

Wireless Dashboard Telecom

In today's fast-paced business environment, executives of customer-facing companies spend one third of the time out of the office, on an average. Further, while in office, most of the time is spent away from the desk. Such a schedule demands rapid access to information to accomplish tasks, which can be achieved through a mobile handset. With the global mobile workforce ranking BlackBerry as the mobile device of choice and with a large number of mobile workers already using BlackBerry devices, there is immense potential to enable information dashboards on the BlackBerry to provide anytime, anywhere access to information.

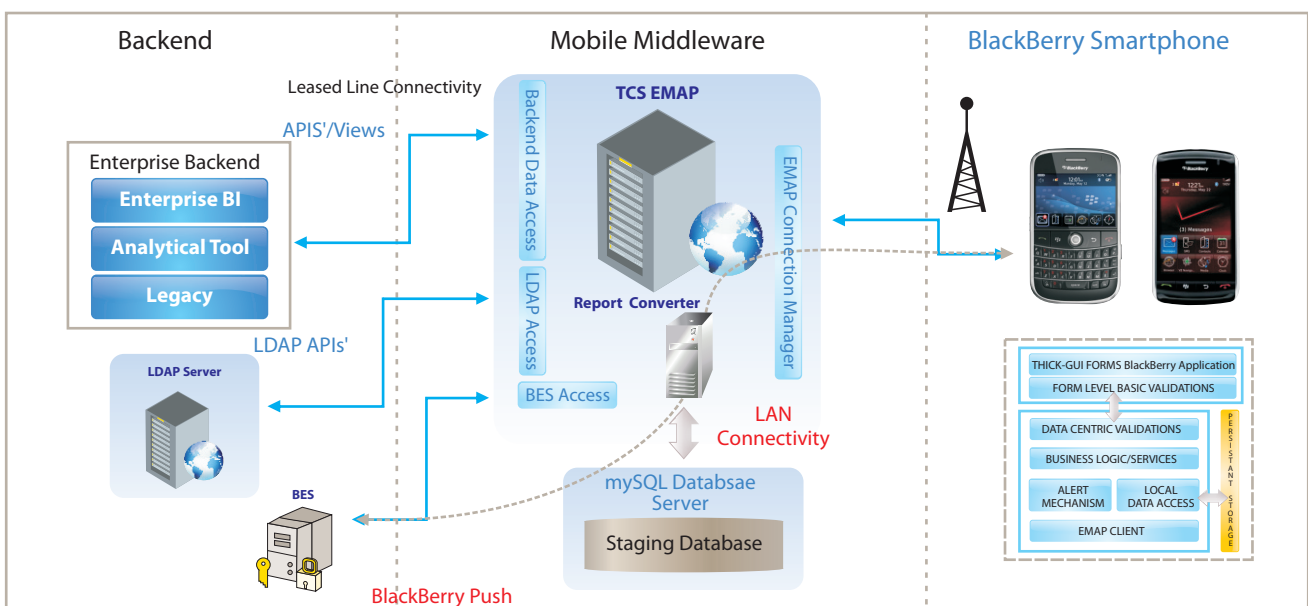
To facilitate this need, we, at Tata Consultancy Services (TCS), offer our Wireless Dashboard on BlackBerry. Our solution brings in flexibility in accessing organizational information, resources, and systems and facilitates intelligent decision-making while on the move.

Overview

In today's competitive environment, mobile executives and decision-makers are constantly on the move. In such a scenario, it is critical for you to provide these personnel with anytime, anywhere access to updated and accurate data to enable intelligent decision-making. While ensuring access to data, it is also vital to filter out irrelevant information to ensure quality and an enhanced customer experience.

Our BlackBerry-based Wireless Dashboard brings in flexibility in accessing organizational information, resources, and systems, and facilitates intelligent decision-making, while in transit. Wireless Dashboard is a mobile portal-based solution, which allows users to view dashboards easily and quickly. In addition, the solution has features such as:

- Dashboards that support flexible reporting by fetching information from your organization's BI tool, processing it, and displaying it in an effective format on the user's BlackBerry Smartphone.
- A dual execution mode – a push approach where the dashboard is pushed to the user's BlackBerry Smartphone thus providing proactive feed to the users; and a pull mode where users can decide on what to see.
- A desktop wizard, which configures reports to be pushed to a specific user or user group at a specific time.
- An easy-to-use interface, which provides a simple yet interactive interface using industry best practices. This facilitates higher user-adoption.



Benefits

Our Wireless Dashboard provides real-time and anywhere access to information, thereby eliminating the need to be near a desktop to view critical data. In addition, it brings you benefits such as:

- Quick access to sales, product, and organizational data in any database;
- Access to Key Performance Indicators (KPI) while on the move;
- Accelerated decision-making with automatic alerts and automatically refreshed data;
- Performance monitoring for quick action and decision making.

Why TCS

At TCS, we understand that a well-designed information dashboard can lay the foundation for a knowledge-based intelligent organizational ecosystem. Our solution helps you effectively align your business strategy with execution, resulting in improved time-to-market. We add value to the engagement with our:

- **Domain expertise.** We have a proven track record in mobile computing with numerous engagements in the enterprise mobility space. We are also backed by extensive experience of successful solution implementations and of developing applications on BlackBerry Smartphones.
- **Innovative tools.** We enable accelerated delivery of applications through the efficient usage of tools and other reusable assets. This helps realize gains faster.
- **Dedicated Center of Excellence (CoE).** Our Mobile Computing CoE provides design and consulting, system integration, and assurance services for BlackBerry applications.

Case study

We helped our customer, a large vacation ownership company, to extend the dashboards from the BI system (Hyperion) onto the BlackBerry phones of the organization's executives. A .NET based content transformation component was built to transform dashboards for viewing on the BlackBerry device, resulting in benefits across different business units.

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 160,000 of the world's best trained IT consultants in 42 countries. The Company generated consolidated revenues of over US \$6.3 billion for fiscal year ended 31 March 2010 and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

Contact

To know more about TCS Wireless Dashboard, contact global.telecom@tcs.com

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