Abid Ali Z Neemuchwala (Abid) is the Global Head for Tata Consultancy Services’ (TCS) BPO. He is also a Director on the board of TCS eServe Limited. He is responsible for growing the business by building and executing on TCS’ BPO strategy. TCS BPO is focused on managing & executing business functions for customers. TCS’ deep domain expertise helps deliver core business processing across industries, analytics & insights in addition to the support processes such as accounting, HR and supply chain management.

Abid also heads the Process Excellence Group (PEG) which focuses on TCS internal processes to deliver value to its stakeholders and enables TCS clients across the globe to Experience Certainty and One Global Service Standard.

In TCS for almost 20 years, Abid has been involved in setting up relationships with various customers for TCS and has been executive sponsor for a number of key clients of TCS. Prior to his current role, Abid was Vice President of Global Delivery and Services for North America, and implemented the Global Network Delivery model for US clients. Previously, as the General Manager for India West between 2004 and 2007, Abid headed and expanded operations in Mumbai, Pune and Gujarat. Earlier he managed TCS’ operations as Regional Manager for the Midwest US and in Japan.

Abid completed his Masters in Industrial Management from IIT, Mumbai after his Bachelor of Engineering in Electronics and Communication from National Institute of Technology, Raipur, India. He has been a Certified Software Quality Analyst and a Certified Six Sigma Green Belt as well.
The Man Behind the Mask

- **First job:** When I was in college wrote a program for a chemical company in Borland C++ for 3,000 rupees - three friends shared 1000 each and this was converting a formula in a chemical engineering text book to calculate height of chimney into a computer program that asks all the relevant questions and gives the output as height of chimney.
- **Leadership style:** Collaborative
- **Quote used Most often:** He who knows and knows that he knows is a wise person, follow him; He who knows and knows not that he knows is asleep, awake him; he who knows-not and knows that he knows-not is human, help him; he who knows-not and knows-not that he knows-not is a fool, leave him.
- **Big ambition:** To play chess with Viswanathan Anand
- **Little known indulgence:** Slipping out for a walk alone on the streets when I visit a city for the first time to "feel" the city.
- **Bugbear:** those 10 extra pounds that I carry
- **When not working:** reading - news, magazines and fiction
- **Fav tech toys:** Playing tennis on a Wii
- **Stress buster:** listening to the adventures in the day of my little bundle of joy (7 year old daughter)
- **One childhood dream that is still unfulfilled:** to fly a plane
- **Three must haves if you were marooned on an island:** food, food, food - can't think of anything else when I am hungry.
- **Messiah moment:** meeting with differently-abled children at the Taj as part of TCS Maitree event and learning about them and their abilities

About TCS BPO

Tata Consultancy Services (TCS) is an IT services, business solutions and outsourcing organization that delivers real results to global businesses, ensuring a level of certainty no other firm can match. TCS offers an integrated portfolio of IT and IT-enabled services delivered through its unique Global Network Delivery™ Model, recognized as the benchmark of excellence.

TCS’ Business Process Services include managing & executing business functions. TCS’ deep domain expertise helps deliver core business processing across industries, analytics & insights and support processes such as accounting, HR and supply chain management. TCS is unique in its ability to deliver customer value beyond SG&A processes and help customers not only reduce their cost of revenue (COGS) but also identify new revenue streams.

TCS Partners with customers to accelerate co-transformation, and generates business value for customers through delivery excellence, risk management and through innovative models such as Platform BPO which delivers process as a service.

A part of the Tata Group, India’s largest industrial conglomerate, TCS has over 198,000 of the world's best consultants in 42 countries. The Company generated consolidated revenues of over US $8.2 billion for fiscal year ended 31 March 2011. TCS is listed on the National Stock Exchange and Bombay Stock Exchange in India.

TCS has more than 33,000 employees delivering business process services across 175+ customers, contributing to 11.3% of TCS revenues. TCS has been ranked as the #2 India Heritage Business Process
Services Provider in 2010 by NASSCOM & Dataquest. For more information, visit us at www.tcs.com/bpo or write to us at bpo.imo@tcs.com