

Intranet Management Solution



Organisations today, face the challenge of integrating people, processes and technologies. The need of the hour is for a platform that can deploy standardised, internal processes and offer an integrated business network. Organisations also look for a network that enables people to work together, exchange ideas, solve problems and share vital information.

At Tata Consultancy Services (TCS), our on-demand iON Intranet Management Solution brings an automated platform that integrates your entire organisation in real-time, through the Web. Connecting every single geographically distributed employee, the solution provides a platform to communicate and collaborate swiftly, effectively and consistently.

Overview

Our iON Intranet Management Solution provides a range of real-time communication and collaboration solutions, which connect people through a secure, online environment. The solution supports efficient interaction and assists in knowledge sharing, ideation, innovation and problem-solving through the following features:

- **Webpublisher.** Helps manage the contents of your website surrounding the full cycle of content creation, review, approval and publishing;
- **Discussion forum.** Provides a centralised, online area for ideation and sharing information and feedback on important and critical business decisions;
- **Blog.** A collaborative space to comment, learn and explore topics of interest;
- **Mass mail.** For personalising email newsletters, business announcements and marketing emails;
- **Newsletter.** Provides subscribers with personalised, relevant and dynamic content;
- **Opinion Poll.** A solution especially developed for the survey of public opinion from a particular group of people;
- **E-Cards.** Users can send personalised greeting cards through e-mail;
- **Help Desk.** Provides a platform for associates to report organisational problems and raise requests for organisational environment changes;
- **HelpAssistant.** Single place to access help documentation of all the iON solutions;
- **AskiON.** A solution where users can post their queries to the iON help desk team ;
- **Idefix.** A social platform that allows tapping into the collective wisdom of the organisation, thus capturing ideas;
- **JustAsk.** An intelligent knowledge-sharing and problem-solving tool with routing capability to identified subject matter experts.

Benefits

Our iON Intranet Management Solution makes a difference to your enterprise, by:

- Bringing a team-based approach towards problem-solving;
- Fostering a culture of ideation and innovation;
- Increasing employee satisfaction and motivation;
- Enabling faster decision-making;
- Facilitating effective opinion sharing and survey management.

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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