



iON

TATA CONSULTANCY SERVICES

Hardware + Network + Software + Services

Client Experience
Rialto Enterprise Ltd.

Contract manufacturer Rialto contracts out its IT

The Business

Profile: Toothbrush maker, manufactures for Gillette India

Product range: OralB range as ordered by Gillette

Operations: Three state-of-art factories

Situation

Business issues

- Procurement: Supplies schedule was inconsistent
- Quality: Raw material quality required stringent checks

IT roots

- Most problems were due to obsolete and disconnected pieces of software
- Upgrading the software became a regular hassle with vendors shielding off from giving support

The IT as a Service way

The “Pay as You Use” contract

Rialto, the sophisticated maker of tooth brushes, was in no mood to brush up its old IT. Having endured through the process of upgradation and maintenance, it finally decided a revamp.

However, some lessons went deep into their IT strategy –

- They would not maintain any software but still use it
- Engage a reliable vendor who is a consistent player

And, iON was a natural choice.

“Build as You Grow” contract

Having migrated to an IT as a Service model, Rialto found better ways to plan and prioritize its IT. A typical problem in adopting IT in piecemeal is that the systems are not well connected.

However, with the same vendor opening up its already-connected solutions, integration was a natural follow through.

Today, Rialto is using the iON Manufacturing solution integrated with the Finance and Accounting system, Payroll and HRMS solutions were also added later.



"Earlier we were using a large ERP application which had its own limitations & we were unable to access any information, instantly. iON, on the other hand provides a web based application which is easily accessible from any where & at any time. The data can be captured online, in no time & this helps us to great extent in our day to day operations. Last but not least, we are happy with our decision to go with iON, amid fierce competition & it is worth the money paid without us incurring any Capex."

Rajesh KJ
Manager - Information Technology,
Rialto

To summarize

- IT is a business problem by itself – when vendors don't show up
- Rialto received highly integrated software covering all applications
- Zero maintenance
- They could scale up easily in users and more applications
- Finally, when an unfortunate error occurs, they could simply call a toll-free number (24x7)
- The resolution time was a contract itself!

Relevant part of the software

Manufacturing solution

- Order to cash
- Procure to pay
- Procurement plan
- Production Plan
- Plant Management

Finance & Accounting

- HRMS
- Payroll
- Smart Card Management System

Bottom line: Highly integrated IT solution with zero maintenance

Why iON

iON provides a comprehensive solution that addresses varied IT requirements of your organization. From hardware, network to ERP, iON is offered as a single service, in a pay-per-use model, allowing you to leverage the solution's true potential as your business grows. iON ensures integration of all processes along with ease of use of the software.

You gain from:

Integrated solutions

We offer single- window IT with a pre-integrated suite of hardware, network, software and services.

We ensure that your functions are digitized, automated and connected. For example, if you are using a CRM solution along with a core ERP (e.g Manufacturing), and have a document management system to organize supporting files and a HRMS, we ensure that these solutions are connected and work as one. So for you, it is simply one IT and not multiple applications. Integrated applications thus provide a comprehensive view of business enabling better decisions.

Increased agility

We bring in the agility to keep pace with changing processes or a new line of business. We help you configure the processes to work as you currently do or the software recommends and allows you to choose industry best practices based on your business parameters. The solution gives you increased convenience allowing you to perform various tasks from your mobile device, no matter where you are. Being automatically compliant with statutory requirements, the solution ensures your company is always audit ready and legally compliant.

A pay-as-you-use model

Our model eliminates capital investment up front as we facilitate procurement of the IT infrastructure and software on rent for the duration of the contract. Additionally, you only pay for the number of users who actually use the software. Thus, you pay as you use on a monthly basis which includes maintenance and training. Typically, the ROI exceeds rental within three months, when best practices are well followed.

Personalized solutions

Although iON is a cloud service, the software is configurable to each business. You will always get the flavor of your business by picking and choosing what processes you would need. Furthermore, the multilingual capability of the software allows you to customize the solution label names to read in vernacular languages (like Hindi, Marathi, Tamil etc) enabling users to learn and operate the solution with ease.

Automatic upgrades

We continuously invest in our solutions to incorporate best practices. The software is constantly enriched based on user feedback and industry and statutory changes. You will get the upgrades without disrupting your business operations or any additional cost. Being in perpetual beta ensures that there is no technology obsolescence.

Enhanced Business Continuity

Our solution offers optimal performance in normal broadband connectivity along with a stringent security mechanism to ensure your data privacy is maintained. The capacity of the solution grows with your increasing computing needs and reduces the need for IT staff. The solution is resilient to failures as the service works from back-up data centers in the event of a disaster, ensuring continuity of business operations.

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Experience certainty.



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Hardware + Network + Software + Services

About iON

iON is Tata Consultancy Services' strategic unit for Small and Medium Business. iON provides end-to-end business solutions to the SMB segment, the growth engine of the economy. iON caters to the needs of multiple industry segments with best practices gained through TCS' global experience, domestic market reach, skills, know-how and delivery capabilities.

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

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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.

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

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