

iON Wellness Solution

Overview

As the competition in the wellness industry grows more intense, players feel the need to set in place effective systems to attract, service, and retain customers. The focus today, is also on enhancing professionalism and service standards. Understanding this, we, at Tata Consultancy Services (TCS), help leverage technology to introduce higher levels of efficiency in your operations as well as power your expansion programme.

Our iON Wellness Solution, a comprehensive offering designed for every kind of wellness clinic – from slimming and fitness centres to beauty salons, holistic healing centres, skin and cosmetic clinics, spas, and Ayurveda therapy centres – helps you achieve this.

The solution assists you in capturing client leads and pursuing the big ones. The modules of the solution cover systematic lead capture, follow up, customer feedback, appointments, and professional billing. The comprehensive solution also ensures that you stay in control of back-end operations such as tracking inventory usage, calculating staff incentives and commissions, plugging revenue leaks, and monitoring business parameters. In short, our iON Wellness Solution leverages your understanding of the local market, helping you attract more clients and multiply your revenues.

Application Modules

At Each Branch

Workforce Management: Helps manage staff holidays; define and allocate shifts, leaves, and overall availability of resources.

Appointment scheduler. Helps manage leads; block rooms for appointments; view appointments by resource or room; block equipment; look at maintenance aspects of the centre; and check waitlist.

Point of Sale. Helps manage clients – billing for packages, service, product, membership, gift certificates, and complementary services; handles memberships, employee benefits, points redemption, refunds, bill voids, and holds; tracks cheques, credit card slips, referral details, discrepancy adjustments, pending collections, cash advances, and petty cash.

Inventory management. Manages dispatch details, internal issues, and transfers of stock, schedule stock take, search count sheet, and transfer requests.

Day activities. Helps manage day begin, end, and accounting activities.

Administration. Helps in conducting general administration functions to configure invoice layouts and define business parameters. Also includes security administration functions to map roles on the screen, manage passwords, and user authentication codes.

At the Head Office

Customer Relationship Management (CRM). This includes all the functionalities of the CRM Solution, such as detailed options to manage clients, contacts, leads, campaigns, communication, cases, and service level agreements.

Point of Sale. Offers comprehensive master options to manage taxes, bank accounts for the Head Office and branches, define employee incentives, happy hours, promotions, reasons, client referrals, gift vouchers, statutory fields, and monthly targets. As an operational point, it offers options to view client billing history, bill voids, and day end status; track credit card slips; tally collections; manage refunds; track cheques; manage employee point schemes, memberships, target incentives, and petty cash categories.

Appointment scheduler. Handles making, cancelling, confirming waitlisted, rescheduling, and reconfirming appointments. Also offers a dynamic diary view calendar to manage appointments.

Service management. Includes options to manage master files by defining hierarchies, hierarchy values, equipment, services, packages, rooms, body parts, body part types, product groups, and solutions (combination of service and product).

Administration. Helps manage pricing templates for services, packages, and products and employee points (this feature works in conjunction with HRMS and Payroll).

iON Procurement and Inventory Solution. Has options to handle master data files, initialise the system with opening stock, place purchase orders, handle purchase receipts, manage goods transfers between Head Office and branches, and integrate with the F&A Solution.

Reports

The iON Wellness Solution offers two sets of reports – on-demand and pre-configured – to track every aspect of your business. The set of easy-to-use, on-demand reports comes with configurable filters for users to generate user-defined reports on specific criteria and save these updated/ new formats. Users may slice and dice data in a single page and also administer reports to maintain their confidentiality or to restrict the information included in a report to a certain organisational unit. Report results may be sorted on selected columns and be updated with fresh information every time a report is opened.

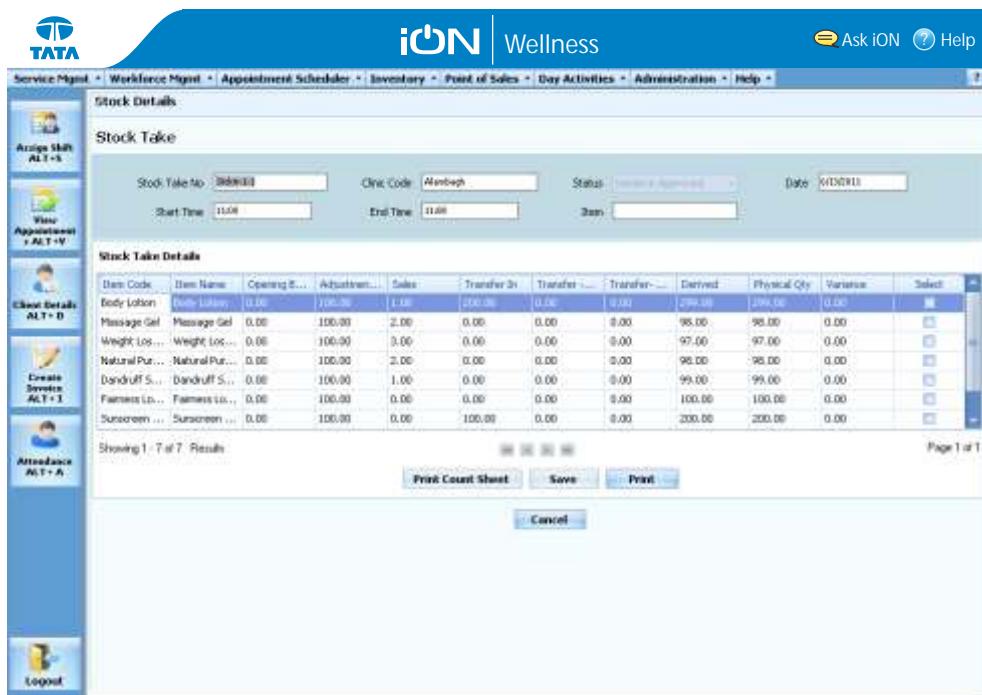
A representative list of some of the reports

On-demand reports:

- Appointment consumed Vs SMS sent
- Appointment details
- Feedback sent
- Lead – drill-down or on-demand
- Promotion
- Received/ sent SMS
- Resource/ room utilisation
- Cheques report
- Reports generated

Pre-configured reports:

- Appointment details report
- No-show or cancellation report
- Waitlist details
- Lead status report
- Centre transfer details
- Leave information summary
- Leave information detail
- Centre deputation details
- Resource availability details
- Resource utilisation details
- Time allocation report
- Bill void report
- Cash denomination report
- Reconciliation report
- Cheque status report



Benefits

Comprehensive coverage. The iON Wellness Solution takes care of both, the front-end and back-end operational aspects of your business, as well as seamlessly integrates with modules for human resource management, payroll (linked to an attendance tracking system), and finance and accounting.

Satisfied customers. The solution gives you a 360-degree view of your customers' preferences and helps you track the effectiveness of promotional campaigns, and manage feedback using a simple, two-way SMS communication. The advantage is more satisfied customers who return for repeat services.

Motivated staff. Using automated methods to calculate staff incentives and commissions helps ensure your staff stays motivated to give their best performances and satisfy clients.

Higher revenues. Better control over your business improves operational efficiency and optimises resource utilisation. Precise inventory management plugs revenue leaks. As a result, you enjoy higher revenues.

Better decisions. Access to a consolidated seamless flow of data and unified real-time central views of operations across geographically dispersed branches help you track customer buying patterns and make informed decisions.

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

IT Services Business Solutions Outsourcing

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