

# Messaging Solution



How do you keep employees connected across locations? How do you enable them to communicate and collaborate across multiple geographies, without increasing costs? People and their knowledge are your organization's most valuable assets. Hence, while there is a need to harness this, there is also the need to give them immediate access to the information they need – anytime, anywhere.

To help you do this easily and efficiently, we at Tata Consultancy Services (TCS), bring you our on-demand iON Messaging Solution. Our Internet-based solution helps people communicate and collaborate within an organization.

## Overview

A workforce spread across multiple locations is common today. However it brings to the fore a challenge: ensuring that employees communicate and collaborate to use their collective knowledge for the enterprise's success.

Facilitating this within your enterprise, our solution enables you to be connected anytime, anywhere for communication and collaboration, linking geographically distributed employees in real time. The solution's feature-rich, highly secure and reliable email and collaborative tools enable employees to be more responsive to urgent issues. Further, employees are able to exchange ideas and arrive at business decisions rapidly, enabling you to reduce communication and travel expenses.

Our innovative solution provides you with:

- Access from anywhere over the Internet through web mail and email clients like Outlook, Thunderbird, Zimbra Desktop, etc;
- Compatibility with HTTP, POP3 and IMAP protocols with SSL (secure channel).
- A robust security model with anti-spam and anti virus features to protect your mail information.
- Perform advanced searches or set rule to filter mail communication.
- A simplified user experience with a single-point access to email, calendars, contacts and effective search and retrieval option.

## Benefits

Created to address the communication challenges of modern enterprises, the iON Messaging Solution delivers value in multiple ways. We help you:

- Provide access to an expanded professional network to get information quickly, execute tasks faster and increase productivity;
- Ensure compliance and regulatory adherence;
- Drive down communication and travel expenses;
- Reduce your Total Cost of Ownership (TCO) with minimal investments in IT infrastructure;
- Enhance your 'green' initiatives by enabling you to save energy and reduce your carbon footprint.

## 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](http://www.tcsion.com)

### **Contact**

*To know more about the iON Messaging Solution,*

*Toll Free Number 1800 209 6030*

*Email [ion.salessupport@tcs.com](mailto:ion.salessupport@tcs.com)*

### **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](http://www.tcs.com)

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