Automate your business processes - The iON way

Why iON?

iON provides a comprehensive solution that addresses varied IT requirement of your organization. From front office to back office, from mobile to desktop, iON is offered in a single license to a pay as you need model, allowing you to leverage the solution’s true potential at your business cost. iON ensures total integration of all processes along with ease of use of the software.

Integrated solutions

We offer single-instance IaaS with pre-integrated suite of business network, software and services. Together they form an integrated, secure, redundant and consistent IT that can be deployed at your convenience. For instance, if you are using an iON solution along with your CRM (like Salesforce.com) and have a document management system for signature capturing (like, CAPRIMA), 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 that provide a comprehensive view of business enabling better decisions.

Increased agility

Working in the agility to keep pace with changing processes at all times of the business. With every iteration, the software improves and customizes itself according to your business parameters. The solution gives you increased confidence 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-go model

The solution forms capital investment upfront for as we see fit; for the procurement of IT infrastructure and software you own the pieces of the contract. Additionally, you only pay for the number of users who actually use the software. Thus, you pay as you go and the solution is recently revised which includes maintenance and training. Typically, the ROI exceeds 12-months, whereas best practices are well followed.

Personalized solutions

Although iON is a cloud service, the software is customizable to each business. You will always get the flavor of your business by picking and choosing what processes you need. Furthermore, the multilingual capability of the software allows you to customize the solution’s interface to multiple 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 refined based on your feedback and industry and statutory changes. You will get the upgrades without any additional cost. Being a perpetual beta, ensure that there is no technology obsolescence.

Enhanced Business Continuity

We ensure that your functions are digitized, automated and connected. For example, if you are using a CRM solution along with your SAP (like Salesforce.com) and have a document management system (like CAPRIMA), our solution’s label names to read in vernacular languages (like Hindi, Marathi, Tamil etc) enabling users to learn and operate the solution with ease.

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...An integrated IT platform, TCS's iON ERP gives us a competitive edge by providing real-time and consistent information to all our stakeholders. Since the iON platform is still evolving, we view our relationship with TCS as a symbiotic one...“

The Business

Profile: Institute for International Management & Technology (IIMT) is an Institute for higher learning that offers MBA, MCA, M. Tech, M.E, and PhD programs in various streams. It has an international campus at Ghaziabad managed by UMAK Education Trust. IIMT's campus is located at Sohna Road, Gurgaon with full-time residential facilities.

Situation

Business issues
- Customer relationship management: Management was not in a position to optimally resource on interactions with all key stakeholders – prospective applicants, existing students, and industry partners, to improve the student experience.
- Inconsistent data: Data consistency was needed across multiple departments to improve interdepartment communication.
- Data Transparency: Managing and maintaining data for informed decision making
- Non-automation of operations: Due to an overreliance on spreadsheets, they wanted to ensure utmost data accuracy throughout the system with central human intervention.

IT Challenges
- Interdepartmental and inter-campus capability with systems already deployed on campus, the student system, financial applications, and other databases.
- Scalability, which would allow the system to meet requirements in the near future.
- Interdepartmental communication capability including real-time, transaction, and access and leters, to come up with effective capabilities to provide applicants, existing students, alumni, businesses, institute partners, faculty, students, etc.

The iON Way
- Admission Process: Offers online admission process and real-time access for information on a common database.
- Workflow: Ensures real-time monitoring of HR department, which can be monitored by the higher management.
- HR Management: The HR department can now manage the entire data on a central database that can be accessed by each employee for fringe applications, information, performance appraisal, salary, bonus, and other such functions.
- Transparency in Operations: Workflow ensures real-time monitoring of each process at the department level as well as an external stakeholders.

To summarize
- Increased transparency of information
- Improved access controls
- Increased performance and productivity
- Improved response time to customer interactions, faculty, management, students, and industry professionals
- Better managing their 360-degree relationship with all key stakeholders

To Put it in perspective, the iON ERP platform allows us to:
- Streamline the Admission Process
- Provide access to a central database with real-time and consistent information
- Monitor the performance of faculty and students
- Ensure transparency in operations
- Reduce miscommunication across multiple departments
- Maintain consistent data across all departments

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The Business

Profile: Institute for International Management & Technology (IIMT) was founded to bring higher learning to India by providing practical and professional exposure to managers through executive education programs in hospitality, business, engineering, fashion designing, media and arts. In collaboration with Oxford Brookes University, UK.

