

# TCS Oracle Enterprise Solutions

Enterprise Solutions



**ORACLE**® Diamond  
Partner

# 25 Years of Oracle-based Innovation

Companies that share history make history—that's definitely the case with Tata Consultancy Services (TCS) and Oracle. TCS first deployed Oracle solutions in 1987 and, since then, we have designed, developed, deployed and maintained Oracle solutions for enterprises worldwide. The solutions encompass the most complex of projects, spanning a wide range of industries, and focus on the full scope of Oracle technologies. From the earliest days of controlled, proprietary enterprise software, to today's wide open environment of Big Data and standards-based interoperable platforms, TCS has always been at the forefront of global IT solutions organizations focused on Oracle solution

TCS is recognized by Oracle as a Diamond Partner across six continents. With more than 10,000 Oracle experts worldwide, TCS has grown its partnership with Oracle into a multi-faceted relationship by bringing innovation to market, jointly managing projects and sharing and enabling skills and expertise to drive customer success.

## Overview

### An Oracle Diamond Partner

TCS is a Global Systems Integrator of Oracle solutions, and a 'Diamond' partner in Oracle's Partner Network. Our partnership with Oracle commenced in 1987 and has matured into a multi-faceted relationship, covering the following strategic elements:

- Top-of-mind recall across development, industry, technology and global business units, sales and support organizations
- Go-to-market solution ideation, development and launch
- Joint account management
- Skills and enablement

### Specializations

TCS has 30 Specialization certifications—spanning platforms, products, core technologies and industries. They include certified Specializations in Oracle Application Integration Architecture, Oracle Data Warehousing, Oracle Hyperion Planning, JD Edwards EnterpriseOne Financial Management and PeopleSoft Enterprise Human Capital Management.

### Advanced Specializations

We have nine **Advanced Specializations**, ranging from PeopleSoft Enterprise to Solaris, and from Supply Chain Management to Oracle Exadata. TCS was the first organization globally to achieve the Advanced Specialization certification in Exadata.

### Oracle Centers of Excellence

TCS deploys Centers of Excellence (CoE) worldwide to better deliver Oracle technology and solutions.

**We were the first global IT services company to establish a dedicated Oracle Exadata CoE.**

Each CoE brings together the expertise and experience that foster continuous innovation. Our CoEs focus on solutions (PeopleSoft and JD Edwards), platforms (E-Business Suite and Exadata) and processes (Integration and Architecture & Infrastructure).

Our Oracle CoEs collaborate with our industry-focused CoEs. This high-octane mix of industry and Oracle expertise and experience enables the development of complex Oracle solutions for industries ranging from high tech and travel to life sciences and hospitality.

## Oracle Services

TCS' Oracle services reach every part of the technology lifecycle. We help our customers plan, prepare for and pilot both incremental implementations and full transformations. We design, develop and deploy solutions, and we manage, monitor and maintain the IT infrastructure upon which the solutions run.

### Advisory Services

- Strategy and Road Map Creation
- Enterprise Solution Audit
- Architecture Assessment
- Business Process Standardization
- Upgrade Assessment

### Implementation Services

- Enterprise Application Implementation
- Architecture Transformation
- Enterprise Integration.
- Enterprise 2.0 Enablement
- Application Upgrades and Platform Migration

### Outsourcing Services

- Application and Infrastructure Management
- Hosting Services
- Platform-Based Outsourcing
- Managed Services

## Our Oracle Solutions

TCS has developed a rich portfolio of solutions that span Oracle platforms and industries. Here is a small sampling of our solutions:

- **Express HCM Plus:** Created by our Oracle Fusion Applications Center of Excellence, this solution helps rapidly deploy Oracle Fusion Human Capital Management, delivering a fixed-scope implementation within a predictable cost and defined time frame.
- **Rapid Start Supply Chain Optimization:** Combines Oracle Advanced Supply Chain Planning and Oracle Production Scheduling to fine-tune supply chain processes.
- **Field Service Management:** Integrates the best features of Siebel CRM, Field Service and Warranty Management applications, optimized for use on all leading mobile, tablet or PC platforms.
- **Warranty Management:** Proven Siebel implementation frameworks and our own WOPR™ (Warranty Operations Process Reference) jumpstart the standardization of warranty processes.
- **Integrated Freight Management:** Designed specifically to allow logistics companies that use SAP for their back office functions to leverage Oracle Transportation Management (OTM) for core logistics operations.
- **Retail Customer Experience Management:** Combines Oracle Siebel CRM, ATG Web Commerce, OBIEE, real-time decisions and WebCenter to build, run and measure strategic marketing and loyalty initiatives.
- **Container Terminal Management:** Leverages Oracle EBS and TCS products to manage the planning and operations of specialized ports that serve container ships

