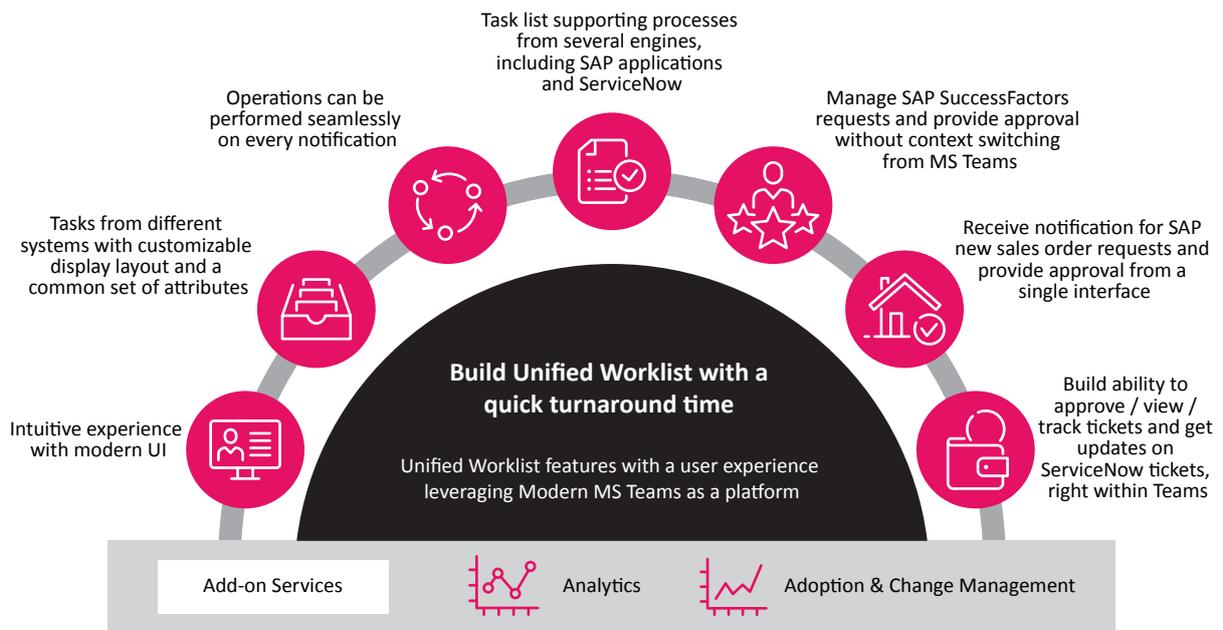# Unified Worklist Solution

Microsoft Business Unit

The number of digital channels in the workplace is increasing, and it is becoming more critical for the user to access all relevant information and assigned tasks in one system. There is a growing need for a single ecosystem with a clear view of daily tasks from different systems for approvals and follow-ups. A single user interface that combines systems like SAP Applications and ServiceNow can help organizations achieve a seamless and unified experience without any context switching.

TCS Unified Worklist Solution consolidates all task-related communications and information on Microsoft Teams platform to help deliver a seamless employee experience without the need of switching to a different ecosystem. By leveraging the My Task feature with a customizable display layout, the solution ensures a single integrated system for multiple tasks and provides process support from several engines, including SAP Applications and ServiceNow.

Overview

Large organizations have a wide system landscape with which the users interact on a regular basis. However, due to the heterogeneity and overall diversity of the system landscape, users are frequently forced to interact with more than one worklist, which impacts their ability to get a global overview of their work. Cloud-based systems further add to the complexity by assigning tasks on different systems which the employees need to access to execute their work. The lack of a consolidated platform for tracking all the tasks assigned to them makes task-related communications unclear, resulting in employees navigating to different systems for execution of similar tasks. The lengthy approval process for tasks also increases the project timelines, making projects more costly.

TCS Unified Worklist helps organizations present all the tasks assigned to a user on the Microsoft Teams platform. The solution allows a complete monitoring of all processes and tasks, making all information necessary to complete a task and make it immediately visible without the need to scroll or visit other applications. This provides complete transparency to the end-user with full control and monitoring. The solution provides a comprehensive management of SAP SuccessFactors requests and approvals from a single interface.

