



iON

TATA CONSULTANCY SERVICES

Hardware + Network + Software + Services

Streamline your processes - The iON way



"...We were clear about going for a cloud/SaaS model and selected iON as they had the product for our needs and also because we already had an established relationship with TCS. Foremost benefit is the process integration and enforcing adherence to processes by the end users..."

Prof S Sriram,

Executive Director, Great Lakes Institute of Management

The Business

Profile: Great Lakes Institute of Management (GLIM) is an institute for higher learning that provides post graduate programs in management. GLIM has a memorandum of understanding with Stuart School of Business at the Illinois Institute of Technology, Chicago, USA. The Post Graduate Program in Management at Great Lakes is the only one-year management course in India approved by the AICTE.

Key Offerings: Full-time Post Graduate Degree and Diploma program in Management. Courses for working professionals, include Post Graduate Working Professionals Program in Management, Post Graduate Executive Program in Management and Global Energy MBA

Operations: Founded in 2004, Great Lakes got accredited by AICTE in the same year. The campus located in Manamai, Tamil Nadu, houses an ultra-modern resource center.

Situation

Business Issues

- **Complex Ranking Logic for Admissions:** Great Lakes has a multi-step admission process and uses a complex logic for ranking the applicants on various parameters involving multiple calculation steps which were executed manually leading to high time consumption
- **Inter-department Integration:** Open lines of communication between various departments was missing which led to lack of information at various touch points and delay in data transfer from one department to another
- **Time Table Scheduler:** Great Lakes follows a trimester schedule and has a number of sessions conducted by visiting faculty. Based on various availability schedules and constraints communicated by the faculty at different times, the institute was facing difficulties preparing the time table

IT Challenges

- Lack of seamless flow of information between various departments due to absence of IT
- Required a system for making time tables more efficiently, scheduling smoother and boosting productiveness
- Great need for real-time Reports & centralized database of all departments for better decision making

The iON Way

- **eForms and Admission Module:** To handle the complex workflow of admissions, TCS created eight e-forms and two ranking logics which made it easier to calculate the ranks while reducing effort and the possibility of human error. Recommenders' form was also designed with a copy form functionality copying key details from the applicant form to respective recommender form. Bulk mail was used to send mails to recommenders using On Demand Reports.
- **Biz Analytics:** Specific reports required by Great Lakes were also generated through On Demand Report for admissions, academics and resource center.
- **Academics:** The auto time table feature of iON is being implemented at GLIM's. It caters to the flexible schedules of the visiting faculty and various other client stated parameters. An industry acceptable format was also developed which took care of the specific printing requirements of the time table.
- **Workflow Configurator:** During admission, the automated workflow of iON helped in providing seamless integration between various departments like
 - After Counseling steps such as scrutiny of documents, admission fee collection
 - Activities required to be done by the academic team (roll number generation, section allocation, ID card printing)
 - Steps to be handled by the hostel administration team such as hostel room allocation

To summarize

- Streamlined and error free admission process by tracking applications using a fully built-out decision and enrollment module
- Analysis of admission statistics with easy-to-use reports
- Increase in productivity through increased utilization

Relevant parts of the software

E-Forms - Online Application Management

Human Resource Management Solution

Payroll

Procurement & Inventory

Finance & Accounting

Professional Virtual Community with Learning Management Solution (LMS)

