

PARTNER STORIES

Tata Consultancy Services (TCS) Partner Story

TCS needed a platform to seamlessly integrate with their Program Management framework, enabling clients to scale transformations, gain insights, improve collaboration, and deliver results faster than traditional methods.

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Tata Consultancy Services (TCS) is a leader in IT services and digital transformation for over 50 years, helping the world's largest companies achieve success in a rapidly evolving digital landscape. With over 613,000 consultants in 55 countries, TCS plays a crucial role in guiding businesses through complex transformations, from cloud migrations and data analytics to AI, cybersecurity, and beyond.

Complex Transformations, Global Teams, and Big Stakes

TCS works with some of the biggest players in the game—Fortune 500 and Global 2000 companies that need to navigate massive changes like post-merger integrations, procurement overhauls, and ESG (Environmental, Social, and Governance) programs. With global teams and incredibly high stakes, these projects can get messy fast.

For years, TCS used traditional program management tools, but as transformations became more complex and time-sensitive, they knew they needed something better. They needed a platform that

could streamline processes, increase collaboration, and help teams work together seamlessly across the globe.

Together, we created an intelligent solution that TCS could roll out to their clients, empowering them to manage even the most complicated transformations with ease.

Here's how Conductor helped TCS:

- **Real-Time Collaboration:** Teams could see everything happening in real-time, allowing them to adjust, make decisions, and track progress without delay.
- **Scalability:** Whether it was a local project or a global initiative, Conductor was built to handle programs of any size and complexity.
- **Actionable Insights:** Our platform's built-in analytics gave TCS clients the data they needed to stay on track and course-correct when needed.
- **Speedy Setup:** TCS clients were up and running on Conductor in weeks (yes, weeks!), making it easy to hit the ground running.

Faster, Smarter, Better Transformations

With Conductor in place, TCS's clients started seeing results almost immediately. The efficiencies gained from real-time collaboration and scalable solutions meant their transformation programs were delivering three times the results of traditional methods (thank you, Constellation Research, for backing us up on this one!).

Here are some of the standout benefits that TCS and their clients experienced:

- **Faster Time-to-Value:** TCS clients saw real, measurable benefits from their transformation programs in weeks rather than the months (or years) they'd expected.
- **Enhanced Efficiency:** Conductor streamlined workflows and cut down on wasted time, so teams could focus on what really mattered: driving impact.
- **Global Scalability:** TCS clients were managing transformations of all sizes—from regional projects to full-scale, cross-continental programs—without breaking a sweat.
- **Cross-Industry Impact:** Whether it was a finance company navigating a merger or a retail giant revamping their procurement process, Conductor helped TCS clients in every industry achieve success.

Wrapping up

Partnering with TCS has been an exciting journey for us. Their deep expertise in digital transformation combined with our innovative orchestration technology has created a powerful tool for driving transformational success. Together, we've reimagined how large-scale programs are managed, and we're helping businesses around the globe orchestrate their most critical transitions with ease.

The results speak for themselves, but we're just getting started. As businesses continue to face increasingly complex transformations, TCS and Conductor will be there to help them achieve success faster, smarter, and better than ever.

Frequently asked questions

How does a global IT services firm manage transformation programs across many clients?

By running client programs on a platform that fits its own program management framework. TCS, with more than 613,000 consultants in 55 countries, needed something beyond traditional program management tools as client transformations grew more complex and time-sensitive. Conductor gave its Fortune 500 and Global 2000 clients real-time collaboration, scalability, and built-in analytics under the TCS methodology.

How long does it take to get a transformation program running on a new platform?

Weeks. TCS clients were up and running on Conductor in weeks, and began seeing measurable benefits from their transformation programs in weeks rather than the months or years they had planned for. Fast setup matters because momentum and early wins are what secure sponsorship for the rest of the program.

How much better do transformation programs perform on an orchestration platform?

Roughly three times the results of traditional methods, according to Constellation Research's assessment of programs run on Conductor. The gains TCS's clients reported came from real-time collaboration, streamlined workflows, and the ability to course-correct on live data rather than after a reporting cycle.

What kinds of programs do IT services firms run on Conductor?

Post-merger integrations, procurement overhauls, and ESG programs are the three TCS cites, spanning industries from a finance company navigating a merger to a retailer revamping procurement. What they share is many parallel workstreams, global teams, and high stakes, which is where the platform's scalability and shared visibility matter most.

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