

# Professional Virtual Community Solution (PVC)



Advances in Internet technology have stimulated the rise of social communities. These communities have emerged as new organizational arrangements aimed at promoting knowledge development, value creation and social welfare. They provide an environment for professionals to share knowledge with regard to work culture, problem perceptions and solving techniques, professional values and behavior. Such communities also contribute to the educational process by extending the ecosystem and providing a platform for collaborative learning. They create new social-relationships, behavioral patterns, and new ways of sharing and creating knowledge.

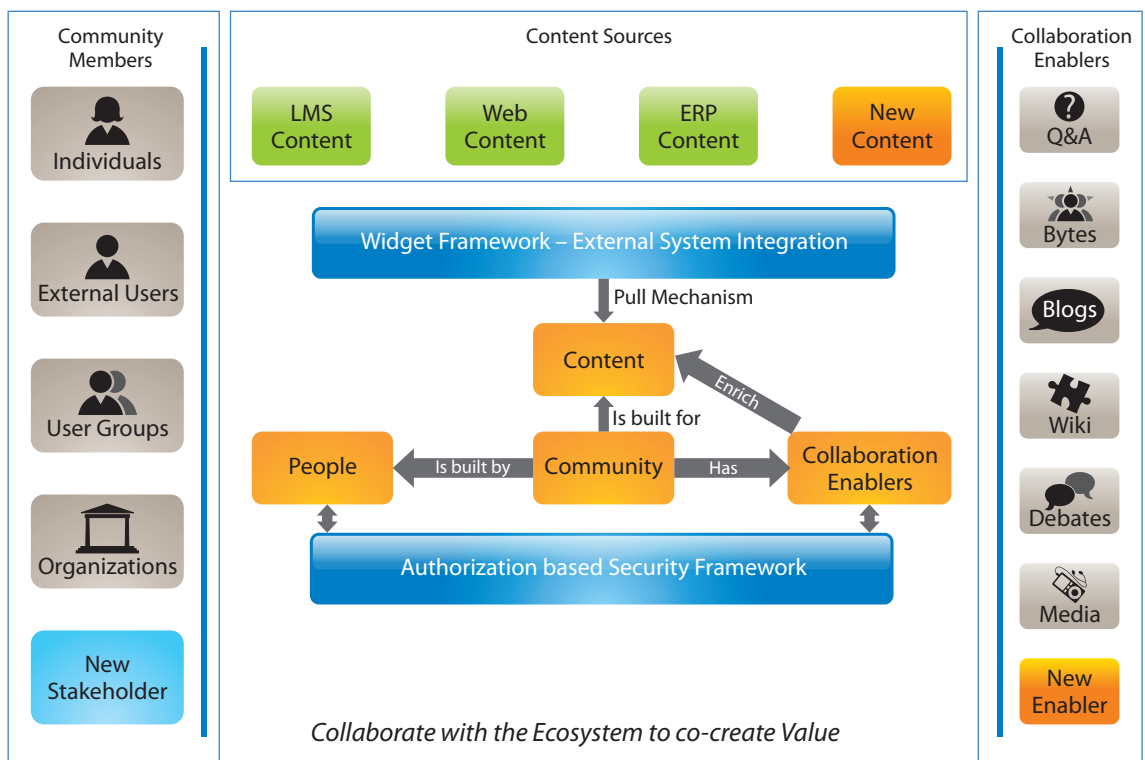
We, at Tata Consultancy Services (TCS), offer our iON Professional Virtual Community (PVC) Solution that has been conceptualized and designed to enable stakeholders within and outside the education ecosystem to interact among themselves. The solution is complemented by Learning Management System (LMS) components that facilitate extension of classrooms to the web and provide a common place for participants to collaborate, thus facilitating collaborative learning.

## Overview

The fast progress of information and communication infrastructure has offered new possibilities for knowledge creation and sharing within organizations through the emergence of collaborative networks such as virtual communities. While the Internet has reduced geographical, organizational and temporal boundaries, you need a platform that ensures collaboration with a high degree of security. Such a solution also fosters cross organizational/ institutional information-sharing and allows anytime, anywhere access.

Educational institutions leverage our Professional Virtual Community Solution to enable stakeholders within and outside the education ecosystem to interact among themselves. The solution leads to a collaborative pedagogical model to enrich participatory learning, which is a paradigm shift from traditional 'one-to-many' methods of learning. Apart from allowing participants to deepen their knowledge by interacting on a continuous basis, the solution brings in high standards of professional knowledge to create value for the community through reliable services or innovation.

Our solution has a widget-based framework for announcements, notice boards, etc. The offering is enhanced with features that allow separate user-profiles and personalization options for each member, logs and report abuse options to monitor member contributions and capabilities to invite external users and accept or reject these invitations. The iON PVC solution is further supported by Learning Management System (LMS) components that enable classrooms to be extended to the web. These components provide a common place for participants to collaborate, attend courses, read course content, assign and collect assignments, undergo assessments, and collaborate with trainers and with each other.



### iON PVC Solution Overview

### Benefits

The iON PVC Solution uses communities as drivers to enable innovation and cooperation among stakeholders. The solution deploys a standard set of collaboration enablers like blog, bytes, debates, ideas, Q & A, Wiki and Media (Files) through a suite of applications, components and widgets using a shared-services hosted platform. The solution supports knowledge management and collaboration as a product and brings you benefits such as:

- Attacking a fundamental flaw in the pedagogy today where students are not able to learn outside campus boundaries by living in the social world
- Facilitating interdisciplinary knowledge sharing
- Overcoming the inadequate quality of academic instructors that restrict the ability of an institution to scale up
- Leveraging the comfort of students in the social world as digital natives effectively, during their interactions with digital immigrants
- Increasing the ability of institutions to interact and collaborate with industry and external experts from academia, on a regular basis



An iON PVC Community Snapshot

Community Design	Collaboration	Personalization
My Communities	Write Blogposts	Bookmark Posts
Recent Activities Stream	Create Articles in Wiki	User Profile
Featured Posts	Microblog using Bytes	Mail Alerts - Comments/Mentions/Invitation s/Requests
Community Users	Share Ideas	Status Updates
Announcements	Ask Questions	
Bytes Stream	Debate over Topics	<b>User Groups</b>
Message box	Share Files	Join User Group
Access to ERP	Comments	Collaborate with User Group
Indexed Search	Cross Link Posts	<b>Community Moderation</b>
	Vote on Idea	Configure User permissions
	Vote on Comments	Set Criteria for Membership
	Report Abuse	Remove Reported Posts
	Flexible Share levels	Managed Featured Posts
	Categorize/Tag Posts	Moderate Posts
	Versionable Articles	<b>Community Management</b>
		Choose Community Administrator/Moderators
		Accept/Reject Membership Requests
		Send Membership invitations
		Manage User Groups
		Set Community Profile
		Track Community usage
		Set Community visibility

**iON PVC Solution Functionalities**

## 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 Professional Virtual Community Solution (PVC)*

*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)

**IT Services**  
**Business Solutions**  
**Outsourcing**