

Document Management Solution



How can your enterprise create, retain and share critical business information and use it to get an edge over competitors? Today, with 80% of business information still stored in paper format, retrieving it can be an aggravating experience. Documents can often get lost or misplaced, or destroyed during a disaster as there is rarely a back up. To overcome all these contingencies, how can you get a centralised and organised knowledge repository?

At Tata Consultancy Services (TCS), we offer our on-demand iON Document Management Solution (DMS) to help you manage your information in the best possible way. This user-friendly, affordable and efficient web solution helps create a centrally-managed knowledge bank, which is easy-to-use and secure.

Overview

The iON Document Management Solution has been designed to help you store and maintain the knowledge created within the organisation. Users can have access privilege to documents, which ensures information security. Its ease of retrieval encourages team work and knowledge-sharing increases your organisation's ability to respond to client demands. This solution can expand in terms of features and storage size and has a quick search facility that makes it easy to look through an extensive knowledge base in a short time. It also has other features that make it ideal for your enterprise.

- It is web-based and can be deployed right away;
- It has an inbuilt lighter version which we call as DMS Lite. It is a wrapper on top of the existing DMS. It provides an easy to use interface for uploading, searching and downloading files;
- DMS is easy-to-use and expands, in accordance with your needs;
- Supports customised knowledge domains for public and private authorised usage;
- Has a simple storage and retrieval facility, based on attributes and full text searching, to help users navigate large sets of information;
- Has a chat facility to let users interact in real-time with the owner of the document;
- Is highly secure and supports creation of individual accounts or user groups with access privilege;
- Can be used in the offline mode;
- Offers higher file size support;
- Maintains versions and audit trail of documents;
- Has approval workflow that can be configured and identifies stages such as reviewed, approved, published, archived and retired and also enables tracking of versions and renditions;
- Provides Internationalization Support – Display of labels within the application can be tailored based on the locale information available in user sessions;
- Allows embedding document link into an email that can be sent across to any email id;
- Offers support for parsing various document types (MS-Office/Open Office etc) thereby allowing one to search documents based on its content;
- Allows grouping of attributes - logically group the common and specific attributes under meaningful categories;
- Allows ordering of attributes - manage sequencing of attributes in artifact upload screen;
- Provides attributes audit trail- view complete audit trail for the attributes. This helps in tracking the changes made to the attribute values by different users;
- Integrated with Workflow builder to digitize any complex business process;
- Subscribe for email notifications to get emails on important events like document upload, document edit, document download and document delete;
- Supports configuring attributes which are of dependent nature;
- Gives a cube view of artifacts - right click on the tree view in the left and organize the documents based on the attributes. This enables faster searching of required documents.

Benefits

With our Document Management Solution, you can:

- Create an information repository that enables efficient upload, approval workflow configuration and instantaneous retrieval of business information; this helps make informed decisions and enhances collaboration;
- Offer anywhere, anytime access;
- Provide better and faster customer service;
- Save real estate expenses as soft copies take up a fraction of the space than hard copies do;
- Go green: save paper and reduce your carbon footprint;
- Better compliance and adherence to regulatory norms;
- Save courier/ dispatch costs across locations.

Why iON

iON provides comprehensive solutions that address varied IT requirements. From network to ERP, iON is offered as a single service, in a pay-per-use model, allowing you to leverage the solution's true potential. iON ensures integration of all processes along with ease of use.

iON promises:

- **High performance in normal broadband;**
- **Stringent security and data privacy;**
- **Guaranteed availability (99 per cent uptime);**
- **Disaster recovery;**
- **Reduced need for IT staff.**

iON, therefore, manages your processes while you use the software. You gain from:

Integrated solutions

We ensure that all your solutions are connected. For example, if you are using a CRM along with an ERP, and have a document management system to organise your files, we ensure that these solutions are connected and work as one. So for you, it is simply IT and not applications.

Increased agility

We bring in the agility to keep pace with changing processes or a new line of business. We help you configure the processes to work differently or simply choose new practices recommended by the software. Our activation system flags on best practices while the system is running. As you pick and choose, we give you more options to choose from.

A pay-as-you-use model

This model eliminates capital investment as we provide the IT infrastructure and software on rent. You pay as you use and only for the number of users who actually use the software. The rent is charged monthly. Typically, the cumulative rental for three years is equal to the capital cost of acquiring similar or lesser software with one-time payment. Usually, the ROI exceeds rental within three months, when best practices are well followed. The rental includes maintenance and training, with no hidden costs.

Personalised solutions

Although this is a cloud service, the software is configurable to each business. You will always get the flavour of your own business by picking and choosing what processes you would need.

Automatic upgrades

We continuously invest in our solutions to ensure best practices. We enrich the software based on user feedback and business and statutory changes. We ensure the upgrade without disrupting the user.



TATA CONSULTANCY SERVICES

Hardware + Network + Software + Services

About iON

iON is Tata Consultancy Services' strategic unit for Small and Medium Business. iON provides end - to - end business solutions to the SMB segment, the growth engine of the economy. iON caters to the needs of multiple industry segments with best practices gained through TCS' global experience, domestic market reach, skills, know-how and delivery capabilities.

For more information, visit us at www.tcsion.com

Contact

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

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