DigiGOV™
LIVE YOUR VISION

TCS DigiGov™ - Digital Workplace Solution

In today's digitized world, with challenges of enhancing efficiency, improving user experience and reducing costs are also key needs. To succeed, organizations need to automate manual processes and integrate office functions to enhance visibility and improve employee performance while reducing cost.

TCS' DigiGOV™ Digital Workplace solution is a proven enterprise class solution with capabilities like Case Management, Document Management, Workflow Management, Integration & Interfacing etc. which can be orchestrated together that helps to integrate office functions, and achieve visibility across all business units for faster, accurate and rapid decision-making. The end result: improved transparency and reduced license and maintenance cost. It acts as an IT enabler based on rapid transformation methodology to assist in the journey in service transformation.

Overview

In today's disruptive environment, the ability to boost transparency, reduce cost and enhance efficiency is critical to achieve high performance and operational scale in large organizations. However, time-consuming manual administrative tasks, siloed legacy infrastructure systems, and non-compliance with government procedure manuals impact organizational efficiency. At the same time, lack of analytical capabilities and poor performance management hamper employee collaboration. It is also a challenge to mitigate paper wastage and manage license cost for different office functions. It is therefore important for organizations to automate time-consuming manual processes and leverage real-time analytics for faster and accurate decision-making.

TCS' DigiGOV™ Digital Workplace Solution is an integrated solution which has been designed, configured and developed to meet the specialized requirements of organizations to deliver service transformation and bring about complete office automation. It helps organizations adopt the enterprise approach of automation of their routine administrative functions. The solution not only provides an intelligent and integrated view across all office functions, it also assists in benchmarking an 'AS-IS' state of process by subject type, volume, channel of request, processing department, and enables charting out the 'TO-BE' state. In addition, the ability to send real-time notifications through various channels at different stages of the business process and knowledge base helps in effective office automation, decision-making and enhanced organizational performance.

Solution

TCS' DigiGOV Digital Workplace Solution of offerings includes:

1. Robust Enterprise Platform:
It provides a robust platform consisting of the following enterprise class components out-of-the box to deliver service transformation.

- Organization Structure Management
- Document Management System
- Case Management System
- Shared Services Framework
- Knowledge Base
- Access Based Control
- Integration Layer
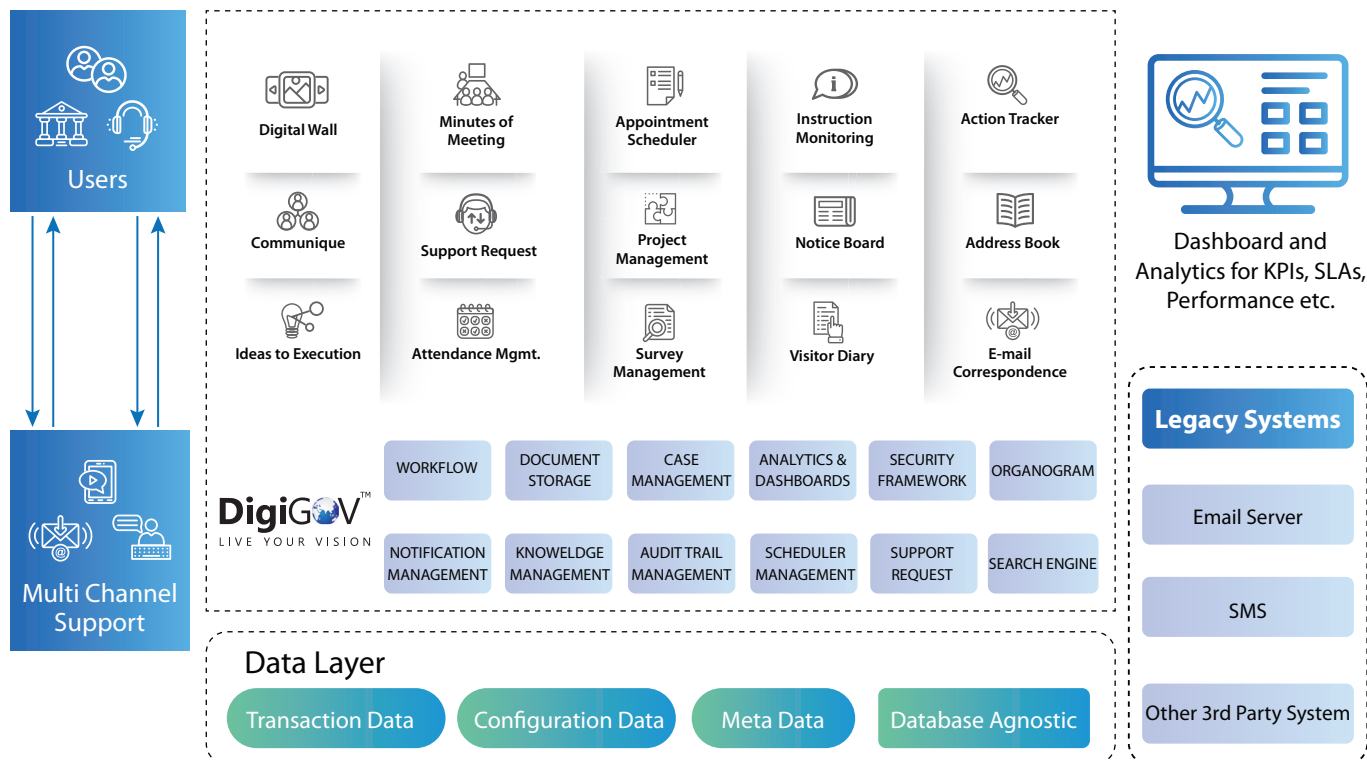- Workflow Management
- Management Information System

