

Comprehensive Salesforce Solutions

Enterprise Solutions



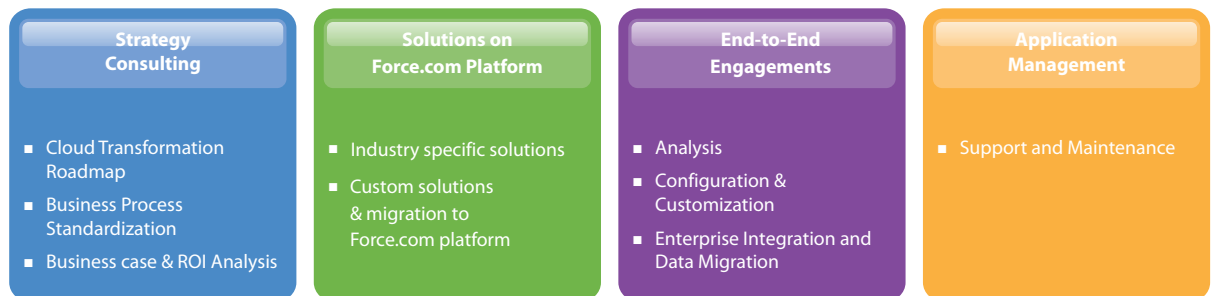
The rise of enterprise software as a service (SaaS) is a result of many market trends—notably globalization, the spread of virtual teams, generational workforce shifts and the evolution of cloud computing. These trends enable, and even force, more agile and flexible ways of working internally and externally with business partners and customers.

Leveraging four decades of experience in Business Solutions and IT Services, TCS has been in the forefront of on-demand and Cloud based Enterprise Solutions. As a Platinum Consulting Partner of Salesforce.com, TCS has built comprehensive Salesforce capabilities in Consulting, Innovative Solutions, Implementation and Application Maintenance services enabled through its deep domain capabilities, Innovation Labs and Global Network Delivery Model (GNDM™).

Overview

Based on our vast experience, Tata Consultancy Services enable clients to harness the advantages of social and cloud computing. TCS Salesforce Practice offers solutions—based on flexible technology architectures, industry best practices and business metrics—that enable our clients to enhance their own customers' experiences.

Our services range from Cloud transformation strategy to solution implementation and maintenance support for the Sales Cloud, Service Cloud, Custom Cloud and social Collaboration platforms. Our global practice serves client segments across all industry verticals and across the globe.



An overview of our Salesforce offerings

Our solutions

Salesforce solutions from TCS accelerate time-to-market, improve program-management efficiency and deliver business value for the enterprise.

Industry Specific solutions:

High tech and Manufacturing

DesignWin & Channel Management solution connects the complex web of distributors, suppliers and OEMs to improve their sales productivity

Product Change Notice application enables faster time to market by standardized process for product changes and upgrades through streamlined approvals and higher customer satisfaction through regular customer communications

Return Management Application manages and tracks returns, replace and repair request for goods from Customer and service partners to optimize returns and enhance Customer experience.

Insurance

iAgent An iPad solution for 'on the go' Agent to increase agent efficiency

Velocity An end to end solution for Broker Dealers and their agents to manage the entire process from initial proposals to ongoing service requests there by reducing time to market

Broker Onboarding provides operation efficiency to manage the on-boarding of non-captive brokers.



Third Party Management A flexible and scalable Force.com solution to help manage and track Third party business for improved pipeline visibility

[Telecom](#)

CRM Automation for Equipment Vendors provides Sales & Service teams with a unified tool to increase process efficiency

Industry Augmentative Solutions:

SmartSales A complete Ipad solution for Sales representatives providing 360 degree customer view

Surveyor enables the creation and scheduling of surveys, captures responses, and analyzes results which helps understand survey audience better

Salesforce.com Assurance Toolkit provides an end-to-end automated solution for Salesforce Testing needs that includes creating test scenarios, test scripts, test data, executing test scripts as well as storing the results automatically using various Test Management tools HP -QC and TCS tool Smart Test Manager.

Trip Planner enables Sales/ Service representatives to plan and manage trips within a specific zone of operations and allows management to track their productivity

eCollab enables effective collaboration through Chatter across business units, countries or regions within an organization

Accelerators:

Config-Aid helps you manage configuration like creation of objects and creation, updation and deletion of fields. Data migration architects can build Salesforce schema in Oracle or SQL servers and generate Apex documentation

Notes2Force.com Migration helps to analyze and migrate Lotus Notes Application to Force.com using a combination of TCS developed Lotus Notes Analyzer and Config Aid

Siebel2Force.com Migration accelerates the Analysis process of Source Siebel application and migration to Force.com

Parameterized Data Loader a cost effective solution for moving meaningful part of sensitive production data to a sandbox by masking the data for development/testing needs

Implementation toolkit provides structured way to record information by using templates, checklists, processes, Industry best practices and guidelines for the complete project life cycle

Why TCS

Our In-depth industry knowledge, profound customer experience, world-class domain expertise, and rich repository of tools and best practices help us bring you tangible results. The following are some of the unique advantages of partnering with us for your Salesforce needs:

- **Delivery Excellence with dedicated focus on user adoption.** Our Salesforce practice has developed a proprietary hybrid implementation methodology which incorporates user collaboration during the program lifecycle, leading to higher user adoption.
- **Strategic partnership with Salesforce.com since 2004.** We leverage our partnerships with Salesforce.com to help customers realize better and more sustainable results quickly from their investments
- **End-to-end services** covering the entire spectrum from cloud transformation strategy to solution implementation and maintenance support
- **Focus on Innovation** Industry specific solutions and accelerators that help reduce time to market and cost without compromising on quality

Contact

To know more about TCS Salesforce Solutions, contact saas.gdc@tcs.com

About Tata Consultancy Services (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
Outsourcing

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 © 2012 Tata Consultancy Services Limited