



Solutions For Information Technology

that let you...

- *Control and reduce your cost of operation*
- *Improve efficiency in your business processes*
- *Reduce time to market*
- *Focus on your core business activities*

Enabling the success of IT companies worldwide

In times of economic downturn, it is the IT spend that often feels the financial pressures. Customers today demand better faster and lower cost solutions which provide significant and tangible benefits from their IT investments. IT enterprises are required to radically transform their business models to meet the above customer demands.

Tata Infotech has been helping its customers face this challenging environment, by sharing risks and reducing cost through its proven offshore delivery model providing typical savings to the tune of 40%.

Many Information Technology companies have benefited from solutions provided by Tata Infotech Limited. Examples of such solutions include product customization services using structured software engineering methodology for a data capture solutions company, providing resource flexibility and bandwidth to reduce the time to market for a systems integrator, operating system maintenance and support services for large OEM and many more.

Tata Infotech IT vertical brings the industry expertise with a team that understands the characteristics, issues and concerns of IT industry and follows best practices and processes to address them. It provides technical, professional, and strategic services to Information technology companies worldwide to improve their business around their core offerings

Quality**Efficiency****Lower cost****Industry Segments**

- Hardware manufacturers
- Software products and solutions providers
- Systems integrators
- IT enabled service providers

Technology Offerings**Embedded Systems****Network Applications****Security and PKI Integration****J2EE and .Net based solutions****Enterprise Application Integration (EAI)****Enterprise Information Portals (EIP)****Service Offerings****Product Life Cycle Services**

- Prototyping
- Development and maintenance
- Testing
- Product support
- Internationalization
- Re-engineering & web enabling
- Multi platform qualification

Professional Services

- Implementation
- Configuration and customization
- Center of excellence

Infrastructure Services

- 24X7 support
- Facilities management

IT Enabled Services

- Call center
- Help-Desk services
- Business process outsourcing

Our Approach

We understand the specific needs and constraints of Information Technology companies. The management model for an engagement/partnership is based on certain foundation blocks, depicted in figure 1.

We choose a combination of the blocks and tailor each of them to meet specific customer needs. For example for a product support program we would propose to establish Service Level Agreements (SLAs) and shall tailor the SLAs to suit customer requirements.



Figure 1

For engineering methodology we follow processes that are tailored to our clients needs. Tata Infotech follows TIDM, Helix and Agile methodologies. Learning from the past lessons and following the best practices, these processes have matured over time. We recommend a combination of these methodologies and suitably alter them to include client specific processes.

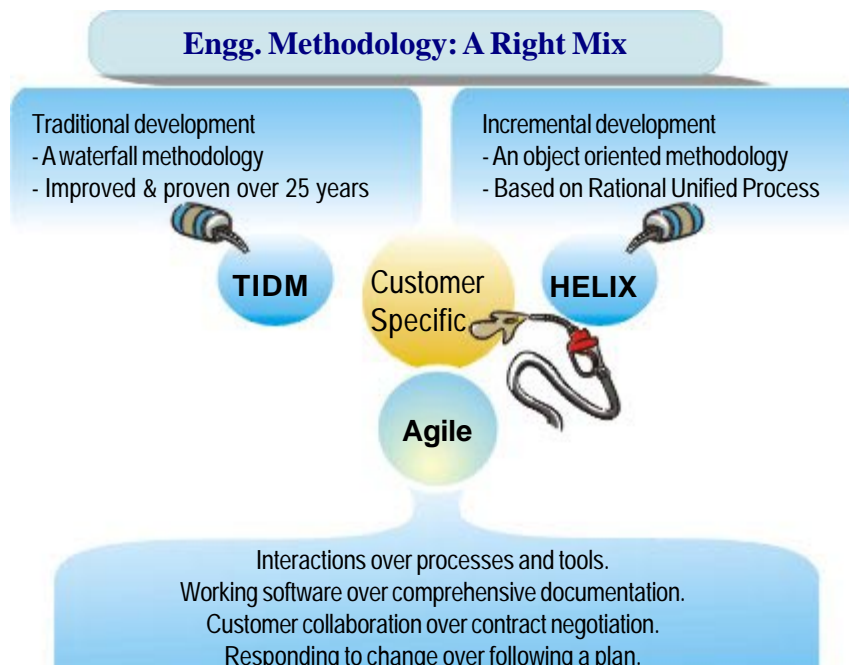


Figure 2

We draw upon Tata Infotech methodologies, explained in the diagram in figure 2, we understand the customer's processes and in discussions with the customer decide upon the engineering approach.

Case Studies

Center of Excellence

A leading **warehouse management solutions company** in US required us to deliver a customized solution to one of its clients in an aggressive schedule. Subsequent to successful completion of the project, the company established a Center of Excellence to provide - customization, implementation and product support services. A dedicated 64 kbps communication link to the customer's servers in conjunction with Agile methodology facilitates distributed development.

Faster time to market

*Cost effective services -
savings around 40%*

Lasting relationship - 10 years plus

Product Development

A UK based **software product company** was constrained from rolling its next version due to high levels of support activities for the existing line of products. Tata Infotech took over the new product development resulting in the client getting a stable product and a two-year lead over its competition. Addition to this the client benefited through valuable inputs in security, CTI and performance benchmarking from the advanced technology group.

Reduced risk

*Better management of evolving
requirements*

Product Support

When a large **systems integrator** decided to reduce its focus on its SVR4 operating system, it was faced with the challenge of continuing the support to its existing customers. Tata Infotech took over the support activities and today supports even the UnixWare operating system providing the customers 24X7 support. The client continues to focus on new technologies while maintaining high levels of customer satisfaction at a far lower cost.

*Committed service levels at
lower cost*

Focus on core business activities

Wireless Applications

A US based **wireless applications company** found keeping pace with the fast changing market a continuous challenge in terms of time, cost and technology. Tata Infotech with its proven software engineering moved the product development to its state of art offshore facility and provided application with a quick turnaround time. The offshore team worked seamlessly with the client as extended development team.

Improved efficiency

*Reduced cycle time
Environmental test setup*

For further information:

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