



Envision Collaborative Apps with MS Teams

Enable easy to use, customized and secure employee apps in the flow of work

Post Pandemic Norms

Post pandemic, under hybrid working environment, Microsoft Teams plays an important role in effective communication within teams. The need of the hour is modern, customizable apps for a seamless employee experience devoid of context switching resulting in increased productivity and greater employee satisfaction.

Nucleus of Modern Workplace


Microsoft Teams being the hub for communication and collaboration needs, unleash the software for effective collaboration, automating business processes and to enable a unified platform that works as a virtual office. **With TCS' Teams Apps & Solutions Workshop**, we will collaborate with you to brainstorm, identify scenarios / use cases that could transform employee experience, meet your business goals and provide you with high-level solutions and implementation plan.


Assess and Understand

- Day 1
- Identify and engage **key business stakeholders**
 - Identify **personas** and **key business scenarios / use cases**
 - Introduce Microsoft Teams as **Employee Experience** platform


Unlock the "Art of Possible"

- Day 2
- Showcase **ready to use apps, low code solutions, TCS' catalog of Teams Apps & Solutions and App Templates** to envision the art of the possible
 - Identify scenarios that can result in **increased efficiency and productivity**


Plan with Reporting

- Day 3 – Day 10
- Prioritize scenarios to include an **MVP plan**
 - Recommend a **high-level solution design and implementation plan with timeline** for the prioritized scenarios

TCS' as your Strategic Partner

TCS can help you to create intuitive, immersive and intelligent workspaces with Microsoft Teams as the unified fabric. With our comprehensive Digital Workplace Services, Solutions, Deep Industry Knowledge and Advanced Specialization in Custom Solutions for Microsoft Teams, we will analyze your environment and identify opportunities to transform employee experience, improve workplace productivity and maximize the value of your existing investment in Microsoft Teams.

BUSINESS OUTCOMES

-  **Boost employee productivity & employee engagement**
-  **Enable single ecosystem to access all in-house apps, solutions and relevant information under a unified canvas**
-  **Bring real-time insights to Microsoft Teams to influence decision making**
-  **Digitize/integrate key business processes, applications and workflows**
-  **Maximize existing investment in Microsoft Teams and utilize it for more than just conversations and meetings**
-  **Reduce the employees' day-to-day persistent context-switching across multiple applications when working remote**
-  **Build consistent user experience across all apps and solutions that you build for Microsoft Teams across devices for easy user adoption**
-  **Faster time to market and improve user adoption in Microsoft Teams**

CHALLENGES

- Lack of on-demand / scheduled personalized video meetings between Bank's Sales Advisors and their Customers to discuss high-valued bank offerings when offices were closed during the Covid-19 pandemic
- Delayed response for prospects by Bank's call center
- Manual and complex methods to connect Bank's Sales Advisors with prospects
- Manual lead creation process by Bank's Sales Advisors

SOLUTION

- **Conducted Envisioning Workshop** for Phase 1 to -
 - ✓ Prioritize / Finalize use cases
 - ✓ Recommend high-level solution design
 - ✓ Provide high level implementation roadmap with business outcomes
- **Implemented** the prioritized use cases for Phase 1 and **Go-Live completed**



About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 500,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$22.2 billion in the fiscal year ended March 31, 2021 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com and follow TCS news at @TCS.

Building on Belief

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