

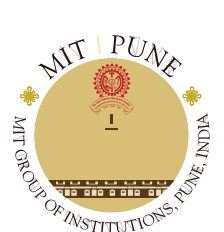


iON

TATA CONSULTANCY SERVICES

Hardware + Network + Software + Services

Drive operational excellence with
effective data analytics - The iON way



"...From managing key resources like faculty time to enhancing student performance through quantitative student analytics, iON Education Solution, with its integrated single window access transforms educational eco-system, thereby freeing our time to focus on driving excellence. It ensures hassle free flow of information among departments with better management of faculty time..."

Swati Sankhye,
CTO, MIT Group of Institutes

The Business

Profile: The MIT group of Institutes, Pune, established in 1983, operates predominantly in colleges offering graduate and post graduate degrees in Engineering, Medicine, Management and other disciplines, with a student base of more than 60,000 and faculty strength of more than 1000.

Key Departments: Maharashtra Academy of Naval Education and Training (MANET), a member of the MIT group of Institutes, is one of the few institutes in India which offers residential graduate programs in Marine Engineering and Nautical Science. MIT College of Engineering, Pune, another institute from the group, offers BE, ME courses in various disciplines of Engineering and also MBA.

Operations: With more than 10 campuses in the state of Maharashtra covering almost 1000 acres of area, the MIT Group provides education in the fields of Engineering, Medicine, Pharmacy, Marine Engineering, Insurance, Distance Education, Telecom Management, Lighting, Design, Food & Technology, Retail Management, Masters in Business Administration, School of Government and also School Education. More than 60000 students are pursuing various courses across the 65 institutes of MIT.

Situation

Business Issues

- **Administrative Challenges:** Assurance of periodic reports from all colleges in a prescribed time and format was required for effective management. Management felt the lack of visibility and timely updates about operational parameters. Different colleges within the group employed slightly tailored approval workflows resulting in difference in the implementation of policies between institutes
- **Customer Connect:** Needed to improve communication amongst stakeholders– students, parents and applicants and facilitate stakeholder communication within the college
- **Automation of system and processes:** Urgent need to automate all processes and reduce human intervention to prevent loss of time and synchronize data across different departments, required for reporting & analysis.
- **Efficient admission process:** Greater visibility for inviting applicants from across India. Cumbersome hardcopy based application process was leading to increase in operating cost.

IT Challenges

- Without computerization, it was difficult to enforce uniform report formats across institutes required for effective data analytics
- Difficulty in implementation of uniform processes across departments led to the need for an integrated solution
- Need to modernize operations using technology and to move towards a paperless office was felt
- Management required anytime, anywhere access to reports

The iON Way

- **Online Application Forms:** iON Solution enabled online application form for potential students, which facilitated applicants from all over India to easily apply for the courses. At the time of filling an online application form, the system generated a hall ticket with unique ID for applicants leading to timely execution of admission process
- **Enhanced Customer Experience:** Online fee collection enabled direct remittance of fee to the bank which benefited the cash flow of the institute. Using the email feature, the college can communicate with parents regarding various issues, in a timely manner. Faster and accurate servicing of student letters such as bona fide certificate, ID card, fee demand letters, and transcript is enabled. Through the implementation of online recruitment portal, job seekers can approach the HR easily.
- **Reduced Manual Effort:** For compliance of stringent attendance norms of the Directorate General, Shipping, various reports were needed. Automation of reports has led to reduction in manpower and also timely and accurate reports are being generated with reduced cost.
With computerization, considerable manual effort used for tallying data across various departments has been saved. Manual effort has been reduced in Fee Section, Student Section, Library, Hostel, Stores, Time Table Section, and Exam Section. ISO (International Organisation for Standardization) audits have become smoother due to digitization of process and data.
- **Uniform Deployment of HR Policies:** Standard processes and approval workflows have been defined for loans and advances, performance appraisal, separation, leading to uniform deployment of policies and improved operational efficiency.
- **Management visibility:** A quantitative data based dashboard has been deployed for periodic review by the management. Timely visibility of critical information has helped management save a significant amount of money through identification of unused resources.

