

# **TCS IT-as-a-Service: SMB Solutions**

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## **Business Solution**

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## Finance and Accounting

Covers the entire set of finance and accounting processes for general ledger accounting, accounts payable, accounts receivable, taxation, fixed assets, and costing

### Key Functionalities

**General Ledger**

**Accounts Payable**

**Accounts Receivable**

**Taxation**

**Regulatory/Tax Reports & Filings**

### Business Value

- Improves cash flow
- Offers easy accessibility from any location
- Helps comply with statutory requirements
- Provides greater control with reports and forecasts
- Puts the focus on your business, rather than on software maintenance, updating, upgrading, and other IT issues

### Solution Capability

- Supports multi-currency operations
- Customized reports for each of the module
- Has a role-based system with workflow approvals
- Comprehensive analysis through analysis category
- Available through hosted or on-premise model
- Covers best practices, thus helping in appropriate accounting of transactions



## Human Resource Management Solution (HRMS)

The solution covers the employee engagement lifecycle, helps better manage and utilize your workforce, while complying with regulations and also reducing the administrative tasks and paper-work needed for it

### Key Functionalities

**Employee Management**

**Loans & Claims**

**Leave & Travel**

**Performance Management**

**Regulatory Reports & Filings**

### Business Value

- Increases operational efficiency and productivity
- Reduces HR administrative costs
- Increases employee engagement and satisfaction
- Improves leadership development and succession
- Ensures seamless flow of information between employees, supervisors, managers, and administrators
- Meets compliance and audit requirements

### Solution Capability

- Scalability to match your organization's growth
- Ready-to-use and customizable reporting capability
- Innovative workflows to build a core foundation of HR data and processes
- Real-time, sophisticated workforce analytics for strategic decision making
- Sophisticated training module and customized reports



## Customer Relationship Management (CRM)

Assists you with the different activities necessary to manage your customers better and cater to their requirements. It helps you with various aspects of sales and marketing and lets you build a strong network of loyal customers to support your business growth.

### Key Functionalities

**Client Management**

**Lead Management**

**Campaign Management**

**Case Management**

**Field Force Automation**

### Business Value

- Increases customer satisfaction and customer loyalty
- Spots Hidden Sales Opportunities
- Increases sales closure rate
- Enhances sales and service activities
- Leverage cross-selling and up-selling opportunities to increase revenue

### Solution Capability

- A comprehensive and fast search
- Instant and easy deployment features
- User friendly interface
- Anywhere, Anytime access
- Communication and Contact Management
- Approval-based workflow to assign clients to territory-defined sales people

## Project Management



Addresses the challenge pertaining to distributed workforce management. Encompassing the overall project management system from creation and planning to timesheet entry, it gives you a complete view of project-related information, ensuring efficiency and productivity.

### Key Functionalities

Timesheet

Task  
Management

Workflows

Project  
Template

Scheduling and  
email integration

### Business Value

- Track Projects
- Ensure data consistency across different functions
- Better scheduling and management of projects
- Efficient resource utilization; reduce costs
- Ensure team collaboration
- Measure and monitor project performance vis-à-vis plan

### Solution Capability

- Anytime, Anywhere access
- User friendly interface
- Task creation and delegation
- Creation of user groups with access privileges
- Multiple roles for users with different permission levels
- Dashboard to view the status of tasks and track project

## Payroll



Helps to manage the complete payroll cycle of an organization, while adhering to statutory rules and compliances. It generates monthly pay slips comprising fixed and variable components, for each employee and takes into consideration factors like investments, loans, leaves, claims etc

### Key Functionalities

Monthly Payroll

Month – End Processing

Saving & Income Tax

PF & Final Settlement

Misc Payments & Recovery

### Business Value

- Efficient payroll processing
- Increased productivity of HR staff
- Improved employee productivity
- Increased acceptance, leading to faster administration
- Reduced duplicate data entry
- Reduced risk of payroll tax penalties

### Solution Capability

- Accurate calculation of employee earnings & deductions
- Instant deployment
- Track attendance and time efficiently
- Compute taxes based on prevalent taxation laws
- Takes into account investments, tax & loan deductions, leave encashment, claims, increments and PF management and generates yearly income forms
- Comprehensive in built reports



## Infrastructure- Hardware & Networks

Solutions encompass planning, installation, operation, support, maintenance, and continuous improvement of the IT infrastructure services.

### Key Functionalities

**Networks and Provisioning**

**Security**

**Data Center**

**Operations**

### Business Value

- Provides economies of scale thereby reducing the TCO
- High availability enhances corporate performance
- Reduces Carbon footprint
- Frees up time and resources to concentrate on core business initiatives

### Solution Capability

- 24/7 Support - Dedicated team of expert support staff
- Selection of optimal hardware
- Secured monitored servers
- SLA based model
- Robust disaster recovery and business continuity
- Software monitoring and change management processes

**Thank You!**

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