4HANA led Intelligent Enterprise

TCS' Machine First Delivery Model™ enabling customers for SAP S/4HANA led Intelligent Enterprise



Transform, Run & Perpetual Transformation

TCS' Integrated Delivery Framework for SAP S/4HANA

Uniquely blended platform integrating SAP S/4HANA
Services, Offerings, Solutions, Industry Expertise, Products,
Platforms, Methodology, Tools & Accelerators

Technology & Advisory led Perpetual Business Transformation



Accelerated Time to Market by 40%

Transforming an Enterprise into “Intelligent Enterprise”



Data Mining & Value Discovery

Opening business process “Black Box” with TCS’ Intelligent Analytics Solutions, **unlocking growth potential with SAP S/4HANA**

SAP S/4HANA value discovery with TCS' Advisory Services including tools driven Assessment, accelerators driven rapid PoC, and tool based Roadmap & Planning



Finance | Human Capital
| Supply Chain |
Customer Experience



Value-based Business Case



Touchless IT Operations

TCS' customers' on ECC having **touch-less IT operations with conversational AI, iRPA & Cognitive bots**, experiencing IT operation transformation

Empowers humans to focus on critical business functions

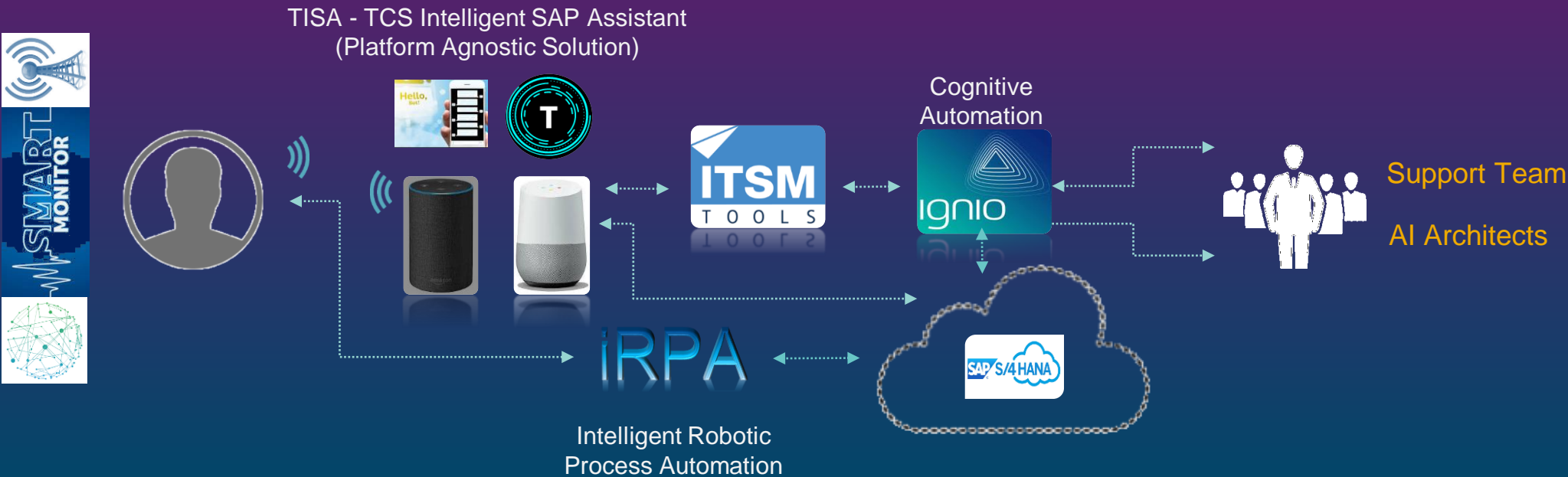


Eliminates up-to 40% of
business & IT efforts



Enabling Touchless IT Operations

- IT Needs**
- Transactions / Queries
 - SRs /Issues / Problem
 - Reports



TISA – TCS Intelligent SAP Assistant
Your smart companion enabling toucless operations

Intelligent | Agile | Secure
100+ Pre-built bots

... leveraging **SAP Conversational AI, SAP Leonardo Machine Learning, SCP & Services**



Ignio™ SAP Ops
TCS' AI Platform for Cognitive Automation
Learn | Resolve | Prevent
500+ Pre-built SAP Skills | Self-learn & Self-heal

