Impacted stakeholders:

TSC delivery team – adapt to the proposed changes and be agile to change

Client – understand and agree and support the proposed changes

Account TCS leadership team – lead the change and support via change management

TCS LS BSP SME team – walk with the account team in delivery, training, strategic support

TCS LS BSP leadership team – support the implementation via top – down approach

HR – hire, on board, retain the impacted via change management

Create a project strategic implementation business plan focusing on the following:

* Identify the key priorities / focus areas for the function
* Have an understanding of the competition and have a competitive analysis done including the share of volume by scope of work and RnD deliverables with the competition
* Understand and develop the TCS Wallet share - opportunity assessment - identify the scalability and capacity model
* Work on the following strategy:
  + Protect and grow delivery
  + Encounter and grow delivery
* Have a functional growth strategy / plan (30-60-90 day plan)
* Discuss investment/support required
* Have the gross margin and revenue projections for the agreement of all the stake holders
* Have a development road-map

Basis this plan, there was some discomfort/ acceptance and challenges which needed to be discussed and an agreeable solution had to be developed.