

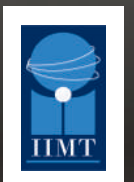


# iON

**TATA** CONSULTANCY SERVICES

Hardware + Network + Software + Services

## Automate your business processes - The iON way



*"...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..."*

**Amit Kapur,**

Promoter, Institute for International Management & Technology (UMAK)

## The Business

**Profile:** Institute for International Management & Technology (IIMT) is an Institute for higher learning providing undergraduate, post graduate, doctoral and executive education programs in hospitality, business, 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.

**Operations:** Established in the year 2000, IIMT is 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:** Requirement was for a process to systematically measure return-on-interaction with all key stakeholders – prospective applicants, existing students and industry professionals – to enable the institute achieve efficient budget deployment
- **Inconsistent data:** Data coherency was needed across multiple departments to reduce miscommunication
- **Data Transparency:** Managing and maintaining data for informed decision making
- **Non automation of operations:** Due to an anticipated increase in both scale and scope, IIMT wanted to ensure control through checks and balances in the system with minimal human intervention

## IT Challenges

- Interoperability and integration capabilities with systems already deployed on campus, like student systems, financial applications and other databases
- Scalability, which would allow the system to meet requirements in the near future
- Multichannel communication capabilities, including e-mail, text messaging, phone calls and

letters, to connect with all key stakeholders – prospective applicants, existing students, alumni, industry professionals, academic partners, faculty, staff, parents – for communicating and collaborating through a channel of their choice

- Data analytics and in-time reporting capability for informed decision making
- Workflow capability and management tools that implement checks and balances in a business process
- Configurable login based access to avoid theft of proprietary data

## The iON Way

- **Admission Process:** iON is able to streamline the admission process and manage student information on a common database. The ability to provide a rights-managed and unified portal for the students to access their personal and academic information was another incentive of this integration.
- **HR Management:** The HR department can now maintain the employees' data on a central database that can in turn be accessed by each employee for leave application, attendance, performance appraisal, salary receipts and other such functionalities.
- **Transparency in Operation:** Workflow ensures process compliance and transparency in case of their internal stakeholders (students, staff, faculty) as well as external stakeholders. For instance, purchases to be done by the respective department are approved/rejected by a particular authority based on certain rules and can be closely monitored by the higher management. Management can now control each activity at the organization and the micro level by generating reports at any point of the process. 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 for improved institutional efficiency. Cloud based ERP also gave an added advantage of low maintenance and ease of accessibility.

## To summarize

- Automation of business processes internally and externally
- Cost effective solution with real time scenario
- Data consistency to reduce miscommunication
- Increased transparency of information
- Scalable solution with low maintenance
- Improved access controls
- Integrated and enhanced Student/Customer interaction, Facility management, Fee management, Finance database management and HR management

## Relevant parts of the software

### E-Forms - Online Application Management

### Human Resource Management Solution

### Payroll

### Procurement & Inventory

### Finance & Accounting

### Campus Management Solution (CMS)

- Admission
- Academics
- Fee collection
- Library

*"...On one hand, their product gives us the competitive advantage that leads to better decision making and conversely, we hone their product by providing the functionality required by an operating institution that conforms to both Indian and British academic standards..."*

**Amit Kapur,**

Promoter, Institute for International Management & Technology (UMAK)



## Why iON

iON provides a comprehensive solution that addresses varied IT requirements of your organization. From hardware, network 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. 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 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.

## TATA CONSULTANCY SERVICES

Experience certainty.



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### About TCS iON

TCS iON is a strategic unit of Tata Consultancy Services focused on Small and Medium Businesses as well as educational institutions. We provide technology by means of a unique IT-as-a-Service model, offering end-to-end business solutions for the sector.

TCS iON caters to the needs of multiple industry segments, through innovative, easy-to-use, secured, integrated, hosted solutions in a build-as-you-grow, pay-as-you-use business model. We serve our clients with the help of best practices gained through TCS' global experience, domestic market reach, skills, and delivery capabilities.

For more information, visit us at [www.tcsion.com](http://www.tcsion.com)

### Contact

To know more about the iON Education Solution

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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.

For more information, visit us at [www.tcs.com](http://www.tcs.com)

### IT Services

### Business Solutions

### Consulting

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