

Retail Solutions

Small and Medium Business

Contact

To know more about Retail Solutions, contact

Email smb.ithelpdesk@tcs.com

Toll Free Number 1-800-209-6030

About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, business solutions and outsourcing organization that delivers real results to global businesses, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services 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 over 160,000 of the world's best trained IT consultants in 42 countries. The Company generated consolidated revenues of over US \$6.3 billion for fiscal year ended 31 March 2010 and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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

IT Services
Business Solutions
Outsourcing

All content / information present here is the exclusive property of Tata Consultancy Services Limited (TCS). The content / information contained here is correct at the time of publishing. No material from here may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from TCS. Unauthorized use of the content / information appearing here may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties.

Copyright © 2011 Tata Consultancy Services Limited



"TCS is not our implementation partner but our business partner. TCS solution helps us in providing a unique integrated online-offline retail solution to our customer"

Subhasish Saha

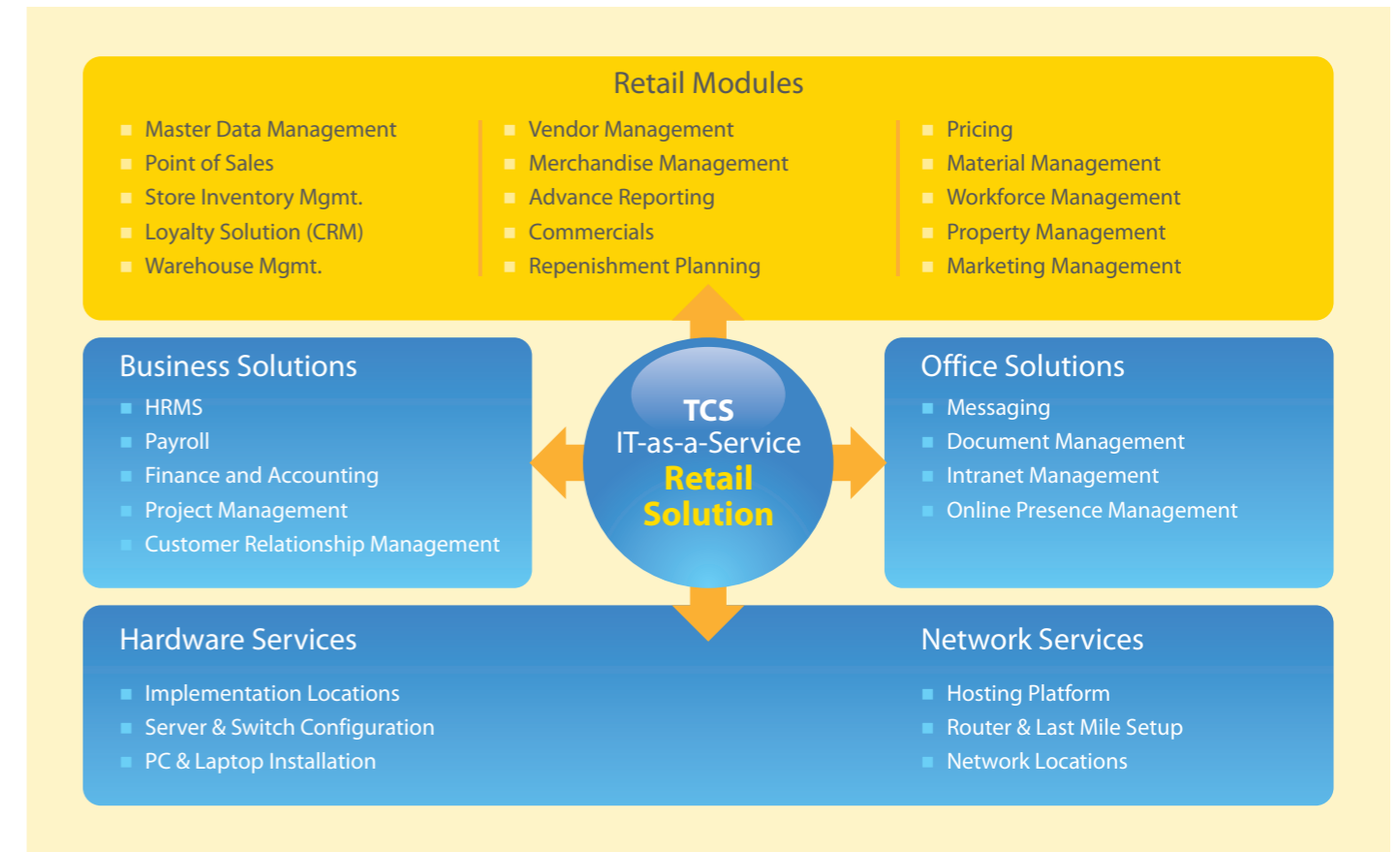
Chief Technology Officer

Oxford, retail franchisee, dating back 80 years and India's largest web book store with over half a million book and music titles.



The retail sector is undergoing immense change with the emergence of new store formats and intense competition. In this scenario, retail chains seek to ensure continuous product availability, hassle-free transactions, quick customer service, and positive customer experiences in order to have greater customer acceptance and be successful. At the same time, businesses look to establish an agile supply chain and integrate, consolidate, streamline, and monitor all aspects of the retail chain as well as the day-to-day operations. This ensures overall efficiency, enables scaling-up to conquer new markets, and helps gain a competitive edge.