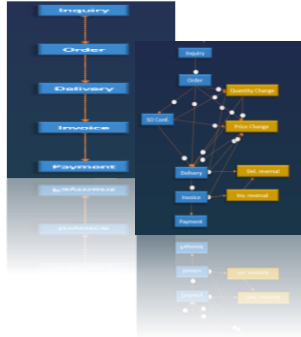


Intelligent bots on **SAP Cloud Platform**
TCS' portfolio of 50+ bots



Data Mining & Value Discovery leading to SAP S/4HANA led business transformation

Disparity between Expectation v/s Reality

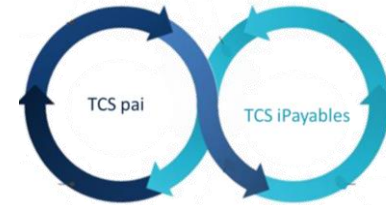


Proactive mining of data to unlock the black box for process insights

Data Mining
Visualize Process | Strategic Insights for Transformation



Analyzing business critical data to provide intelligent business insights unleashing the growth potential



Augmented Analytics
Predictive insights augmenting users' decisions



Optimizing Business Operations : Discovering Anomalies | Challenges | Intelligent Insights

Provide strategic insights, strengthening the foundation for SAP S/4HANA Transformation



TCS pai – Process Analyzer & Insights

Optimizing business process to lay foundation for transformation

Analyze | Transform | Grow

... leveraging SAP ML, Predictive Analytics & SAP Analytics Cloud, SAP SCP and services



TCS iPayables

Enabling Intelligent Insights

DPO Optimizer | P&L Simulator |
Supplier Performance Insight | Predictive Analysis

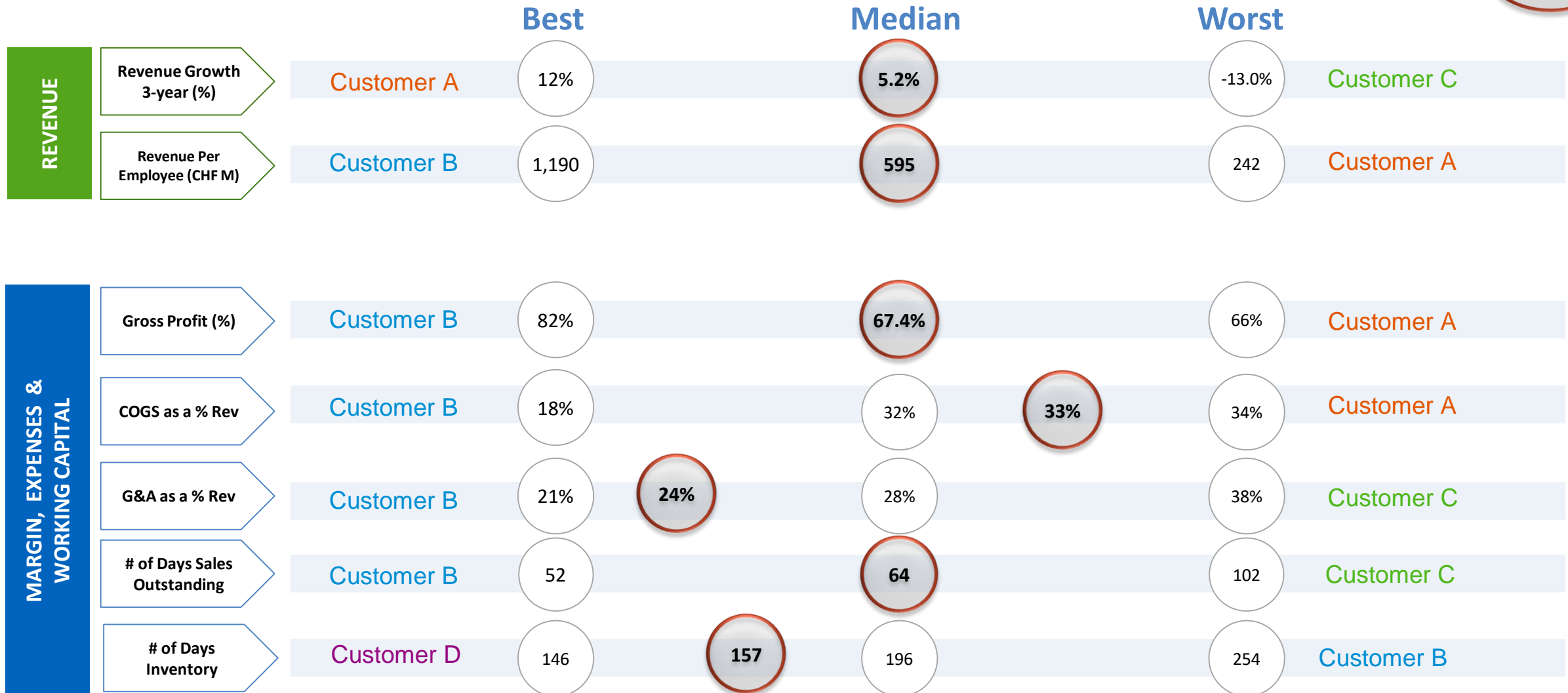
... leveraging SAP ML, Predictive Analytics & SAP Analytics Cloud, SAP SCP and services



