

**TATA CONSULTANCY SERVICES**

Experience certainty. IT Services  
Business Solutions  
Outsourcing



## Business Process Outsourcing



Envisage a business scenario where your senior management team is relieved of everyday operational tasks and is fully focused on core and strategic business areas, while your non-core, transactional areas are taken care of by a strategic partner. All this, with an asset-light strategy, coupled with savings on operational costs.

To deliver these advantages, we, at Tata Consultancy Services (TCS), offer Business Process Outsourcing (BPO) services. We manage and execute business activities or entire business functions for you – including data entry, rule-based decision-making, and data analysis – for both horizontal and core industry activities.

## Overview

Enterprises today, understand that seamless operations support is critical for organizational growth and expansion across new markets. Economical resources with better process expertise and proven, pre-configured, and best-in-class services help you ensure this for your enterprise. However, to do so successfully, you need to reduce governance costs, have standardized processes, ensure consistent experience, and adhere to diverse regulatory environments – no mean task, considering your global footprint. It therefore becomes imperative to bring in efficient and effective processes, while containing investments.

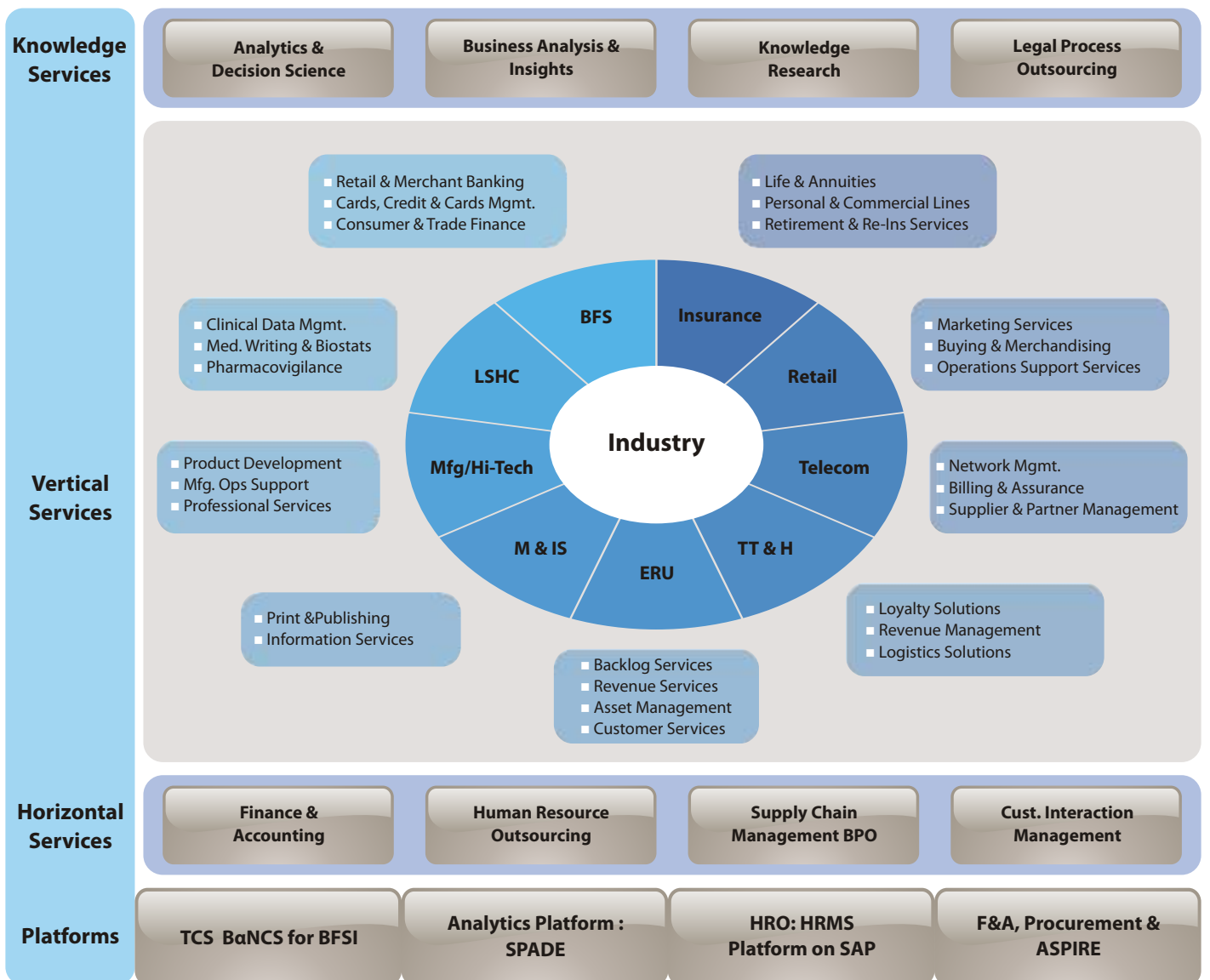
At TCS, our vast experience in BPO across domains, gives us an understanding of your exact requirements, helping us execute your entire business activities and functions. Serving as a global partner, we identify ways in which we can provide innovative solutions that will best fit your needs and address your challenges. We own, administer, and manage the outsourced processes in accordance with pre-defined and measurable performance metrics.