Biz Analytics - Reporting Tool

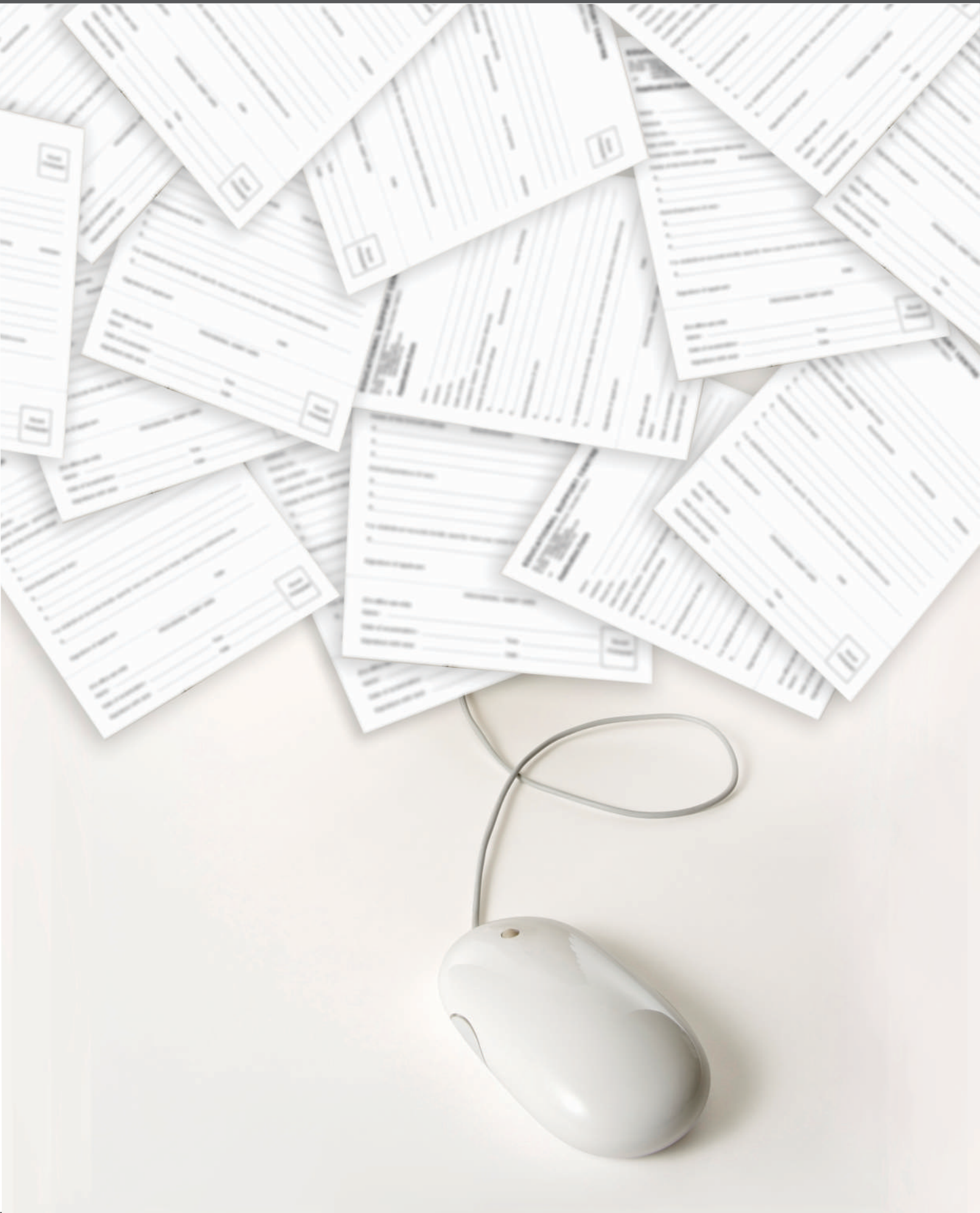
Campus Management Solution (CMS)

- Admission
- Academics
- Fee collection
- Hostel

"...The processes we took were functional and TCS did not hesitate to fine tune/customize them based on our specific needs. TCS iON team is very committed and cooperative..."

Prof S Sriram,

Executive Director, Great Lakes Institute of Management



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.



TATA CONSULTANCY SERVICES

Hardware + Network + Software + Services

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



[youtube.com/
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

All content / information present here is the exclusive property of Tata Consultancy Services Limited (TCS). The content / information contained here is correct at the time of publishing. No material from here may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from TCS. Unauthorized use of the content / information appearing here may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties.

Copyright © 2014 Tata Consultancy Services Limited