Data Mining & Value Discovery leading to SAP S/4HANA led business transformation

Customer E

Value Discovery Example | Financial and Operational Performance





Value driven approach for SAP S/4HANA Transformation, Run & Perpetual Transformation

Products

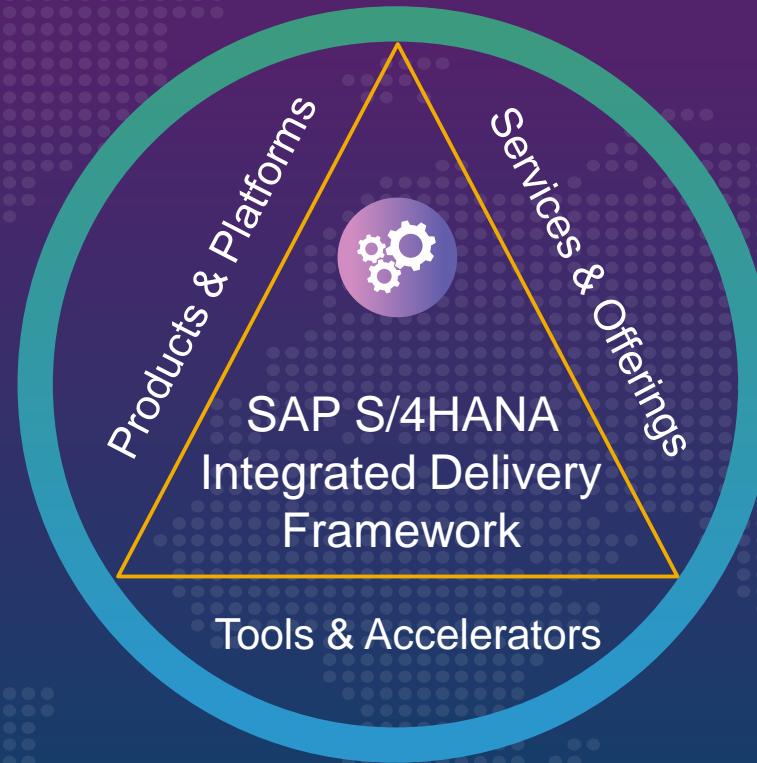
TCS Mastercraft™ | Jile™ | Quartz™ Blockchain | TAP™ | TCS Optumera™

Platforms

ignio™ | Connected Intelligent Platform

Methodology

TCS Transformation Delivery Method (TDM) | Change Management 4.0 | OCM for Value™



SAP S/4HANA E2E Services

Enterprise Advisory | Value Discovery | Transform & Scale | Next Gen Operations | Perpetual Transformation

SAP S/4HANA Offerings

Fixed price conversion factory | Outcome based SAP S/4HANA Transformation | Machine First Delivery Model (MFDM™)

Transformation Services

Analytics & Insights | IoT | Blockchain | Automation & AI | Conversational Experience

Tools:

SAP S/4HANA Transformer | TCS Simplitize Suite | TCS HANA Cloud Studio | TCS Refresh | ACE+ | DataSure | QuickConfig | FastForward | Velocity 4.0

Accelerators:

