

# TCS Cloud Plus

Cloud Plus



With companies increasingly adopting cloud computing solutions, timelines for application releases are shrinking rapidly. Simultaneously, enterprise users' dependence on mobility—often in a bring-your-own-device (BYOD) environment—is on the rise. Therefore, the enterprise information technology function has to now contend with more demanding internal customers, who expect accelerated release cycles, quicker resolution of issues, and timely support for personal devices. Companies need a solution that helps integrate key processes across IT operations and IT service management, while leveraging superior processes to deliver highly responsive services to end users.

Tata Consultancy Services' (TCS') Cloud Plus is a cloud based IT service management solution that serves as an integrated platform for managing IT operations and services. Backed by predefined business process templates, it facilitates a responsive and compliant IT system, and helps drive process efficiency, agility, and comprehensive visibility.

## Overview

Amid a rapidly evolving business landscape, and users' exposure to disruptive technologies, there are growing expectations from IT to deliver tangible benefits without compromising on quality and compliance. However, meeting these expectations remains a challenge. Chief information officers (CIOs) lack visibility into their support systems and operations due to the use of disparate tools for managing heterogeneous business functions. Knowledge retention, too, is challenging as multiple teams operate in silos: support services from external vendors, multiple delivery partners, and subcontractors. All these factors make it difficult for CIOs to demonstrate the business value of IT to their organizations as well as justify further investments.

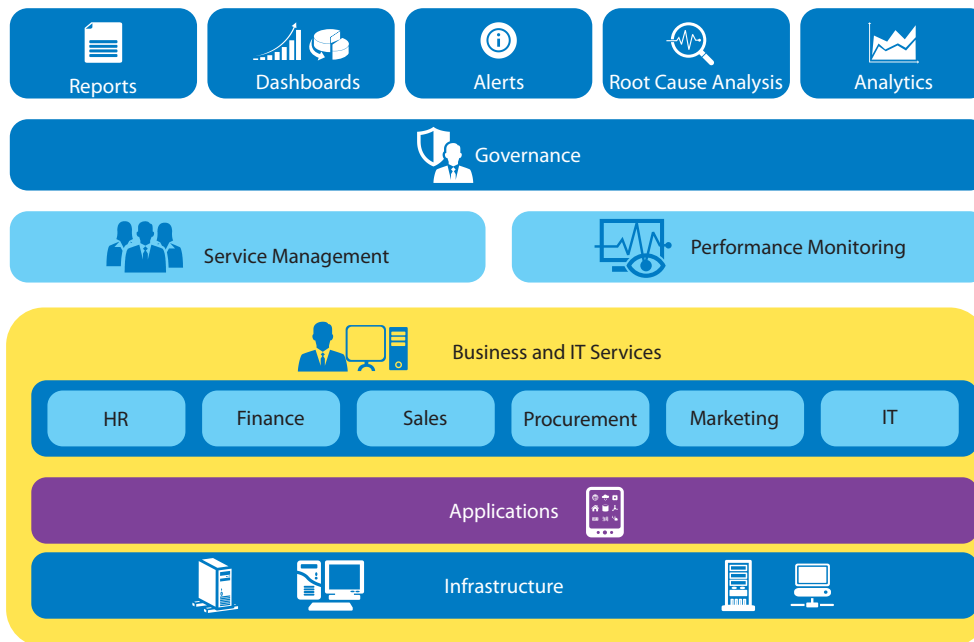
TCS Cloud Plus offers a centralized solution to effectively manage IT service delivery. It enables improved governance and process efficiency tracking through dashboards and insightful reports. The offering's integrated framework, underpinned by predefined process templates, assists enterprises in making IT more responsive while ensuring quality compliance and adherence to industry best practices. The solution helps in knowledge retention and transition through digitized models, ensuring that efforts spent in stabilizing system support can be leveraged by new vendors and contractors.

## Our Solution

Our TCS Cloud Plus solution uses predefined and relevant business process templates based on a given application and domain landscape to align IT support processes with industry standards such as the ITIL V3.0 framework.

The solution enables you to:

- Leverage the cloud-based platform to enable enterprise-wide IT service management, by facilitating efficient integration between IT operations and IT service management
- Foster a BYOD culture through a robust governance framework
- Promote effective collaboration through online forums, providing users a social IT environment
- Use configurable dashboards to generate a CIO-specific detailed view of the health of IT systems
- Ensure tracking of tangible benefits as well as compliance with industry best practices by using inbuilt reports for key performance indicators (KPIs).



An overview of TCS Cloud Plus

## Benefits

The solution harnesses TCS' proven expertise in managing and delivering IT support engagements across different industries. It helps enterprises to:

- **Quantify benefits:** Measure benefits and demonstrate the tangible value of IT by tapping into insightful KPI reports.
- **Comply with best practices:** Leverage built-in process templates to adopt best practices relevant to your industry across the organization.
- **Minimize risk:** Reduce risks by using the solution's governance framework to facilitate a responsive IT architecture and deliver consistent quality.
- **Enhance service levels:** Make your IT service operations more efficient to ensure they are responsive to evolving business needs. Shorten the turnaround time for developing and deploying applications and supporting multiple devices.

## The TCS Advantage

TCS has extensive experience in delivering IT service management solutions, which enables us to deliver a unique set of capabilities:

- **Predefined process templates:** These ready-to-use templates capture our service delivery and management experience across diverse industries and application landscapes. They also help eliminate the need for third-party process consultants.
- **Intelligent integration:** Our solution integrates key processes across operations and helpdesks to provide a holistic view of IT service management.
- **Rapid deployment cycle:** We leverage the Information Technology Infrastructure Library (ITIL) framework to accelerate application deployment timelines, making TCS Cloud Plus an easy enterprise-wide IT Services Management solution to deploy.
- **Knowledge management:** Our solution automatically appends new resolutions to flagged issues in a separate knowledge repository. This knowledge can be easily retained and transferred to support service agents, thereby improving the first call resolution index and reducing the mean time to repair (MTTR) index.
- **Ease of use:** As tool adoption is crucial to IT and service management implementation, TCS has incorporated the learning gathered through detailed feedback from the 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

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### 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.

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