Task list supporting processes from several engines, including SAP applications and ServiceNow

Operations can be performed seamlessly on every notification

Manage SAP SuccessFactors requests and provide approval without context switching from MS Teams

Tasks from different systems with customizable display layout and a common set of attributes

Receive notification for SAP new sales order requests and provide approval from a single interface

Build Unified Worklist with a quick turnaround time

Unified Worklist features with a user experience leveraging Modern MS Teams as a platform

Intuitive experience with modern UI

Build ability to approve / view / track tickets and get updates on ServiceNow tickets, right within Teams

Add-on Services   Analytics   Adoption & Change Management

Key features of TCS Unified Worklist

Our Solution

TCS Unified Worklist provides the following solutions:

- **The basics:** Leverage Teams features like chat, meeting, and calling to collaborate seamlessly and enable one-click approval for worklist tasks from within Microsoft Teams.

- **Consistency and familiarity:** Integrate existing applications to Microsoft Teams to gain a single view of all tasks from enterprise systems and enhance productivity.

- **Simplification:** Automate workflows to reduce time spent on redundant processes by consolidating all tasks in a single platform. Receive notifications for SAP sales order requests, SAP purchase order requests, ServiceNow requests, and SuccessFactors leave requests.

- **Streamline and integrate:** Streamline in-house apps and solutions by integrating with Teams. Bringing in-house apps and solutions into Microsoft Teams, thereby standardizing and streamlining Teams as the unified canvas where all other apps and solutions can be accessed.

Benefits

The solution provides the following benefits:

- **Increased employee engagement:** Align functionalities in one consolidated, easy-to-use platform to reduce the effort involved in daily tasks, leading to transparency and agility in task-related communications, and a better employee experience.

- **Improved insights:** Leverage real-time data in an easy-to-digest format through integration with data visualization tools via the Teams platform and accelerate decision-making by enabling actions on insights.

- **Better business outcomes:** Support business approval processes and make them smoother and faster by integrating applications into the Teams platform.

- **Drive employee adoption:** Tag new data sources into the Microsoft Teams platform and make them usable to enhance the existing approval process within the organization. Create, view, and track support tickets and get updates on ServiceNow tickets within Teams.

- **Huge savings:** Empower workers to reduce app switching and increase collaboration index by 20% thereby improving efficiency and saving an average 15 to 25 minutes per day per employee.

Why TCS

A partnership with TCS can help enterprises take advantage of the following differentiators:

Design thinking: TCS is a preferred member of the Microsoft 365 Content Services Partner Program and a launch partner for Project Cortex, including SharePoint Syntex. Our design thinking endeavor with focus on technical stream allows the timely enablement of the O365 platform and services.

Partnership with Microsoft: Our strategic alliance with Microsoft and other partners such as SAP and ServiceNow give us a rich experience in consulting, solution design, integration, customizations, seamless deployment, and operational user support of Microsoft applications for different customers globally. As a Microsoft Premier Outsourcing and Microsoft Gold Certified SharePoint partner, we receive priority support from Microsoft in ensuring a seamless experience for end-users.

Agile workforce: We help deliver the best-in-class Agile workforce with a high rate of employee engagement with our proven expertise on Agile workforce collaborations. With end-to-end solutions including setup, migration, integration, and support, TCS Unified Worklist ensures a single, seamless user interface for the users.

Proven expertise: Our full breadth coverage for customers and experienced field force help scale up your organization's digital transformation journey with thought-leadership and best practices. TCS' solutions allow business-relevant operations to be performed smoothly on each SAP request and approval.

Tata Consultancy Services

Awards and accolades

#1 IN CUSTOMER SATISFACTION 2020/21 EUROPE Whitelane Research

top EMPLOYER NORTH AMERICA 2021 CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

top EMPLOYER GLOBAL 2020 CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

POLL 2020 ASIAMONEY

STEVIES 2020

CIO100 WINNERS 2020

FinanceAsia ASIA'S BEST COMPANIES 2020

DIGITAL IMPACT AWARDS WINNER

HR AWARDS 2020

THE CIVIC 50

FTSE4Good

CDP DISCLOSURE INSIGHT ACTION

2020 Brand Finance ® Awards **TOP 3 IT SERVICES BRAND**

2020 Brand Finance ® Awards **FASTEST GROWING IT SERVICES BRAND FOR THE DECADE 2010 - 2020**

AWARDED Superbrands BRITAIN'S CHOICE 2020

AWARDED Superbrands AMERICA'S CHOICE 2020

Contact

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 509,058 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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