## Customer Relationship Management

TCS solutions built on Oracle Siebel CRM and Oracle Fusion CRM technology deliver a combination of transactional, analytical and engagement features to manage all customer-facing operations. We deliver comprehensive on-premise and on-demand CRM and

customer experience solutions—tailored for your industry—with role-based customer intelligence and pre-built integration. TCS has hosted a Siebel Center of Excellence—to help businesses improve and transform their customer relationships—for over a decade. We accelerate integration and add value to client engagements by using a range of proprietary tools and pre-built solution kits.

## JD Edwards

With far-reaching experience across industries, our JD Edwards practice designs business solutions to address the most challenging IT problems and opportunities. We combine leading technology expertise, architecture-solutions resources and long-term program management talent to help our global clients integrate and attain new competitive capabilities. Our ERP solutions harmonize the management of finance, assets (including inventory, fixed assets and real estate), people, projects, suppliers and, the fulfillment and manufacturing processes.

## Our Oracle Methodologies

TCS expertise in every corner of the world ensures that Oracle projects are managed by the best talent, cost-effectively and in the shortest time frame. To make sure this happens consistently, we've developed and formalized a set of proven practice methodologies.

Overarching all of these is our Global Network Delivery Model™ (GNDM™), which leverages our international technical, language and domain-specific capabilities to deliver custom, quality solutions faster and in full compliance with local regulatory requirements and cultural preferences. Our global team of professionals ensures highly effective and scalable talent management. The GNDM's multi-tiered technology infrastructure and interconnected global development network provide better risk management, 24/7 coverage, a state-of-the-art telecom network and global collaboration tools.

## Our Oracle Successes

Our customers share their experiences working with TCS on Oracle-based projects.

### Aviva

TCS helped Aviva, one of the world's top five insurance companies, improve its productivity by more than 25% in monthly financial reporting.

*"Putting all these pieces together is allowing us to come up with a better global strategy. TCS has been instrumental in that they've been able to service not only North America, but Europe and the UK. We see tremendous advantages there."*

### Catherine Novick,

Senior VP, Finance Change & Shared Services, Aviva

### ConAgra Foods

TCS played an instrumental role in ConAgra's upgrade process in an engagement that included planning, design, implementation and, most importantly, change management.

*"The PeopleSoft 9.1 project marked the start of a strategic relationship between ConAgra Foods and TCS that continues to this day. . . . We have reduced application customizations by 85%, which delivers immediate cost and time savings."*

### Bryon Langenfeld,

Program Director, IT, ConAgra Foods,

### Ingersoll Rand

TCS improved Ingersoll Rand's overall application performance and stability by 35% through an upgrade of Oracle's Siebel 7.8 to Siebel 8.1, a full hardware refresh and an operating system upgrade.

*"Our Siebel CRM application upgrade has helped us improve productivity while reducing total cost of ownership, out of the box—a win-win."*

### Jignesh Sampat,

Director, Information Technology, Industrial Technologies Sector, Ingersoll Rand,

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## About TCS' Enterprise Solutions

With one of the most powerful IT consulting and services portfolios in the world, TCS' Enterprise Solutions help companies optimize data and workflow, manage risk and compliance, increase operational efficiency and productivity, and reach peak performance.

TCS' Enterprise Solutions drive business transformations, empowering our clients to take advantage of emerging opportunities and market dynamics. From IT strategy and transformation to enterprise-wide software applications, we optimize technology and business processes. Through our Centers of Excellence and Innovation Labs, coupled with our functional business expertise, we develop custom industry solutions and accelerators. Our proven, repeatable and scalable methodology enables enterprises to realize the maximum business value from investments.

Our success is bolstered by long-term strategic alliances with the world's most advanced business software companies, helping us deliver better, faster, and more cost-effective solutions.

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## Contact

To learn more about how we help you maximize the value from your investments in Oracle, contact us at [global.marketing@tcs.com](mailto:global.marketing@tcs.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.

For more information, visit us at [www.tcs.com](http://www.tcs.com)

## IT Services Business Solutions Consulting

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