Towards this, we, at Tata Consultancy Services (TCS), offer our Retail Solution — an information communication and technology solution, which caters to the needs of the rapidly-growing small- and medium-sized retailers. Our solution is based on industry best practices and is offered as a service to ensure low investments and multiplied benefits.



An overview of our Retail Solution



Benefits

Our Retail Solution propels your business to new heights and brings you benefits of:

Greater efficiency, achieved by:

- **Integrating isolated systems.** The seamless integration of isolated systems ensures efficient information flow. An integrated, fast, and accurate Point-of-Sale (PoS) system assures greater efficiency in day-to-day operations as well as provides better control over check-out counters and different customer check-out scenarios.
- **Tracking sales tax.** The seamless integration of the PoS and finance modules helps track different sales tax structures, applicable in different states.

Informed decision-making, enabled by:

- **Streamlining functions.** This ensures comprehensive reports based on consistent and accurate data. It also makes your processes more mature and scalable.
- **Accessing information.** Faster access to superior quality information helps make critical decisions.

Higher productivity, gained from:

- **Providing greater visibility.** Data integration offers greater visibility of information across the supply chain and seamlessly integrates front-end and back-end processes. This eliminates losses accruing from 'out-of-sight, out-of-mind' scenarios.

- **Achieving higher Return on Investment (RoI).** Data integration helps prevent revenue leaks and optimizes resource utilization, resulting in better control and higher RoI.

Better inventory control, facilitated by:

- **Increasing topline and bottomline.** More control over inventory processes including the ability to make inventory adjustments in real-time favorably impacts the topline and bottomline. It also facilitates better planning, leading to lower inventory levels, thereby reducing costs.
- **Managing vendors proficiently.** Access to a smooth flow of consolidated financial information, representing operations of multiple vendors, enables vendor-wise tracking of costs and revenues.

Better customer services, through:

- **Managing customers efficiently.** This includes managing multiple billing and collections points for multiple customers more efficiently as well as effective management of credit sales with access to customer aging data.
- **An increasing customer base.** This involves the use of in-built loyalty programs to offer discount schemes and gift vouchers and to run promotions. Continuing excellence in customer services enhances customer satisfaction, thereby increasing sales.

What do you get?

The Retail Solution offers feature-rich modules to streamline every aspect of the retail business. This includes:

Master Data Management (MDM)

Product data management, location data management, currency, tax, transaction control maintenance, user data maintenance.

Store Inventory Management (SIM)

Ordering, receiving, transfer, return to vendor.

Warehouse Management

Receiving, picking, distribution, returns, label management.

Merchandise Management

Assortments, open to buy.

Point of Sale (PoS)

Invoicing, customer order, gift voucher, void functions, tendering.

Customer Relationship Management (CRM)

Customer catalog, customer reward management, customer pattern matching, customer feedback management.

Vendor Management

Appointments, contracts, deals, vendor settlement.

Advance Reporting

Operations dashboard, drill down reports, KPI dashboards, traffic lights.

Replenishment Planning

Demand and forecasting, ordering, allocations.

Material Management

Inventory count, inventory adjustments, shared inventory.

Property Management

Property identification, new store setup, relocate and remodel stores, store maintenance.

Commercials

Invoice matching, finance and accounting, central administration, fund management.

Pricing

Promotions, mark downs, price watch, price cycle, price optimization.

Workforce Management

FTE schedule, attendance, work force requirement, efficiency map.

Marketing Management

Property profile match, Point of Purchases (POP), cross promotions, customer management.



Why TCS

At TCS, we understand that you benefit the most from investing in infrastructure to expand your core operations. We, therefore, offer comprehensive, cost-effective solutions, which allow you to pick and choose from our comprehensive bouquet of services including hardware, software, and networked computing infrastructure, and pay for what you use.

The five-point TCS advantage

Pay-as-you-use. This model eliminates capital expenditure and allows you to only pay the subscription charges for the hardware, software, and networking services that you actually use. You also benefit from:

- The aggregated purchasing power of the Tata Group, which means that you pay the lowest possible price for third party products and services;
- Contracts with no price escalation and no hidden costs;
- Our innovative model, which reduces your current IT spend by a minimum of 30 per cent.

Avail IT-as-a-Service. This 'pick-and-play' option allows you to pick a solution and get started without any delay. You benefit from:

- Reduced installation time;
- Paying only when you 'go-live', thereby eliminating project delays and failed implementation scenarios. You also get immediate returns on investment;

- Protection from technology obsolescence and periodic investments in technology upgrades;
- Reduced costs and efforts associated with technology licenses;
- Working with minimal IT support staff and the assurance of reliable and responsive helpdesk support.

Build-as-you-grow. We understand that IT needs to grow as the business expands. From using a few standalone computers to a networked environment to a variety of productivity solutions, we help you scale-up operations and adopt sophisticated systems for your growing business needs. We also help you overcome legacy applications to make room for modern enterprise solutions.

Best-in-class. We bring in best-in-class infrastructure and processes for your business and continuously invest in the solution to ensure that it reflects evolving best practices and processes.

Get anytime, anywhere, secure data access. We protect your data through multiple security-layers and provide your authorized personnel secure, anytime, anywhere data access. In addition, our efficient disaster recovery capabilities help put your business back on track without delay.