Key Offerings:
- School of Hospitality and Management (SHM)
- School of Technology and Entrepreneurship (SHTM)
- School of Management and Entrepreneurship (SOME)

Campus Location: Established in the year 2000, IIMT is managed by Vercou, a Leading Hotel Groups. It is located at Sohna Road, Gurgaon with full-time residential facilities.

Operations:
- Conference on Services Management
- Laboratory
- Library
- Study Center

Profile:
IIMT believes that their core asset is human resource, rather than infrastructure. This belief was the driving force behind the deployment of an integrated ERP system that serves its human resource, providing students and employees with a real-time and consistent information to its stakeholders. Since the iON platform is all evolving, we see our relationship with TCS as a symbiotic one...

Amit Kapur,
Promoter, Institute for International Management & Technology (IIMT)

To summarize:
- Admission Process:
  - Online application
  - Systematic review
  - Automated decision

- Finance & Accounting:
  - Fee management
  - Finance database management
  - HR Management:
    - Configurable login access
    - Transparency in reports
  - Student/Customer Interaction:
    - Facility management
    - E-Forms - Online Application Management
  - Procurement & Inventory:
    - Material
  - Library:
  - Library

Relevant parts of the software:

- E-Forms - Online Application Management
- Campus Management Solution (CMS)
- Payroll
- Procurement & Inventory
- Library

To one hand, their product gives us the competitive advantage that leads to better decision making and, conversely, we hope that our product by providing functionality required by an operating institution that conforms to both Indian and Britishacademic standards...

Rahul Sapre,
Managing Director, Impression Systems Industries

The iON Way:
- Data Consistency:
  - Proprietor data
  - Increased transparency of information
- Workflow capability and management tools that can be tightly defined and monitored by the higher management.
- Transparency in Operations:
  - Workflow ensures proper compliance and transparency in all key processes.
- Data Transparency:
  - PGD and PGM are able to access the system at the micro level by generating reports at any point of the process.
- Scalability:
  - Cloud based ERP also gives an added advantage of low maintenance and ease of accessibility.
The Business

Profile: Institute for International Management & Technology (IIMT) is an Institute for higher learning located at Sohna Road, Gurgaon with full-time and part-time programmes in engineering, teacher training, medicine and arts, in collaboration with Oxford Brookes University, UK.

Key Offerings: School of Hospitality and Management (SHTM); School of Management and Entrepreneurship (SOME); Journal of Services Research; International Conference on Services Management. Established in the year 2000, IIMT is managed by UMAK Education Trust. IIMT’s campus is located at Sohna Road, Gurgaon with full time resident facilities.

Situation

Business issues

• Customer-relationship management: Management was in a process to automatically receive return on investments with all key stakeholders - prospective applicants, existing students, stakeholders and partners. To enable the process, IIMT wanted to ensure control through checks and balances in the system with ordered human intervention.

• Interoperability of systems: IIMT needed a system solution to integrate ERP systems already deployed on campus. The student systems, financial applications and other databases were connected in the system.

IT Challenges

• Interoperability and integration capabilities with systems already deployed on campus. The student systems, financial applications and other databases need to be able to seamlessly work together.

• Scalability, which would allow the system to meet requirements in the near future.

• Cloud-based communication capabilities including mail, text messaging, phone calls and features, to connect with all key stakeholders by providing them with all necessary tools.

• Multichannel communication capabilities - including mail, text messaging, phone calls and features, to connect with all key stakeholders by providing them with all necessary tools.

• Data coherency was needed to ensure control through checks and balances in the system with ordered human intervention.

• Requirement was for a process to systematically maintain data and provide a rights-managed and unified portal for the institute to retrieve data easily.

• Non-automation of operations

• Data transparency

The iON Way

Admission Process

• IIMT was able to streamline the admission process and manage all academic information on a common database. The ability to provide a constant managerial and functional support for all information on a common database and to integrate it with the database that can be read by each employee for better application, information, performance appraisal, salary, and other such functionalities.

HR Management

• The HR department was able to record employee data and a user-friendly database that can be read by each employee for better application, information, performance appraisal, salary, and other such functionalities.

Transparency in Operations

• Workflow ensures proper compliance and transparency in case of processes. The document flow is tracked properly. The system also provides feedback and quality assurance for the processes.

Finance & Accounting

• Fee management, Finance database management and HR management

• Automation of business processes internally and externally.

