

Business Process Automation, the TCS iON way to Profits



“TCS low cost web-based solution, TCS iON is similar to the Tata NANO concept. It significantly reduces IT costs & maintenance viz. no software to install, no hardware to purchase & maintain, no upgradation! Invariably, such decisions involving huge investments remain at the planning stage. TCS has made this technology affordable & easily available. Businesses, organizations of all sizes are being attracted by the many advantages and economies that TCS web-based ERP solution has to offer. The icing on the cake is the trusted name TATA CONSULTANCY SERVICES – the WEB-BASED Service Provider.”

Customer Testimonial

Context: Integrated ERP for Manufacturing Company engaged in Engineering Storage Solutions

The Business

Customer Profile: A manufacturer and supplier specializing in sophisticated storage and interior design systems. The company designs and manufactures a range of storage products and furniture for office and industrial usage.

Product range: The range of items manufactured include partitions of glass, laminated wood and steel panels, falls and acoustic ceilings, office storage systems like cupboards, shutters and pedestals, furniture such as reception and conference tables.

Situation

Business Issues

- **Ineffective Inventory Management:** Due to the non-availability of an integrated inventory management system, inventory tracking was manual. This led to discrepancies in stock record triggering stock reconciliation challenges. End of the year stock reconciliation was challenging and time consuming.
- **Deficit of Manufacturing and finance Integration:** Lack of integration between various departments like purchase, stores, production, planning and finance lead to co-ordination bottlenecks within departments. As a result, incomplete reports were generated that did not give the correct view of the business.

IT Challenges

Some of the IT challenges faced by the organization were:

- The customer grew out of several layers of legacy systems. Improper coordination between various departments like Purchase, Planning, Sales, Inventory and Finance was a major concern which was not giving the single view of information for the users and Management for decision making.

- Missed sales targets due to non-streamlined and disconnected processes across Purchase planning, Production Planning and Inventory tracking. Manual intervention from the Management was standard practice to overcome this gap.
- Unnecessary IT infrastructure cost stemming from the requirement to maintain legacy system.

The TCS iON Way

How did the TCS iON Manufacturing solution help:

- **Inventory Tracking:** TCS iON through its real time inventory management modules and other features such as Standard and Alternate bill of material led to efficient inventory tracking and management. This also helped planning for purchases and production. The customer now has real time Inventory valuation information at any point in time.
- **Real-time coordination across departments:** With the integration between various modules and the workflow features, TCS iON helped with seamless coordination across departments which further resulted in efficient process control and savings from considerable reduction in manual coordination.
- **Integrated Procurement, Quality and Production modules:** TCS iON with its integrated solution offered tracking and visibility of purchase quality and inventory related transactions avoiding manual effort and communication inefficiencies while maintaining accuracy in records.
- **Reduced costs of IT infrastructure:** TCS iON with its availability on the cloud saves considerable efforts and costs by eliminating local server database and its supporting infrastructure. As the database is accessible on the cloud, there is no need to take periodic backups and moreover. Management can now access data anywhere, anytime.

To summarize

- Single view of information across organization improved and accelerated co-ordination and management.
- Elimination of cost and inefficiencies in managing inventory, IT infrastructure had a direct impact to the profitability of the customer
- Flexible production process and automated planning was achieved to suite turnkey orders.
- Organized process control and integrated single view of information reduced the lead time and made smooth delivery of turnkey orders which improved customer satisfaction index.

Relevant Parts of the Software

Manufacturing

- Order to cash (Domestic and Exports)
- Procure to pay (Domestic and Imports)
- Procurement planning
- Production planning
- On Demand Management Reports and alerts
- M-Top

Finance & Accounting

- Multi-site chart of accounts
- Financial statements
- Approval work flows
- Taxation
- On Demand Management Reports and alerts
- M-Top
- Fixed Asset
- Budgeting



Why TCS iON

TCS iON provides a comprehensive solution that addresses varied IT requirements of your organization. From hardware, network to ERP, TCS iON is offered as a single service, in a pay-as-you-use model, allowing you to leverage the solution's true potential as your business grows. TCS iON ensures integration of all processes along with ease of use of the software.

You gain from:

Integrated solutions

We offer single- window IT with a pre-integrated suite of hardware, network, software and services. We ensure that your functions are digitized, automated and connected. For example, if you are using a CRM solution along with a core ERP (e.g Manufacturing), and have a document management system to organize supporting files and a HRMS, we ensure that these solutions are connected and work as one. So for you, it is simply one IT and not multiple applications. Integrated applications thus provide a comprehensive view of business enabling better decisions.

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 as you currently do or the software recommends and allows you to choose industry best practices based on your business parameters. The solution gives you increased convenience allowing you to perform various tasks from your mobile device, no matter where you are. Being automatically compliant with statutory requirements, the solution ensures your company is always audit ready and legally compliant.

A pay-as-you-use model

Our model eliminates capital investment up front as we facilitate procurement of the IT infrastructure and software on rent for the duration of the contract. Additionally, you only pay for the number of users who actually use the software. Thus, you pay as you use on a monthly basis which includes maintenance and training. Typically, the ROI exceeds rental within three months, when best practices are well followed.

Personalized solutions

Although TCS iON is a cloud service, the software is configurable to each business. You will always get the flavor of your business by picking and choosing what processes you would need. Furthermore, the multilingual capability of the software allows you to customize the solution label names to read in vernacular languages (like Hindi, Marathi, Tamil etc) enabling users to learn and operate the solution with ease.

Automatic upgrades

We continuously invest in our solutions to incorporate best practices. The software is constantly enriched based on user feedback and industry and statutory changes. You will get the upgrades without disrupting your business operations or any additional cost. Being in perpetual beta ensures that there is no technology obsolescence.

Enhanced Business Continuity

Our solution offers optimal performance in normal broadband connectivity along with a stringent security mechanism to ensure your data privacy is maintained. The capacity of the solution grows with your increasing computing needs and reduces the need for IT staff. The solution is resilient to failures as the service works from back-up data centers in the event of a disaster, ensuring continuity of business operations.



About TCSiON

TCS iON is a strategic business unit of Tata Consultancy Services focused on enabling institutions, government departments and organisations from multiple industry sectors to be efficient in their recruitment/admissions process, learning and skilling and overall business operations with the use of Phygital platforms. These are platforms that overlay digital technologies over physical assets.

We deliver this with a unique IT-as-a-Service model that provides easy-to-use, secured, integrated, and hosted solutions in a build-as-you-grow and pay-as-you-use business model. We serve our clients with the help of best practices gained through TCS' global experience, deep domestic market exposure along with industry leading technology expertise.

For more information, visit us at www.tcsion.com

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TCSiON.com



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iONCloud4SMB](https://www.youtube.com/iONCloud4SMB)

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, BPS, 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 over 385,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$17.6 billion for year ended March 31, 2017 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India.

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