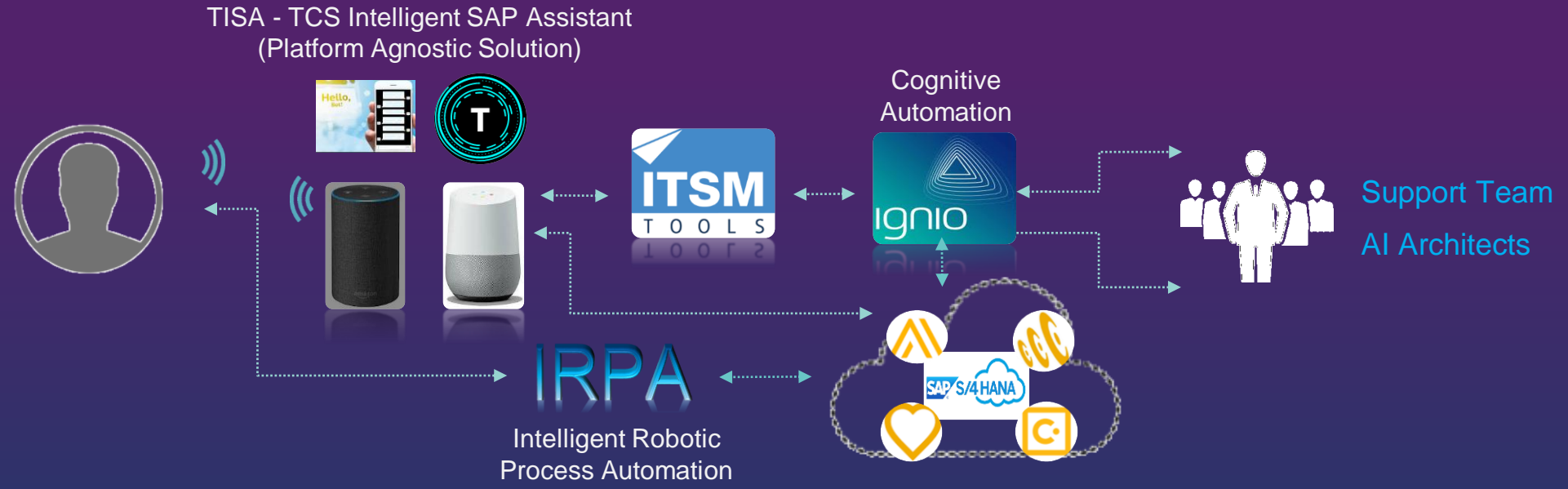
Industry Solutions & Best Practices Templates | OCM Playbooks | TCS Experience Center



Value driven approach for SAP S/4HANA Transformation, Run & Perpetual Transformation

IT Needs

- Transactions / Queries
- SRs /Issues / Problem
- Reports



Business Needs

- Process Transformation
- Digital Adoption
- Business Insights





Benefits and Outcomes

Business or Social

- **Outcome driven** business transformation
- **Smoother and faster adoption** of SAP S/4HANA with minimal business disruption
- Serving **stakeholders across the organization** – CIO, CHRO, COO, CFO, CMO, CEO
- Real-time and strategic business insights
- Industry best practices & standardized business processes
- Eliminating process inefficiencies by **80%**
- Accelerates business **growth up to 20%**
- Improved data accuracy and transparency

IT

- Faster time to Market by **40%**
- Enabling L1/L1.5 touchless & 100% elimination of human dependencies
- **Up to 35%** of elimination of human dependencies in L2 Tasks
- **92%** improvement in MTTR
- Business platform for innovation enabling Next-Gen operations
- Self service, Self diagnosis and Self healing
- Improves operational efficiency **up to 45%**
- Assurance to stay relevant by adoption of latest technologies

Human Empowerment

- Superior user experience
- Increased productivity
- Free up from routine monolithic work with machine handling routine work
- Focusing on innovation and generating higher value

.... higher business outcome and realize greater value with SAP S/4HANA

Customers on SAP S/4HANA with TCS' MFDM™

One of the largest producers and retailers of processed food products and agro commodities

One of port operator in UK

One of the india's largest conglomerate operating in Textile, Chemical and Trading Business

