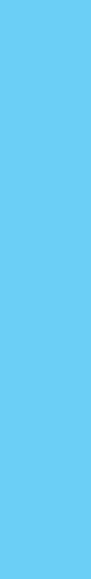


# IT-as-a-Service Solution



TATA CONSULTANCY SERVICES





The business environment for Small and Medium Businesses (SMBs) is constantly changing –transforming the nature of customers and competition and therefore the business rules. Companies that keep track of these trends and implement changes in underlying strategies, systems and processes stay ahead of competition and ensure customer satisfaction.

Given the scenario, Information and Communication Technology (ICT) becomes a key enabler and driver for companies, such as yours, to gain an edge. We, at Tata Consultancy Services (TCS), therefore, bring you iON, our IT-as-a-Service Solution. iON offers a SMB-friendly business model, conceived based on active inputs from SMBs. It is, therefore, built especially to cater to all your needs.

*"The iON Manufacturing Solution enabled us to control our business more meaningfully, including our field operations. Through the Field Force module, we have updated information on the day to day field operations, which helps us manage and strategize in a more focused manner."*

**SC Sehgal**

Chairman and Managing Director, Ozone Pharmaceutical Limited

## Overview

Competition from domestic and global players, cost escalations, evolving market conditions with a strict credit situation and changing business trends – these factors pose operational challenges for your growing enterprise. Towards this, you seek a business solution that addresses these areas and enables you to conduct everyday business seamlessly.

Understanding these challenges and realities, we bring you iON, our IT-as –a-Service Solution. Our solution offers an innovative answer to support your business needs in the ICT space.

Through this we enable you to sustain growth and profits by:

- Allowing you to use technology without investing upfront in IT
- Eliminating the need for skilled staff to manage IT

We also:

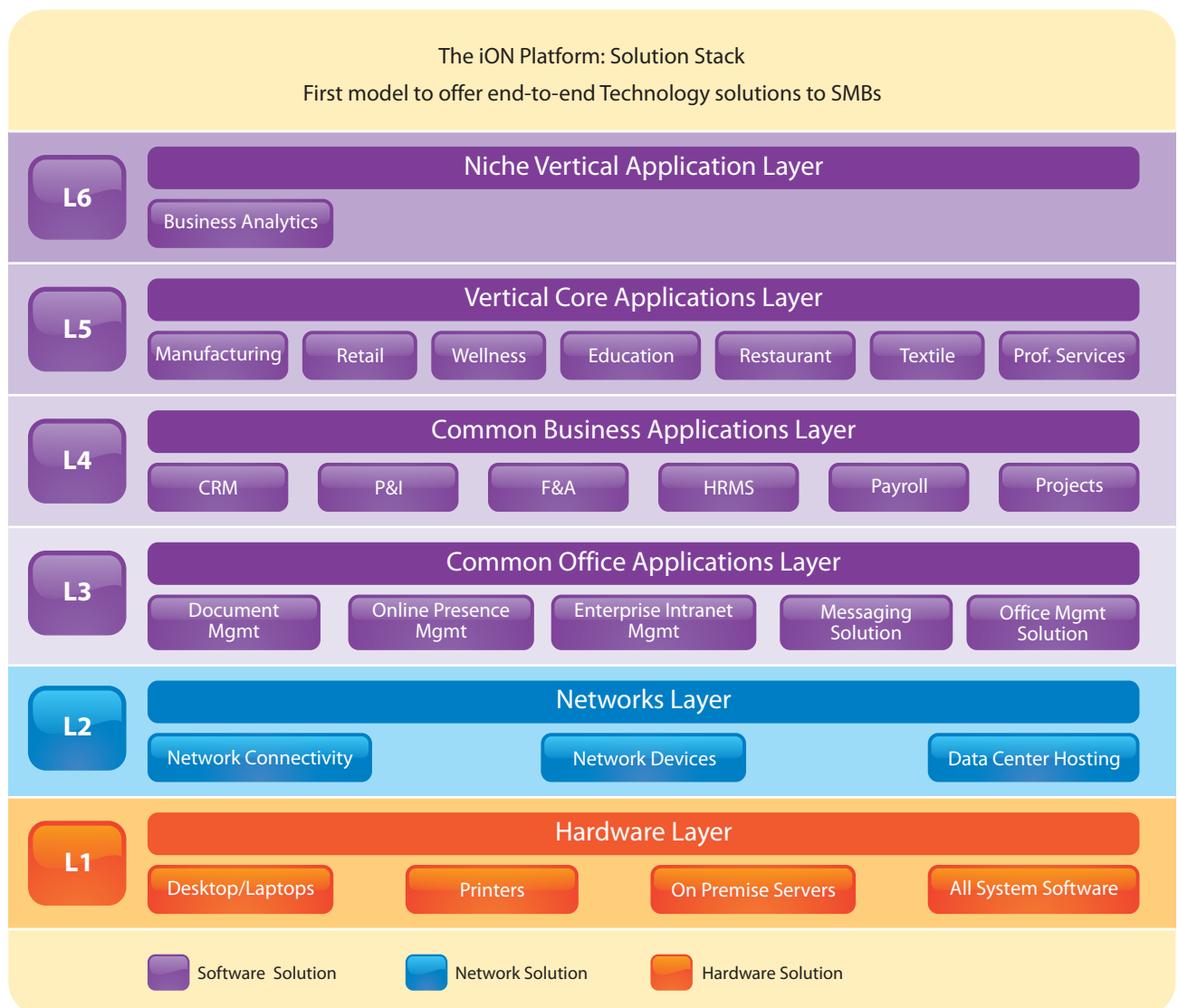
- Provide a well-defined ICT roadmap
- Align the ICT investment with your current and long-term business goals

