

TCS IT-as-a-Service: SMB Solutions

Office Solution

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Online Presence

Provides a range of real-time commerce, communication and collaboration, and management applications, which connect your stakeholders – including employees, customers, partners, and suppliers – through a secure, online environment

Key Functionalities

Webpublisher

Blog &
Opinion Polls

Discussion
Forums

Mass Mails

Business Value

- Increased market reach and faster customer acquisition
- Efficient information sharing and management options
- Effective opinion sharing and survey management
- Control and insight for effective workgroup management
- Easier adoption of team-based approach towards problem solving
- Better interaction and collaboration within your organization, resulting in increased productivity

Solution Capability

- Comprehensive web commerce presence
- Flexible import and export of contact information
- Single-click access to all applications with a repository
- Access to user profiles with details
- An application component that supports plug-and-play
- Easy distribution of company presentations and announcements through mass mails



Online Presence - Retail

Provides a range of real-time commerce, communication and collaboration, and management applications, which connect your stakeholders – including employees, customers, partners, and suppliers – through a secure, online environment

Key Functionalities

Webstore

Webpublisher

Blog &
Opinion Polls

Discussion
Forums

Mass Mails

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Messaging



An Internet-based solution, it helps people communicate and collaborate within an organization, using email, text

Key Functionalities

Email

Instant
Messaging/Chat

Business Value

- Provides access to expanded professional network
- Helps drive down communication and travel expenses
- Enables compliance and regulatory adherence
- Reduces TCO with minimal investments in IT infrastructure
- Supports your 'green' initiatives, enabling you to save energy and reduce your carbon footprint
- Helps drive growth by creating innovative services/products through ideation amongst stakeholders

Solution Capability

- Does not require installation
- Chat with broadcast feature
- Robust Security feature with Anti-spam and Anti-virus
- Supports multiple desktop clients and server platforms
- Contact List with search options
- Simplified user experience, effective retrieval option
- Single point of access to email, calendars, contacts
- Email provides support for all POP3 and IMAP clients such as MS Outlook



Intranet Management

Provides a range of real-time communication and collaboration solutions, which connect your people through a secure, online environment. Supports efficient interaction and assists in knowledge sharing, ideation, innovation, and problem solving

Key Functionalities

Idefix

Webpublisher

Blog &
Opinion Polls

Discussion
Forums

News Letter
& Feeds

Business Value

- Single collaboration framework for the enterprise
- Helps adopt a team based approach to problem solving
- Fosters a culture of ideation and innovation
- Increases employee satisfaction and motivation
- Enables faster decision making
- Facilitates effective opinion sharing and survey management

Solution Capability

- Webpublisher: Helps manage the contents of your website
- Feeds: Helps publish frequently updated content
- Blog: collaborative space to comment, learn and explore topics of interest
- Idefix: Social platform to tap into collective wisdom of the employees and capture ideas.
- Newsletter: Provides personalized, relevant and dynamic content.
- Discussion forum: Centralized online area for ideation /sharing/feedback on important organization topics



Document Management

Helps you manage your organizations information in the best possible way by creating a centrally-managed knowledge bank, which is easy-to-use and secure

Key Functionalities

User Management

Knowledge Management

Artifact Management

Reports

Business Value

- Offers anywhere, anytime access
- Helps provide faster and better customer service
- Better compliance and adherence to regulatory norms
- Save courier/ dispatch costs across locations
- Saves real estate expenses as soft copies take up a fraction of the space than hard copies do
- Information repository enables efficient upload, and instantaneous retrieval of business information helps make informed decisions and enhances collaboration

Solution Capability

- Web-based, can be deployed instantly
- Simple storage and retrieval facility, based on attributes and full text searching
- Chat facility to let users interact in real-time with the owner of the document
- Approval workflow that can be configured and identifies stages such as reviewed, approved, published, archived, and retired
- Customized knowledge domains for public and private authorized usage
- Maintains versions and audit trail of documents



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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