

TCS Cloud Plus Service Manager

Cloud Plus



Industry trends such as cloud, mobility, and bring-your-own-device (BYOD) have increased the range of applications, infrastructure, and devices to be managed. IT service management (ITSM) processes are undergoing a paradigm shift as businesses adopt these trends and users demand multi-channel support for these initiatives. Catering to these developments requires the support of a responsive and integrated IT service management tool that will provide consistent experiences across channels, while ensuring security. Organizations are therefore seeking to integrate their IT operations and IT service management for increased efficiency, responsiveness, and visibility.

Tata Consultancy Services' (TCS') Cloud Plus Service Manager is a cloud-based IT service management tool that provides automated solutions for the entire support process management lifecycle. Backed by pre-defined business process templates and in-depth domain experience, the solution facilitates comprehensive service management and helps drive process efficiency and agility.

Overview

Unique challenges stand in the way of organizations trying to implement efficient and cost effective ITSM processes in today's cloud-based and mobility-driven business environment. Some of these are lack of integration between tools and systems and mobile compatibility. Other challenges include demonstrating the value IT brings to the organization, ensuring knowledge management for self-service, and improving customer experience.

TCS Cloud Plus Service Manager provides comprehensive support to organizations across all stages of ITSM. It enables the creation of a service desk that consolidates, streamlines, and globalizes the internal support processes to perform seamless

operations. The integrated solution, comprising service request, incident, problem, change, configuration, and knowledge management, allows visibility into the support processes and reduces time to serve, resulting in improved customer satisfaction.

The offering includes a service catalog to log incidents and raise requests, a CMDB solution to track changes, and a searchable knowledge repository to achieve high first call resolution. It automates ticket assignments and integrates incident management with clear visibility on SLA timelines. Features include integrated reporting and role specific dashboards, global support for languages and time zones, and configurable workflows to further enhance efficiencies.

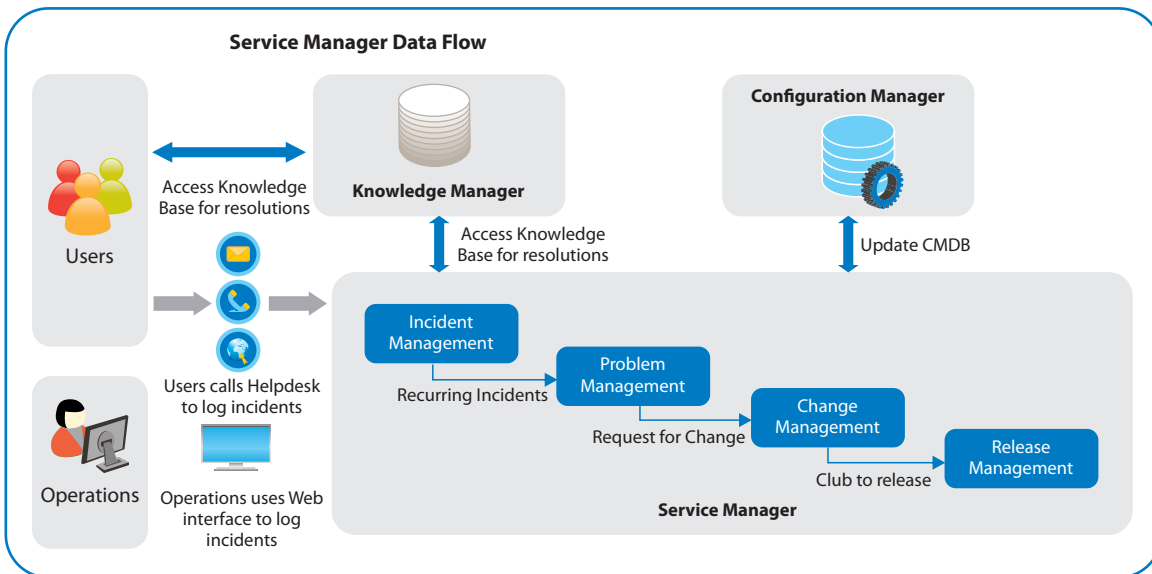


Figure 1 : Overview of TCS Cloud Plus Service Manager

Benefits

The solution harnesses people, processes and technology to transform IT service management; it helps organizations:

- **Demonstrate IT value:** The comprehensive and integrated solution uses in-built KPIs to highlight the tangible value that IT can bring to business, and provides the agility required to meet evolving business needs.
- **Minimize risk:** The tool ensures that IT support is responsive and compliant with industry proven best practices such as Information Technology Infrastructure Library (ITIL). This minimizes risk, resulting in consistently high quality deliveries.
- **Achieve an integrated view into the health of IT:** The offering combines IT operations and service management into one integrated solution, supported by a powerful analytics based reporting capability. The dashboards and templates provide 360 degree visibility into the health of IT systems.
- **Reduce time to market:** The Cloud Plus Service Manager is a combination of best practices, pre-built processes, and digitized process templates that leverage TCS' exhaustive experience in supporting diverse verticals and technologies. It enables shorter time from development to deployment, multiple device support and ensures compliance with regulations and procedures.

The TCS Advantage

Our proven expertise in delivering IT service management solutions coupled with our process knowledge and domain expertise enables us to deliver

cost effective solutions. By partnering with TCS, you can leverage the following differentiators:

- **Domain-specific process templates:** Our robust pre-built process KPIs incorporate several years of expertise across domains in service delivery and management. They also eliminate the need for third party process consultants.
- **Seamless integration:** Drawing upon our extensive experience in managing service operations for customers across a wide range of industry verticals, our offering enables integrations with key processes across operations and help desks for a holistic view.
- **Agile deployment:** TCS leverages the pre-defined ITIL process templates to accelerate deployment timelines and enable a seamless and agile enterprise-wide IT service management solution. We mitigate challenges in implementation such as lead time for requirement gathering by applying our learning to the application design framework.
- **Extensive and dynamic knowledge repository:** The tool enables resolutions to be appended automatically to the knowledge repository. Our service agents are provided easy access to actionable knowledge to help improve first call resolution index and reduce the mean time to repair (MTTR) index.
- **User friendly interface:** Given the importance of tool adoption in successfully implementing IT service management, TCS has incorporated the lessons gathered through detailed feedback from service delivery teams to enable easy adoption among the user base.

About TCS Cloud Plus

TCS has over four decades of extensive experience in delivering support and maintenance engagements across industries worldwide. Drawing on this rich experience, TCS has designed and developed a suite of enterprise IT Service Management (ITSM) solutions that facilitate utilization of best practices through predefined ITIL process templates. Our clients have achieved improved governance, process efficiency, and quality compliance, and can effectively manage knowledge retention and transition.

These solutions integrate key processes across IT Operations and Service Management, providing granular visibility into IT Service Management, and thereby enabling enterprise IT functions to easily demonstrate their value to the business. The solutions draw upon TCS' extensive experience in managing enterprise-wide services desks for clients across industries with varied technology landscapes. The combined expertise of our industry-trained consultants and our Centers of Excellence has been distilled into a Service Management suite that helps clients achieve their business and ITSM goals.

Contact

For more information about TCS Cloud Plus, email: cloudplus@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

IT Services Business Solutions Consulting

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