

# Enterprise Collaboration

HiTech

Enterprise 2.0 is increasingly being leveraged as a catalyst to drive knowledge management, encourage participatory and collaborative culture, and foster innovation within organizations. Collective intelligence, 'wisdom of the crowd', and 'architecture of participation' are potent enablers for an organization to accelerate workplace productivity and influence decision-making.

Towards this, we, at Tata Consultancy Services (TCS), present our Enterprise Collaboration offering that provides solutions to deploy Enterprise 2.0-enabled Open Source Collaboration solutions. Our offering also helps introduce proper governance, moderation, and access controls to provide structured, manageable, sustainable, and accountable enrichment of your organization's knowledge base.

## Overview

As Enterprise 2.0 goes mainstream, companies look for tools that foster a collaborative culture of communication, cooperation, and information-sharing in the enterprise. At TCS, we help you quickly adapt to Enterprise 2.0 on any technology-enabled platform. Our solutions assess the readiness and maturity of your organization using proven, objective, and quantifiable models, and help build a business case for adopting a platform driven by Enterprise 2.0 features such as idea generation, internal community platforms, corporate blogging, and corporate WIKI, as well as meeting the experts to solve business problems.

The Enterprise Collaboration offering adds value through higher enterprise productivity gained from improved decision-making, which leads to competitive advantages, profit, and growth. The offering also has a robust enterprise search facility to enable easy access and availability, thereby reducing the complexity in information flow. This enhances team productivity through reusability, and individual productivity through optimized email and searches, which help save time.

We help you conceptualize a roadmap for collaboration and knowledge management through the creation of platforms on the web such as discussion forums and groups on common topics, and provide proofs-of-concept to realize quick-wins and benefits. Based on these inputs, we deploy solutions with best-of-breed products and platforms such as Confluence and Jive, complemented by our solution accelerators. We, thus, help set up a robust, sustainable, and extensible platform and methodology for governance, regulation, and compliance; and ensure continuous enhancement in sync with organizational dynamics and business drivers.

## Benefits

The Enterprise Collaboration offering brings benefits of:

- Improved enterprise, team, and individual productivity;
- Innovation across all levels of the organization;
- Improved knowledge sharing and collaboration;
- An efficient connect with relevant people within the organization;
- Improved Return on Investment and low Total Cost of Ownership (TCO).

Methodology

Tools Expertise

Prior Experience

Skilled Associates

Global Reach

**Enterprise Collaboration Offering - Contents**

**Transformation Roadmap and Adoption Strategy**

- Readiness Assessment
- Due Diligence
- Technology Adoption Roadmap

**Architecture Definition and Consulting**

- Requirement Elicitation
- Enterprise Architecture Definition
- Proof of Concepts/Prototyping

**Implementation and Governance**

- End-to-End Enterprise Collaboration Implementation
- Pilot Run
- Governance Services



**An overview of our Enterprise Collaboration offering that builds on best-of-breed Open Source and Java-based platforms such as Jive and Confluence**

## Why TCS

At TCS, we complement our offering with a wide range of solution accelerators such as requirement questionnaire and custom plug-ins to support quicker development. We also add value with our:

- **Robust platform.** Our robust platform for Enterprise Collaboration — KNOME (TCS Knowledge Ecosystem Solution) — has features for document and media management, social Q&A, and idea-sharing. This platform has been successfully implemented across various industry segments.
- **Partnership with Jive.** Our alliance with Jive enables a strong focus on competency development.
- **Innovation Lab.** We have a dedicated Web 2.0 Innovation Lab that focuses on leading edge developments in Web 2.0. The lab works with Web 2.0 technologies such as RIA, wikis, blogs, discussions, and forums, which are key components of a collaboration platform.
- **Delivery capabilities.** Our proven Global Network Delivery Model™ ensures consistent, seamless, scalable, timely, and high-quality delivery of services across the globe.

## Contact

To know more about TCS Enterprise Collaboration, contact [hitech.marketing@tcs.com](mailto:hitech.marketing@tcs.com)

### 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](http://www.tcs.com)

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