

Business Process as a Service (BPaaS)

Business Operations



Organizations are focusing on catering to dynamic customer requirements in real time to stay ahead in today's competitive environment. However, establishing the infrastructure and stabilizing operations demand significant effort and time that can otherwise be used to enhance critical customer-focused functions. Moreover, complex business ownership structures and the presence of diverse stakeholders result in inertia and longer timelines. Enterprises also find it difficult and expensive to ensure constant technology upgrades as well as hire and retain skilled professionals.

Tata Consultancy Services' (TCS') Business-Process-as-a-Service (BPaaS) enables seamless migration to a modern platform, backed by robust processes and technology – helping organizations focus on their core competencies. The offering enhances customer experience with self-service capabilities, maximizes straight through processing (STP), and ensures prompt exception management. TCS' delivery model provides flexibility to rapidly scale operations up or down, based on variable demands.

Overview

In a dynamic business environment organizations should acquire agility and respond faster to escalating demands – while avoiding operational risks or organizational upheavals. They also need to ensure regulatory compliance, while enabling business growth. It is challenging to upgrade infrastructure, consolidate redundancies, and navigate complex shareholder matrices built over the years. Organizations need an experienced partner who can help them achieve this agility with minimal disruptions while ensuring a smooth transition.

A key component of TCS' digital strategy, BPaaS is an on-demand, ready-to-use delivery model. TCS BPaaS includes:

- Advanced platforms underpinned by industry best practices for improved customer experience.
- End-to-end service delivery with a ready-to-use hosted platform along with business operations supported by round-the-clock monitoring and management capabilities.
- Flexible pay-as-you-use model that helps optimize capital expenditure (CAPEX), resulting in predictable operational expenses that are proportionate to business volumes.

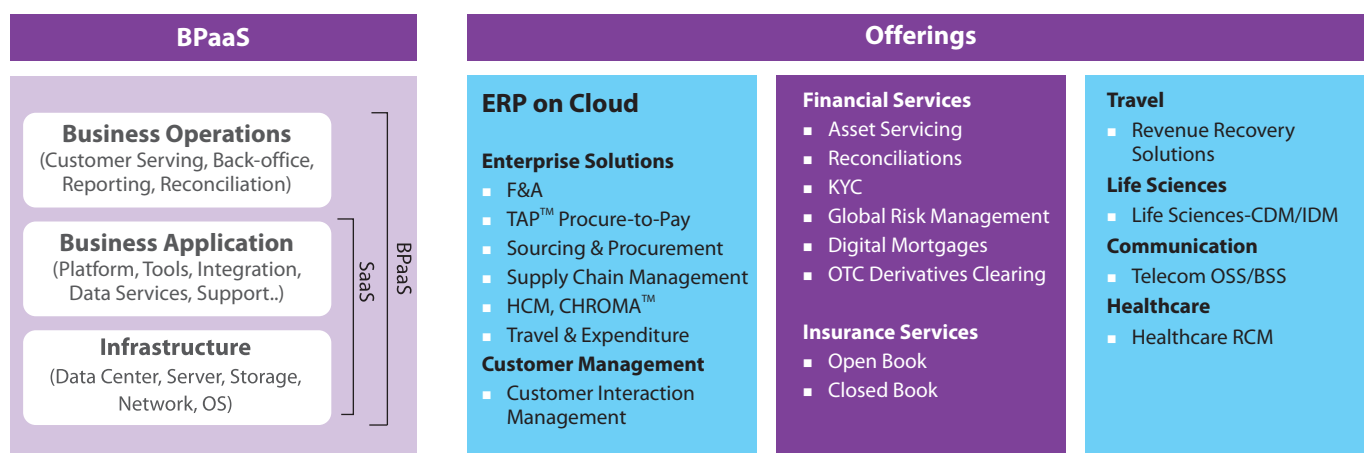
TCS' BPaaS offerings promote faster time-to-market with on-boarding accelerators for popular platforms and cloud-based infrastructure, and provide single vendor accountability for people, processes, and technology. With the use of disruptive innovations, platform modernization and service delivery, it accelerates transformation and enhances customer experience. Enterprises can also better manage compliance requirements, while ensuring timely technology upgrades.

Our Solution

Accelerate your transformation journey while ensuring no disruption of existing operations. Our Partnership in Business Success™ (PIBS™) framework helps:

- **Identify inefficiencies quickly** with due diligence of as-is operations, and benchmarking of operations and processes.
- **Develop a transformation roadmap** by identifying redundancies, structuring a legacy transformation plan, and identifying candidates for BPaaS.
- **Sustain operations profitability** by attracting new customers and retaining existing ones, and scaling performance up or down to meet requirements, while optimizing expenses.

An Overview of TCS' BPaaS Offerings





Benefits

Reduce total cost of ownership in the following areas by up to 30%:



Manage over ten million business process transactions per day with our comprehensive knowledge of industry trends and innovative solutions



Ensure 10 to 20% savings through automation of repetitive tasks and self-service capabilities guided by virtual agents



Generate 10% savings by optimizing platform performance and ensuring coordination of technology updates



Enable 5 to 7% savings through standardization



Drive 20 to 25% through right sourcing, with improved service level agreement (SLA) compliance and optimized operational expenses

The TCS Advantage

By partnering with TCS, enterprises can benefit from our:

Full service portfolio and global reach: We have over 45 years of technology experience which has helped us deploy enterprise-wide systems across industries. Our Global Network Delivery model (GNDM™) ensures high availability and gives clients access to the best resources.

Partnership and innovation led approach: TCS has more than 125 alliances with various institutions and solution partners across industries, universities, subsidiaries, and so on. TCS' Co-Innovation Network (COIN™) is a rich and diverse collaborative network comprising research institutions, academic institutions, alliance partners, industry bodies, start-ups, and venture capitalists. COIN™ uses intellectual property management to drive innovation in an environment of open communities.

Our Intellectual property: TCS has invested in platforms and solutions to address diverse needs across industries. These include BaNCS™ for banking, insurance and financial services, CHROMA™ for talent management, TAP™ a procure-to-pay, ERP on cloud platform, HOBs for the telecom domain, as well as a platform for clinical data management, drug discovery, and safety, among others. TCS also offers TRAPEZE™, a suite of solution accelerators to support BPS clients.

Best-in-class technology, people and process: TCS has over 30 years of R&D experience and leverages dedicated labs to support advanced and emerging technology trends and scientific research. The Tata Research Development & Design Centre (TRDDC) is our principal R&D facility with more than 400 patents to its credit. TCS' Innovation Labs develop transformative, research-based solutions for and with customers through a comprehensive 360° interconnected research ecosystem, comprising 19 labs worldwide.

Awards & Recognition



To know more

Visit the [Business Operations](#) page on [tcs.com](#)

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Blog: [AgileBusiness](#)

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.

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