## Our solutions

Our BPO solutions offer you core industry domain processes that positively impact your top-line; and horizontal services to improve your bottom-line through cost-reduction. Our offerings also include industry services, horizontal services, knowledge services, and platform-based business processing. We provide:

- Horizontal services for Finance and Accounting (F&A), Human Resources (HR), and Procurement and Analytics across industries.
- The industry specific services are aligned to the needs of each industry:
  - In the banking and financial services sector, we span both consumer and institutional banking. We provide services such as Origination, Transaction Processing, Administration and Collections across all product lines.

- In the insurance domain, we provide end-to-end services for New Products; our Policy Administration services include both Life & Annuities as well as Property & Commercial insurance.
- In the pharmaceutical space, we provide extensive services around drug development area such as CDM, Biostatistics, regulatory issues, etc.
- Within the retail domain, we support store operations, pricing, merchandizing, and planogramming.
- In the telecom domain, apart from the service management and billing services, we provide network management and provisioning services.
- Travel-related work such as revenue accounting and loyalty management continues to be our forte
- We offer end to end publishing solutions for the STM, Education, Newspaper, Magazines and Yellow Page Directory segments. Our offerings include: Editorial services, Graphics services, Design solutions, Conversion services, Sales & Marketing Support.
- In manufacturing, our BPO industry-specific-work centers around after-market services, such as spare parts management.



An overview of our Business Process Outsourcing solutions

## Why TCS

TCS not only brings in a comprehensive portfolio of industry-specific and shared-service BPO solutions, but also partners with you to accelerate transformation.

This enables you to achieve immediate and sustained cost savings and also to improve your top line.

By partnering with us, you leverage our:

- **Deep industry and domain expertise**, that can impact the cost of revenue. We help you not only reduce your cost of revenues but also target newer markets and geographies. We understand that the horizontal processes need to adapt to the industry requirements. Our offering also brings you business analytics services giving you insights into your business
- **Technology and consulting capabilities**. We are a full-service provider, with capabilities in services, processes, and technology consulting, technology development, implementation and maintenance, and business processing. This enables us to assist you ably in co-transformation – thus improving your process efficiencies and effectiveness.
- **Platforms: Process as a service**. We offer processes on our platform thus guaranteeing you the best-in-class technology while reducing your Total Cost of Ownership (TCO). Further, our utility-based pricing alternative helps transform your CAPEX to OPEX, thus helping you increase your revenues.
- **Unmatched delivery and risk management experience**. We leverage our Global Network Delivery Model™ to provide implementation, development, and support services across the world, at any time, thus assuring you of delivery certainty.

## Experience Certainty

### Experience automation

Upto 60% reduction in TAT while maintaining accuracy

### Experience optimization

Upto 100+% of ACV returned through process optimization

### Experience efficiency

Building training programs & reworking processes to minimize process fluctuations and increasing throughput by upto 25%

### Experience transformation

Organizational restructuring, platform implementation and process delivery enabling business transformation

## About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, business solutions and outsourcing organization that delivers real results to global businesses, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services 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 over 143,000 of the world's best trained IT consultants in 42 countries. The company generated consolidated revenues of US \$6 billion for fiscal year ended 31 March 2009 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).

## Contact

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