



iON

TATA CONSULTANCY SERVICES

Hardware + Network + Software + Services

Transforming Your Institution - The iON Way



"...Transparency is one of the greatest features of iON. A student or his parent can have a clear picture about the attendance, examination grading, fees payment, events or schedules just by logging in from anywhere. This has helped us in clarifying several doubts in the minds of students..."

Dr Jayashree A Bhakay,
Director, Chetana Public Trust, Mumbai

The Business

Profile: Established in 1969, Chetana Public Trust imparts quality education in field of commerce and management. The degrees offered are affiliated to Mumbai University.

Key Offerings: Chetana Trust promotes:

- HS College: Established in the year 1970, offers graduate programs in Management, Mass Media and Commerce
- Chetana's Ramprasad Khandelwal Institute of Management: Established in the year 1981, offers post-graduate program in Management
- Chetana's Institute of Management & Research: Established in the year 1996, offers post-graduate programs approved by AICTE, New Delhi

Operations: The institutes under ChetanaTrust, located in Bandra, Mumbai, have a combined student count of over 3000.

Situation

Business Issues

- **Software not standardized:** The solutions running in the three colleges were all different, leading to non-uniform practices across colleges
- **Lack of connect:** There was an urgent need to provide an interactive platform for students and parents to connect with the institute in changing times
- **Need for futuristic outlook:** The Management also felt the need to provide innovative and progressive learning experience for the students and reduce dependence on manual and paper based systems

IT Challenges

- The technology at these institutes were constantly in need of upgrade. The upgrades were unplanned leading to disruption of services and increased overheads.
- Required a system that was easy to use and provided an interactive communication platform to reach out to applicants, students and alumni alike.

- Trust needed a software that will bring uniformity, standardization and ease of management of the three institutes. Either by integrating all the three IT systems or a single new system providing complete integration of the three colleges.

The iON Way

- **ERP Solution:** The end-to-end integration of all core business processes because of iON ensured visibility of student's data to the management. This in conjunction with the student Self Service module facilitated transparent interaction between the institute and students. Integration of business processes eliminated the need for manual data exchange leading to effective utilization of resources. It also helped in providing a comprehensive view of business thus enabling better decision making.
- **Exam and Grading:** The implementation of examination and grading module helped the institute generate complex reports and certificates as required by University of Mumbai. The reports also helped in assessing the overall performance of the students in various subjects. Report generation in particular format (as requested by the University of Mumbai) resulted in cost reduction.
- **Social Learning Platform:** Using the Professional Virtual Community (PVC) platform, the institute shifted internal assessment tests online. Using this module the institute generates result reports immediately after the test leading to reduction in the effort by faculty for paper-correction and also helped students by providing timely results.

Using iON, the administrative activities of the college are computerized e.g. Library Management, HR Management- Recruitment to Separation, Automated Payroll. This has helped in faster and efficient operations. This also led to standardization of operations across the colleges and administrative units and reduction in the overall administrative costs.

To summarize

- Better control over academic activities (e.g. student attendance, analysis of student scores etc.)
- Improved efficiency and reduction in manpower cost due to automation of administrative activities
- 360 degree view of business enabling better decision making
- Efficient and accurate record keeping and retrieval facility for students, faculty and parents
- Compliance to statutory and regulatory requirements ensures institute is audit and legally compliant

Relevant parts of the software

E-Forms - Online Application Management

Human Resource Management Solution

Professional Virtual Community with Learning Management Solution (LMS)

Online Assessments

Campus Management Solution (CMS)

- Academics - Timetable and Exam & Grading
- Fee Collection
- Student Feedback
- Library

"...The leave records, accounts and fees generation part are helping us in reducing the manual labor and also duplication of work is avoided. One can see a conflict free environment due to the system..."

Dr Jayashree A Bhakay,
Director, Chetana Public Trust, Mumbai



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

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[youtube.com/
iONCloud4SMB](http://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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