Indian Institute of Management, Indore

"We are indeed happy to operationalize the leave module live. We look forward to many more occasions in the future for interactions, cooperation and support. Thank you for all the support and cooperation from the TCS side."

- N Janardhana Rao Officer
(Personnel)

Profile

Established in 1996, Indian Institute of Management Indore is the sixth in the prestigious IIM family of management schools. IIM Indore offers various programs like academic program, executive- management development programs, and faculty development programs. It aspires to have a dominant presence in all segments of management education in India and abroad.

IT challanges

- Need for a single system to cater to the 2 campuses based in Indore and Ras Al Khaimah (UAE).
- Need for a system which could be easily scaled to integrate increasing programs and offerings.
- Need to have a system which would handle the different statutory/ regulatory requirements required of the Indore and Ras Al Khaimah (UAE) campuses.

Client

Indian Institute of Management, Indore

Operations

Campuses in Indore and UAE.

Product Range

Flagship program (PGP)- Post graduate program spanning two years is benchmarked against similar programs of the best business schools in the world. The various programs offered are as follows.

- PGP – Post Graduate Program.
- PGP (RAK- UAE)- Post Graduate Program in Management at Ras Al Khaimah (UAE).
- FPM- Fellow Program in management.
- EPGP- Executive Post Graduate Program in Management.
- PGPMX (Mumbai)- Post Graduate Program in Management for executives at Mumbai.
- PGPMX (RAK- UAE)- Post Graduate Program in Management for executives at Ras Al Khaimah (UAE).
- IPM- Five year integrated program in management.
- Executive Programs like Management Development Program (MDP), Certificate course in Business management for defense officer, Certificate program in E-governance for executives etc.
- Other programs like – Faculty development program.

Business Issues

- Academics management- Excels were used to maintain records of students, Timetables, Faculty availability information, student feedback and exam results. Maintaining data of multiple programs and huge number of students & faculties was unwieldy.
- Leave Application management- Students would apply for various types of leaves through written applications or emails to the academic staff. A major concern was that the leave approver would not be able to know about student's leave history at the time of approving/rejecting the leave request. Without this information, the student leave approval process was not fully effective.
- Human Resource Management: Employee data was maintained manually. All approvals were paper-based. This resulted in wastage of manual effort. Due to manual records, report requirements took time.
- Procurement & Inventory: IIM Indore had a dedicated department to maintain its purchase and inventory management, which was using a legacy system for their day to day operations. A lot of manual effort was required and a lot of paper work was involved in that. For approval of Purchase Request/ Purchase Order etc., various levels of approvals were involved. Tracking and manually following up on the same was tedious and time consuming.

The IT as a Service way

In IIM Indore, students are given the flexibility to pick and choose subjects and the faculties from whom they want to learn the selected subjects. The registration process was handled manually. Using iON, students can now register for the subjects online. TimeTable has been digitized for keeping track on student's attendance as well as feedback for faculty in an academic session.

The erstwhile process of maintaining the Exam results in an Excel was time and effort consuming and not scalable. Digitization has helped in capturing, processing, analyzing and maintaining transcripts of students in an effective and scalable way.

With all relevant information of students in the system, the Student 360 degree view gives the stakeholders in the Institute enhanced visibility of any given student easily. With the implementation of the Student Feedback module, academic coordinators can view the feedback on faculty on a timely and ready-to-use manner, without any manual intervention. This helps them to take timely corrective actions, where required.

With the Self Service module students can apply for leave, view their Exam grades online. This was a manual activity earlier for students and the academic department.

With the implementation of HRMS module, staff can apply for leaves online, resulting in reduction of manual follow ups for approvals.

Reporting process has been simplified and it facilitates on-time generation of reports for RTI purpose. On demand reports has been very useful for executive analysis. It facilitates predicting, analyzing, real time reporting and helps in taking proactive actions by the management.

To summarize

- Reduced data redundancy resulting in accurate data availability
- Reduction in manual activities and follow up
- Increased transparency for staff and students
- Better collaboration among faculty and students
- Any time any where access to data and information

Relevant part of the software

- CMS: Time Table; Student Attendance and Leave; Exam and Grading, Student Feedback,
- HRMS: Employee Maintenance; Leave
- Purchase and Inventory
- PVC

iON

About TCS iON

TCS iON is a strategic unit of Tata Consultancy Services focused on manufacturing industries, education institutions and exam boards. 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**

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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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