To summarize

- Online applications attract more candidates from all over India and reduction in effort by staff to process these applications
- Enables the institute to analyze applications and admission data available online (e.g. applicant profile and demographics), to improve marketing and admission process in future
- Reduction in manual work for monitoring and reporting student attendance, as per requirements of DG (Shipping)
- Uniform implementation of a standardized Employee Leave and Attendance Policy across departments
- Online fee payment feature provides an easy and safe interface for students / parents to pay fees
- Computerized workflow for various approvals has saved time and money and reduction of manual effort to validate and tally data
- Faster service and improved accuracy in generation of Student letters

Relevant Parts of the Software

E-forms – Online Application Management

Campus Management Solution (CMS)

- Fees
- Academics – Timetable, Attendance and Exam & Grading
- Student Letters
- Hostel
- Library
- Discipline

Human Resources Management Solution (HRMS)

- Recruitment, Employee Maintenance and Separation
- Leaves
- Loans and Advances and
- HRMS Letters

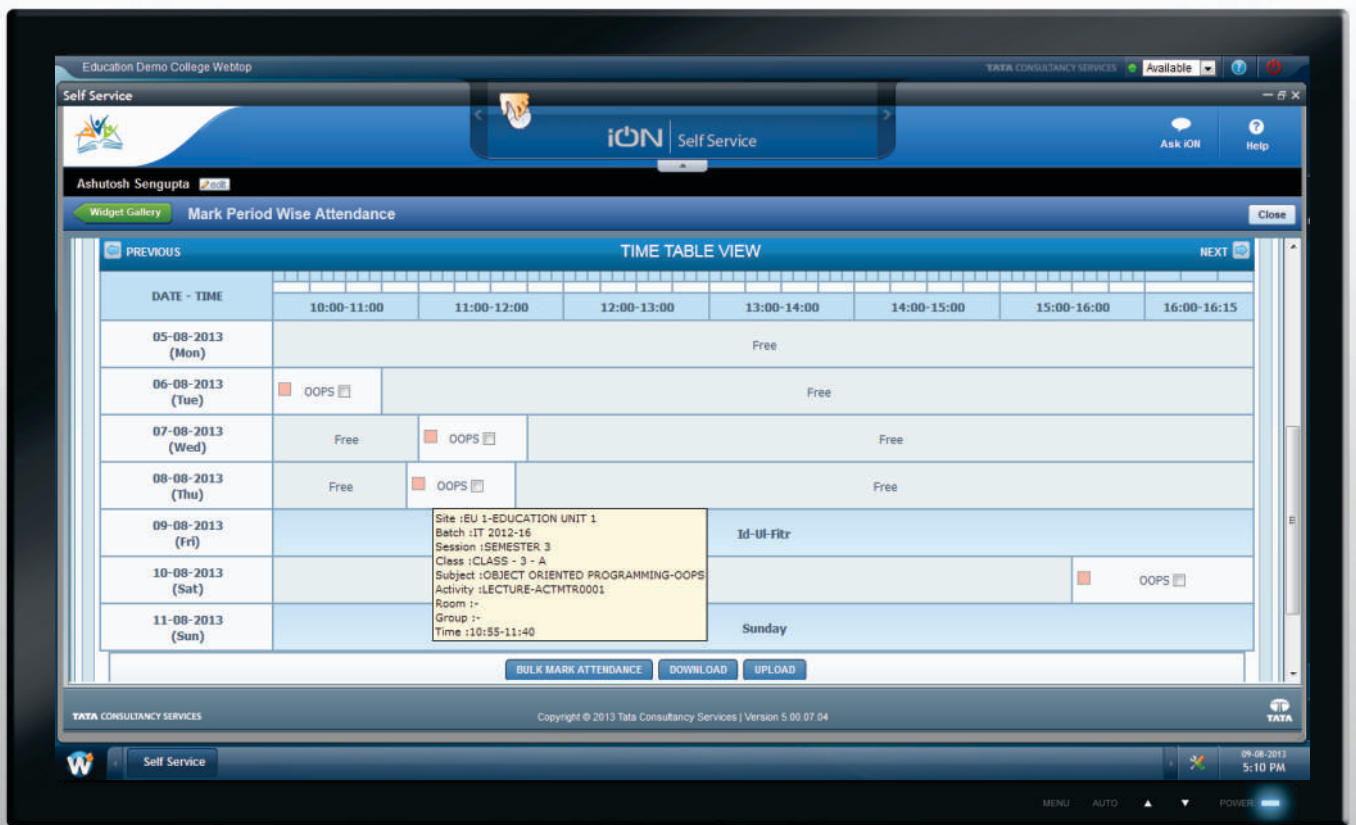
Payroll

Procurement and Inventory

Self Service

"...ERP implementation has reduced manpower cost in administrative areas of educational system due to lack of redundancy of data. Minimum administrative procedures and easy approvals in system have helped save time of employees to a great extent..."

Swati Sankhye,
CTO, MIT Group of Institutes



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

Contact

To know more about the iON Education Solution

Toll Free Number 1800 209 6030

Email ion.salessupport@tcs.com



TCSiON.com



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iONCloud4SMB](https://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 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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