

# Knowledge Experiences for Microsoft 365

Microsoft Business Unit



Right knowledge at the right place and the right time can improve the performance and productivity of an organization, apart from enhancing decision-making capabilities and increasing business prospects. For this, developing knowledge at all levels of the organization and facilitating its dissemination across the enterprise is necessary.

Yet, what we see in enterprises today are siloed work processes. This leads to inefficient team collaboration and poor knowledge management. Since automation in business processes depends on a smooth flow of information, it gets stunted in the absence of the same.

TCS' Knowledge Experiences for Microsoft 365 is a solution that aims to find order in this chaos. With Employee Social Network, the workforce stays connected, improving information sharing. This solution features AI chatbots and a contextualized information system; well-organized on-demand information prevents information overload. Team collaboration, employee engagement, and automation align your organization with Business 4.0™.

## Overview

With a geographically dispersed workforce, communication and information sharing becomes a priority. Poor flow of information and limited interactions between different groups in an organization can cause misunderstanding and conflicts, leading to decreased productivity. Due to incorrect or scattered information, there is too much back-and-forth between departments and people. The management strategies are not conveyed properly to the frontline workers, leading to obstruction in automating repetitive tasks. Poor information flow compels employees to look for multiple knowledge sources resulting in an information overload.

TCS Knowledge Experiences for Microsoft 365 helps organizations achieve efficient knowledge management. This tool leverages a sophisticated engine that organizes and simplifies the information coming from various sources. This helps employees find the right information at the right juncture. With Employee Social Network (ESN), which is a part of the enterprise solution, employee engagement witnesses a significant rise. The management also benefits from the valuable insights the ESN unearths. Chatbots and contextual information made available by the software solution reduce the time taken to hunt for useful data. Above all, the steady flow of information creates the perfect environment for automation in HR processes, scheduling meetings and other organizational activities.

# Solution

This unique TCS solution has the following segments:

- **Enterprise solution:** Facilitates smoother coworking among employees.
- **Expertise-as-a-service:** Streamlines and analyzes haphazard data.
- **Employee social network:** Ensures high employee engagement.
- **Chatbots and cognitive advisors:** Helps automate repetitive tasks.
- **Collaboration analytics:** Finds insights into the way employees collaborate.
- **Ideation-as-a-Service:** An enterprise ideation platform that captures ideas and accelerates innovation.
- **Document-centric collaboration:** Enables centralized collaboration, stack integration, and task management.
- **Consultation services:** Assists you to build chatbots and automation systems needed for rolling out the knowledge management platform after assessing the current capabilities including posture and the collaboration maturity level.

### TCS Knowledge Experiences for Microsoft 365 offers a host of features

Services	Consulting	Implementation	Migration	Support
Offerings & Solution Accelerators	<ul style="list-style-type: none"> <li>▪ KM assessment</li> <li>▪ KM platform evaluation</li> <li>▪ KM roadmap</li> </ul>	<ul style="list-style-type: none"> <li>▪ KM-in-a-box</li> <li>▪ Expertise as a Service</li> <li>▪ Chatbots and cognitive advisors</li> </ul>	<ul style="list-style-type: none"> <li>▪ Migration Assessment &amp; Roadmap</li> <li>▪ Change Management &amp; Adoption</li> </ul>	<ul style="list-style-type: none"> <li>▪ Support Hub</li> </ul>

Figure 1: TCS Knowledge Experiences for Microsoft 365 helps organizations achieve efficient knowledge management

# Benefits

Organizations can accrue the following benefits from this solution:

- Get the right information at the right time and at the right place.
- Automate repetitive tasks such as recruitment, leave approvals, and scheduling meetings.
- Enhance employee experience with AI chatbots, natural language processing, and free flow of information.
- Access valuable insights based on the usage pattern of the ESN, to increase employee efficiency and resolve complaints.
- Provide a centralized information system and collaborative environment.
- Facilitate collaboration and brainstorming across geographically dispersed locations.

## The TCS Advantage

By partnering with TCS, organizations receive the following benefits:

- An opportunity to get the existing knowledge management framework examined by the TCS team and identify the gaps in the collaborative environment of your organization.
- An agile workforce providing an excellent collaborative environment and ensuring employee engagement during design and implementation.
- An experienced field force to scale up your organization's digital transformation journey.
- A Microsoft Premier Outsourcing and Microsoft Gold Certified SharePoint partner, it provides support from Microsoft.
- A preferred member of the Microsoft 365 Content Services Partner Program and a launch partner for Project Cortex, including SharePoint Syntex ensures customer needs are prioritized.

## Contact

Visit the [Microsoft Business Unit](https://www.tcs.com) on <https://www.tcs.com>

Email: [dwmarketing@tcs.com](mailto:dwmarketing@tcs.com)

## 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 488,000 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.

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