• Scalable solution with low maintenance.

• Cost effective solution with real time scenario.

• Data consistency to manage resource maximization.

• Increased transparency of information.

• Scalable solution with low maintenance.

• Improved access controls.

• Integrating and advanced tracked of customer interactions, daily maintenance, real-time deployment status of functionalities in cloud-based integration and HR management.

To summarize

• Automation of business processes internally and externally.

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Relevant parts of the software

E-Forms - Online Application Management

Student Exam

Enrollment & Restration

Hr Management Solution

Fee Collection

Finance & Accounting

Library

To summarize

• Automation of business processes internally and externally.

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iON provides a comprehensive solution that addresses the IT requirement of any organization. From hardware, networks to ERP, 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. Integrated solutions are connected and work as one. So for you, it is simply one IT and not multiple applications.

Focus on the business and not on the software.

We offer single-tenant IT with a pre-integrated suite of business network, software, and services. We provide support from back-up data centers in the event of a disaster, ensuring continuity of business operations. The solution is resilient to failures as the service works with 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 label names to read in vernacular languages (Hindi, Marathi, Tamil etc) enabling users to learn and operate the solution with ease.

We ensure that your functions are digitized, automated and connected. For example, if you are using a CRM solution along with an HRMS (HR Management System) and have a document management system to organize supporting files and a HRMS, we ensure that these solutions are connected and work as one. For you, it is simply one IT and not multiple applications.

The solution gives you increased convenience allowing you to perform various tasks from your mobile device, no matter where you are living, simultaneously complying with statutory requirements. The solution ensures your company is always audit-ready and legally compliant.

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 on user feedback and industry and statutory changes, you will always get the upgrades without disrupting your business operations or any additional cost. Being in perpetual beta on user feedback and industry and statutory changes, you will always get the upgrades without disrupting your business operations or any additional cost.

As a pay-as-you-use model, you decide how much IT and infrastructure you actually need and pay for. Thus, you pay as you use and are recentlyusive which includes maintenance and training. Typically, the IT cost reduces with the growth, whereas your practices are well followed.

Increased agility

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Benefits

- Digitalization and automation of all your business processes
- Enhanced business continuity
- Increased agility
- Single service, in a pay-as-you-use model, allowing you to perform various tasks from your mobile device, no matter where you are living, simultaneously complying with statutory requirements.
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Tata Consultancy Services
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Integrated solutions

We offer single-variable IT as a pre-integrated suite of business network, software and services. The solution is cloud based and connected. For example, if you are using iOM, solutions along with your IT (like your manufacturing) and have a document management system for operations, iON ensures that these solutions are connected and as such, if you do or the software recommends and allows you to configure the processes to work as you currently do or the software recommends and allows you to do. The software ensures your company is always audit-ready and legally compliant.

A pay-as-you-grow model

Our model determines capital investment up front to validate procurement of all IT infrastructure and software we need for the duration of the contract. Additionally, we only pay for the number of users who actually use the software. This way, you pay as you go and ensures you are not unnecessarily paying for maintenance and training. Typically, the ROI occurs within 12-18 months, where best practices are well followed.

Personalized solutions

Although iOM is cloud oriented, the software is configurable to each business. You will always get the flavor of your business by packaging and choosing what practices you need. Furthermore, the multilingual capability of the software allows you to customize the solutions better to the region like multiple languages (Hindi, Marathi, Tamil etc.) enabling users to learn and operate the solution with ease.

Automated upgrades

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

Reliable Business Continuity

The solution offers optimal performance in normal household connectivity along with a changed security mechanism to ensure your data privacy is maintained. The capacity of the solution grows with your increasing computing need and reduces the need for IT staff. The solution is cloud-based and offers a multi-tenant hosting model, ensuring continuity of business operations.

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Although iOM is cloud oriented, the software is configurable to each business. You will always get the flavor of your business by packaging and choosing what practices you need. Furthermore, the multilingual capability of the software allows you to customize the solutions better to the region like multiple languages (Hindi, Marathi, Tamil etc.) enabling users to learn and operate the solution with ease.

Automated upgrades

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

Reliable Business Continuity

The solution offers optimal performance in normal household connectivity along with a changed security mechanism to ensure your data privacy is maintained. The capacity of the solution grows with your increasing computing need and reduces the need for IT staff. The solution is cloud-based and offers a multi-tenant hosting model, ensuring continuity of business operations.