

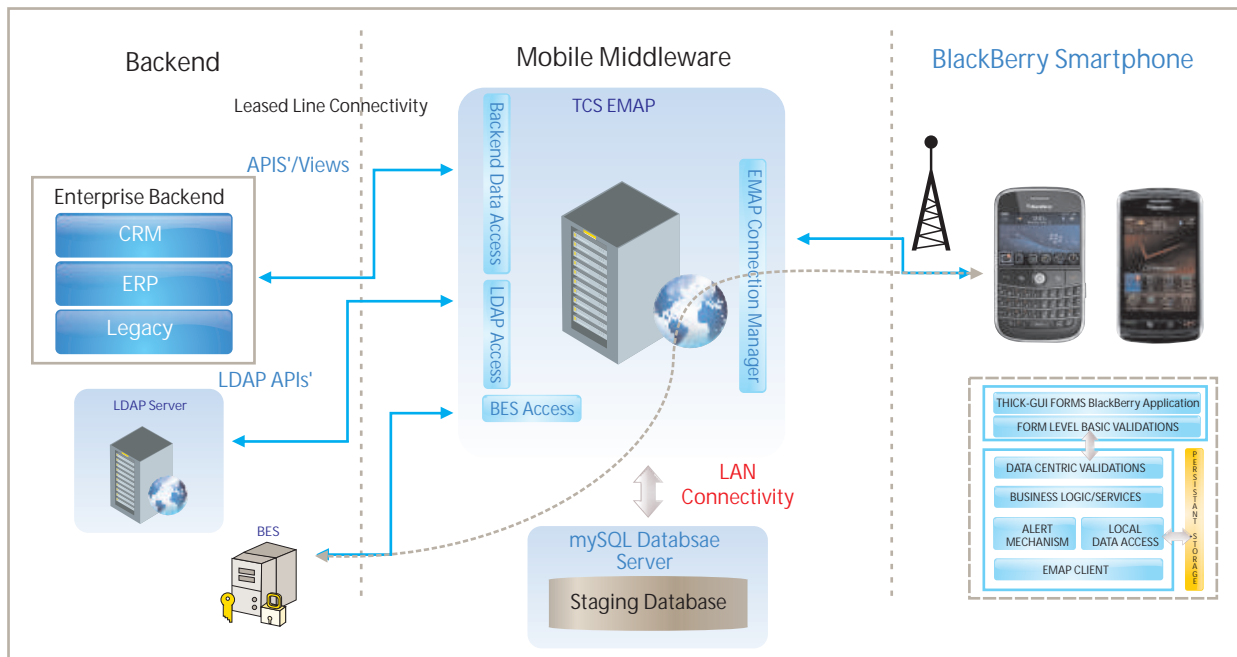
Mobile Service Telecom

As global enterprises grow, there is a need to optimize operations and costs and improve customer responsiveness, requiring your mobile workforce to spend less time on routine tasks and more with the customer. This in turn, mandates processes automation, data availability, request reporting, and the ability to work anytime, anywhere. The availability of round-the-clock, 24x7 services – from home or on-the-move – helps you realize these and eases the achievement of mission-critical tasks. Together, these present the need for a mobile-based services solution that caters to all your requirements.

Overview

Providing you with such a solution, our Mobile Service offering enables enhanced customer responsiveness, while bringing you significant savings in terms of time and money. Enabling effective capture of material and expense data, we streamline your customer inventory management. Our solution also gives you the ability to track your field force effectively using GPS data and offers you a clear visibility into their field activities. Monitoring this, you can seamlessly allocate service calls; thereby optimizing the work-pattern for your field force.

Bringing you a reporting tool, we ensure a quick escalation mechanism for service call assignments. Further, our solution eliminates errors, enables you to focus on the strategic tasks at hand, and offers an automated and faster billing cycle.



Benefits

mService reduces manual effort and offers a systematic solution approach to increase service efficiency and engineer productivity using latest mobile technology. This leads to increased customer satisfaction, enhanced enterprise efficiency, and better employee satisfaction. Our solution also brings you other advantages such as:

- Process efficiency. Leveraging our solution, you minimize time of service support, reduce inventory on vans, increase accuracy on reporting and budgeting, and ensure immediate issue of invoices and billing.
- Optimized field force management. We assist you in tracking the near exact location of engineers to derive an optimized working pattern. This facilitates resource optimization and process efficiency.
- Easy accessibility. Our solution enables field engineers to access and update key information via BlackBerry phones. This minimizes manual processes, reduces cycle-time, and eliminates errors.
- Emergency handling. We enable re-allocation and re-scheduling of operations to cater to emergency services.
- Service call handling with GPS integration. We make provisions for seamless service call handling via GPS data by service engineers. This, coupled with effective escalation mechanisms, ensures successful service call execution.

Why TCS

Our extensive proven track record and expertise in Mobility Domain make us a trusted partner of choice for several customers across the globe. Leveraging our integration capabilities, we bring to the engagement our:

- Quick deployment capabilities. Leveraging our tools and solution accelerators such as Enterprise Mobile Application Platform (EMAP), we speed up the development cycle.
- Alliance. We are the preferred global System Integration (SI) partner for Research In Motion (RIM) and leverage the relationship to bring you solution benefits.
- Delivery certainty. We leverage our Global Network Delivery Model™ to optimize and deliver solutions at the best cost, time, and quality.

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

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