Leading provider of telecommunications services

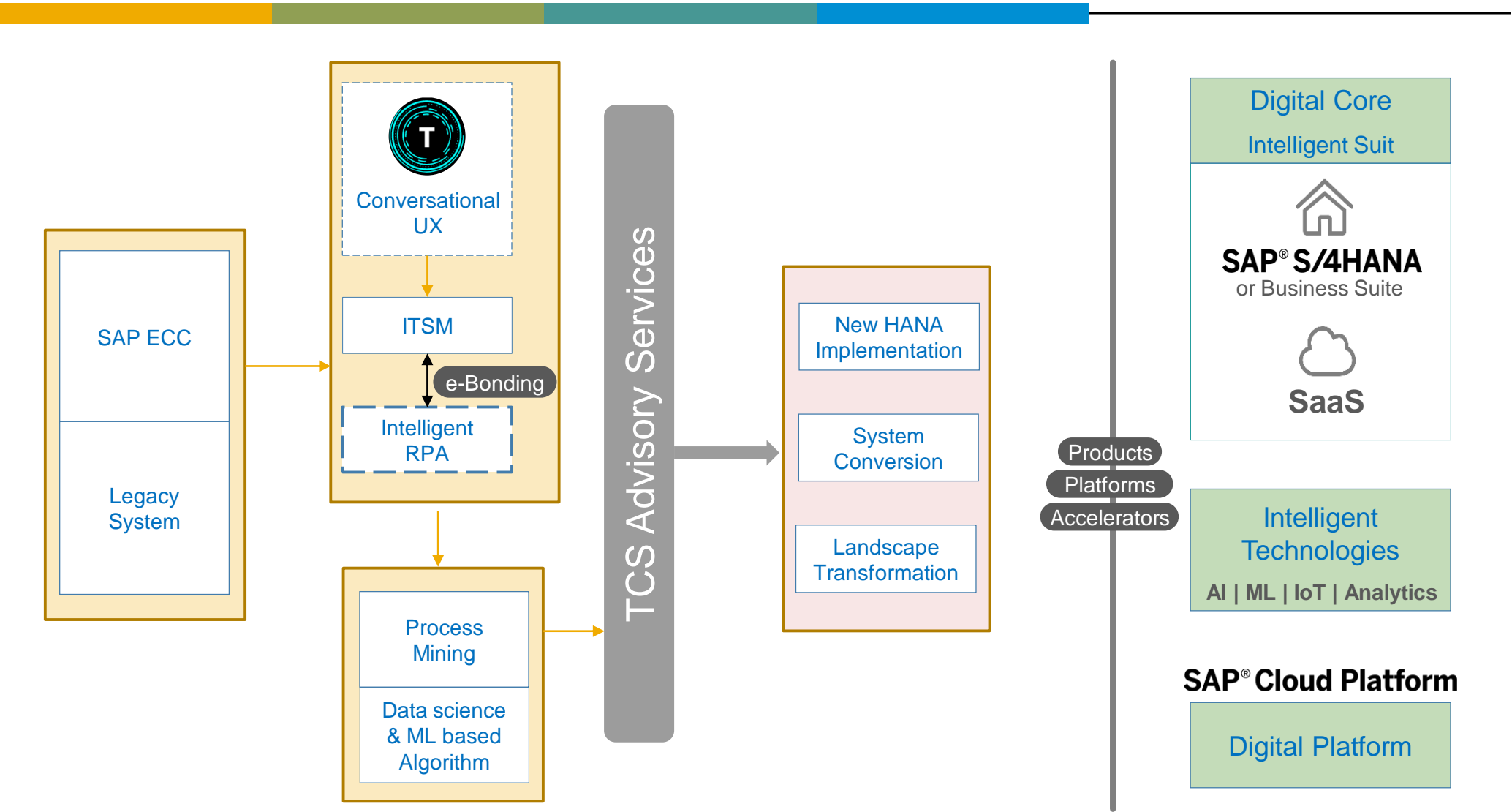
Coatings manufacturer for light and commercial vehicles, industrial, and refinish applications

North American leader in packaging industry

Indian multinational conglomerate operating in 30+ countries



Architecture





Deployment

Deployment status Live at Multiple Customers

Date **Number of users** 5000+

SAP® technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP S/4HANA	Live	Business transformation enabling Intelligent Enterprise
2			
3			
4			

5

If you have used one of SAP’s services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with ☒ one or more of the following offerings:

- ☐ SAP MaxAttention™ services
- ☐ SAP ActiveAttention offerings
- ☐ SAP Advanced Deployment service
- ☐ SAP Value Assurance program
- ☐ SAP Model Company service
- ☐ Others:
- ☐ SAP Innovation Services portfolio
- ☐ SAP Innovative Business Solutions organization

