

Reward and Recognition Solution



In today's competitive global market, organizations face escalating demands to attract, retain and develop high-potential and high-performing talent. According to a recent Gallup poll, 80 per cent of surveyed employees responded that praise and recognition motivate them to work better. With motivation as the crux of good performance, reward and recognition programmes are fast becoming an important tool to enhance employee satisfaction, in a cost-effective manner.

To energise your team and create a motivating work environment, we, at Tata Consultancy Services (TCS), bring you our iON Reward and Recognition (R&R) Solution. We help you digitise the reward and recognition needs of your organization and provide a platform to recognise achievements or accomplishments that contribute to the overall objectives of the enterprise.

Overview

With employees being the driving force of successful organizations, it is vital for enterprises to attract, motivate and retain the staff, to reap the benefits of increased productivity. While pre-designed R&R programmes help accomplish that, it is imperative to focus on the unique business challenges and strategic goals of your organization to create a truly successful R&R programme.

Our iON Reward and Recognition Solution is designed to encourage employees to make a performance difference, either individually or as a team. We provide a comprehensive range of communication, collaboration and cataloging applications, which integrate R&R programmes, nominations, approval workflows, vendor catalogues, redemptions and reports. By digitising your R&R needs comprehensively in real time, through the Web, you are connected with all geographically distributed employees and their achievements.

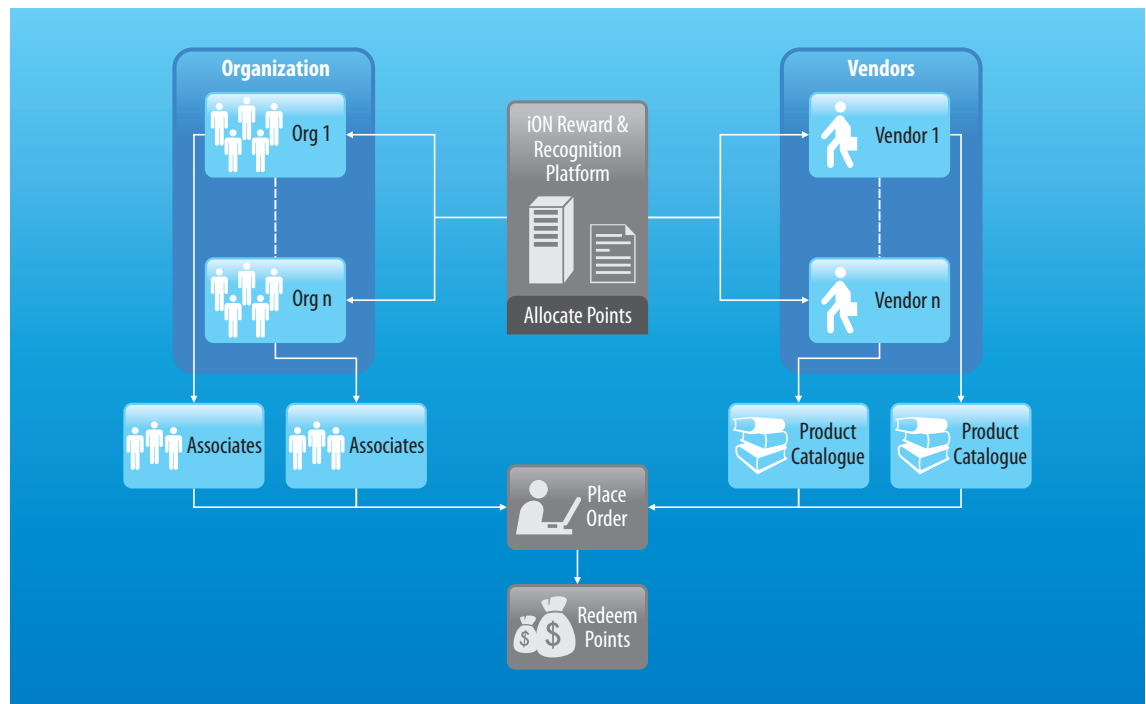
While facilitating customisation, our online solution has a multitude of features that make employee recognition an effective and hassle-free process. This includes:

- An 'allocate points' feature, available to the Customer organization;
- A 'products-to-points mapping' feature for the organization and Vendor organization, which enables different points systems for various organizations, for the same set of products;
- A 'redeem points' feature, which allows the end-user to redeem points into tangible products, as per recognition or allocation;
- An 'efficient order cancellation' feature, which reallocates points to the employee's account;
- A 'my profile' view to capture points summary, customer and shipment details of recent orders at the associate level;
- 'Alerts and notifications' about new product arrivals and best sellers in the Redeem Point Module;
- Real-time reporting of points issued, points redeemed and points pending redemption at an associate/ organization/ vendor level;
- Contact Us facilitates a quick feedback from the customer. It is a single consolidated Helpdesk for various support functions within the application. Different Support Areas are available under different Support Group Services. Problems can be parameterised at a category and sub category level against the support area in the Category management module. Email alerts and notifications can be defined at the specific support level;
- 'Product catalog management' with the ability to search, edit and create new product categories. Order Management feature is to facilitate the vendor to mark an order as Process ,Cancel, Hold or Dispatch. The Request Management module enables the admin user of the customer organization to approve or

reject the order. Cancellations / alterations are raised by the vendor. Appropriate re-crediting of points happen into the User's account on the approval of any cancellation raised against an order.

The iON Reward and Recognition Solution also has the following modules:

- The Nomination Process module is a workflow-enabled module and allows the user to nominate an employee for an award. Points get credited once the nomination is approved and the nominee uses the credited points for redeeming products.
- The Appreciation module is workflow-enabled and allows the user to appreciate an individual or team. An appreciation mail is sent at the final approval.
- Award Master allows the creation of award category, sub-category and award. This module defines templates for different awards and assigns points to each created award.
- Role Tracker defines administrative roles in an organization, tagging employees to each role.
- The Worklist module displays the workflow actions that the end user has to execute. All the award nomination and appreciation workflows are shown through this module.



An overview of our solution

Benefits

The successful deployment of our solution yields long-lasting benefits such as:

Increased employee motivation. Our solution helps you enhance employee engagement and job satisfaction, thus creating a motivating workplace and increasing employee efficiency and productivity.

Superior talent. We provide an effective solution that helps you attract talent and knowledge, while retaining critical and high-quality employees.

Wide product range. We maximise your rewards programme by providing your employees with a wider range of products and deals, to redeem their online points.

Ease of administration. Our online solution ensures that there are no administrative hassles, records, and other paperwork, while sorting the issue of nongenuine bills.

Vendor portfolio management. We allow vendors to review and manage their product portfolio online, thereby increasing efficiency.

Innovation. Our robust solution aligns the rewards to your values and objectives to enthuse your workforce and foster a culture of ideation and innovation.

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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