2. Service Transformation: It provides the capability to configure new business processes at a rapid pace using agile methodology.

3. Extend Existing Core/Legacy System: It provides the capability to integrate with the existing core / legacy system and enhance features of the target business processes along with providing self-service capability.

4. Single Integrated View: It can consolidate different IT systems working in silos, delivering higher level of intelligence and providing a single integrated view.

5. Effective Decision-making: It builds a knowledge base to assist organizations in effective decision- making.

6. Mobility: Access of key services over Smartphones, other mobile devices/tablets

Benefits

TCS' DigiGOV Enterprise Framework enables organizations with:

- **Enterprise Architecture:** DigiGOV Workplace consists of reusable components and provides a solid foundation with enterprise class common capabilities. It provides a platform to an organization where all business units of an organization can work in collaborative manner.
- **Rapid transformation:** It provides the capability to configure new business processes at very incremental effort and assists in rapid service transformation.
- **Lesser use of paper in the office:** Automation of routine business functions. It provides an environment-friendly office and ensures increase in efficiency.
- **Anytime-anywhere access:** It provides anytime-anywhere access through smartphones, mobile apps and laptops
- Automates routine business functions for an efficient, environment-friendly office and enhanced time utilization
- Improves effectiveness and efficiency by integrating systems with necessary office functions
- Reduce cost and effort through intelligent interlinking across various office functions
- Mitigate duplicate efforts and reduce manual administrative work
- Drive meaningful insights by deploying real-time analytics across visitors, workload and time spend for real time monitoring of requests, projects, and risks
- Safeguard investment in existing systems through integration with DigiGOV

The TCS Advantage

By partnering with TCS, organizations can benefit from:

- **Proven Track Record:** 20+ Installations within and Outside India
- **Single, Integrated and Intelligent Suite:** Interlinked office functions provide single, intelligent and integrated digital workplace environment in alliance with your enterprise architecture
- **Rapid Implementation:** Defined best practices & rapid transformation methodology to implement solution within a stipulated time frame across all business units
- **Public Sector Compliant:** The integrated solution has been designed, configured and developed to help you meet specialized requirements of public sector and government organizations
- **Rich Domain Expertise:** Proven industry experience with pool of contextual masters helps gain deeper insights into the functioning of organizations, technology expertise and multi-domain knowledge to deliver E2E IT enabled e-governance
- **Scalable System:** TCS' capabilities help you scale the solution and configure any new generic or specialized business process rapidly
- **Highly Configurable:** Flexible platform to configure / customize as per the Customer Business needs
- **Value for Money:** Assist in benefit realization and optimize IT spend by doing a value for money exercise to either retain or retire existing IT systems. Fast & Easy onboard of new business processes.

Awards & Recognition

To know more

Visit the **https://www.tcs.com/public-services** page on **tcs.com**

Email: **digigov.connect@tcs.com**

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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