With these, we ensure that you benefit from scalable solutions that are of the highest industry standards.

## Our offerings

iON is a business model that delivers on-demand business capability. Our solutions are equipped with an integrated suite of hardware, network and software solutions, along with business, technical and consulting services. iON, therefore, functions as a 'build-as-you-grow' and 'pay-as-you-use' service model through a hosted platform. This allows you to easily scale up your IT needs with business growth, thereby aligning IT service payments to business outcomes.

We offer you comprehensive business solutions as shown below:



*"As business expanded and new salons came up we realized that we were using different systems in each salon and thus we were not able to get a complete overview of our business instantly...with the iON Wellness Solution we now have centralised sales data. All the data is easily and quickly accessible..."*

**Osh Bhabani**  
Director, b:blunt

**At Layer-1** iON provides all the necessary on-premise hardware needed to run the enterprise. This includes the needed desktops, laptops, printers, hand-held devices and so on. These are devices that customers use to connect to and access the solutions that iON provides. iON also facilitates procurement of additional hardware through its Procurement Facilitation Services.

**At Layer-2** iON provisions the needed network equipments and bandwidth to connect to the iON applications hosted in a data center. Based on the bandwidth required, we provision the necessary network connections in partnership with our network providers.

**At Layer-3** iON delivers all the office solutions relevant for SMBs. These include solutions such as document management, email, collaboration suite and other office software.

**At Layer-4** iON addresses the solution needs at a business level. This includes Finance & Accounting, CRM, HR management, Payroll and Project Management System. Until Layer-4, all our solutions are predominantly vertical or domain agnostic.

**At Layer-5** iON addresses core industry vertical solution needs through a comprehensive ERP. For instance, in the case of the Manufacturing vertical, the solutions will include Material, Sales, Stock, Production, etc, while in the case of Retail, it is Point of Sales, Warehouse, Store Inventory, etc. These applications help customers to drive their core business processes in their organisations.

**At Layer-6** iON addresses niche vertical application requirements including detailed business analytics.

*"...iON is a fully secured application and hence, has high reliability...implementation of the iON Education Solution has enriched the reach of data and subsequent analysis efficiently across all modules..."*

**Victor Gambhir**

Pro Vice Chancellor, Manav Rachna International University

## 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 Solutions*

*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**  
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