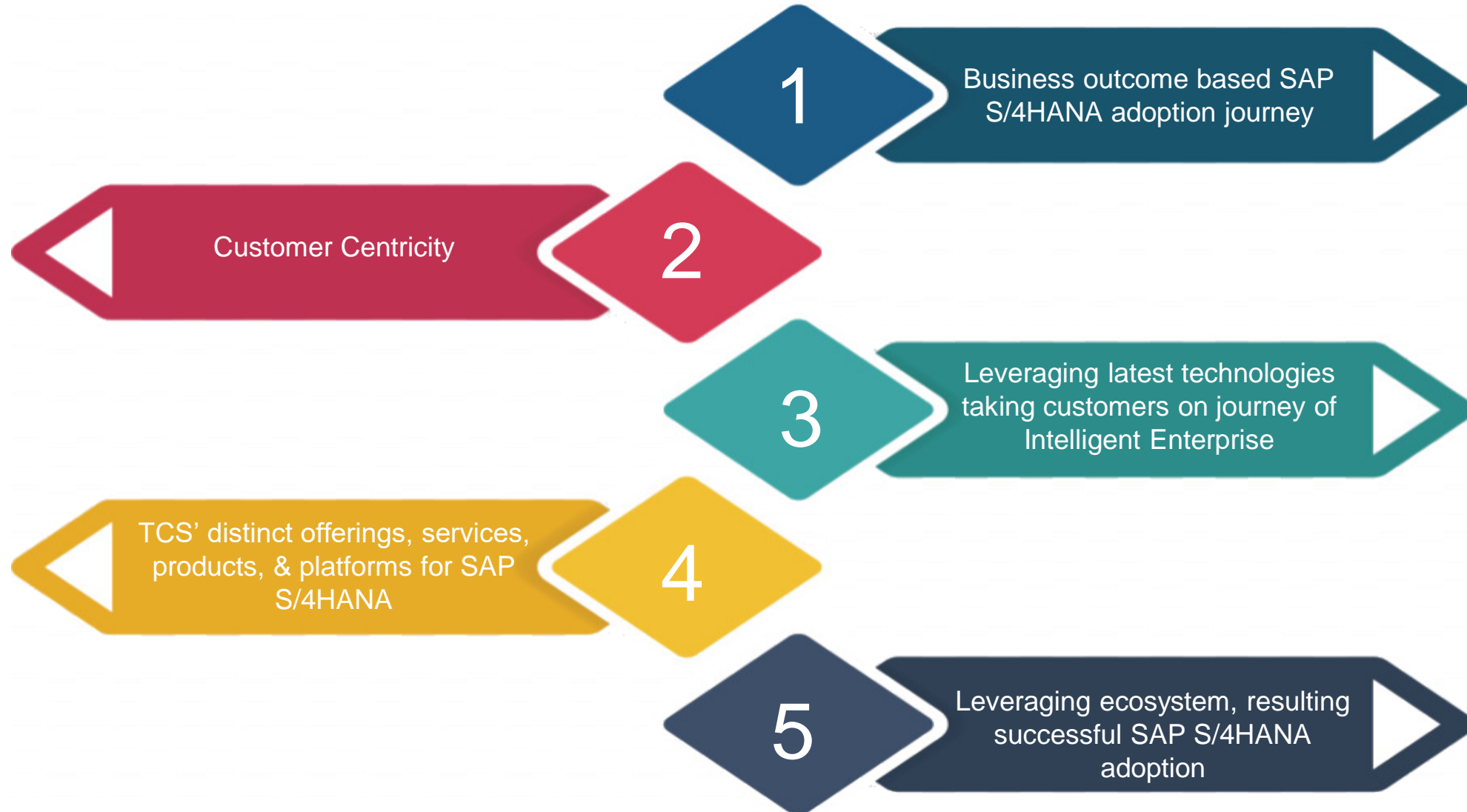


Advanced Technologies

The following **advanced technologies** were part of the project.

	Technology or use case	Yes or No	Contribution to project
1	3D printing	No	
2	Blockchain	Yes	Business transformation enabling Intelligent Enterprise
3	Internet of Things (IoT)	Yes	Business transformation enabling Intelligent Enterprise
4	Machine learning or AI	Yes	Business transformation enabling Intelligent Enterprise
5	Conversational AI	Yes	Business transformation enabling Intelligent Enterprise
6	Robotic process automation	Yes	Business transformation enabling Intelligent Enterprise
7	Data anonymization	No	
8	Augmented analytics	Yes	Business transformation enabling Intelligent Enterprise

Key take away on TCS' Machine First Delivery Model™ for SAP S/4HANA



Additional artifacts for couple of TCS' Solutions



TISA

http://bit.ly/Inbound_delivery

TCS  **pai**
Process Analyzer and Insights

<http://bit.ly/tcspaifinal>



iPayables

<http://bit.ly/tcs-ipayables-2>