TTaaS ('Tech & Transformation' as a Service) – The New Age Solution from Quintes Global

▪ **SACHIN JADHAV**

Quintes Global (QG) is a pioneering venture founded by industry leaders who have shaped the Business Process Management landscape in India since the mid-1990s, providing transformation centric business process solutions, with the objective of 'co-creating value'. The Company has a rich history of setting up, operating and transforming Global Capability Centres and Dedicated Captive (D-Cap^TM) solutions for India & Global Clients across diverse sectors and geographies.

Leveraging over two decades of expertise, Quintes Global delivers business process automation and optimization, going beyond traditional IT-enabled Services (ITeS) to **Tech Integrated Enterprise Services (TiES)** transforming Support Functions into Enterprise functions, and connecting them with core Business Functions. As a Transformation Company, one of the New Age innovative solutions that we have developed in our Product Development cell is Tech & Transformation as a Service (TTaaS).

TTaaS solution aims to build a 'Digital Enterprise' by helping businesses leverage technology and transformation expertise to achieve strategic goals, optimize processes, drive innovation and fostering a future-ready competitive edge. By adopting TTaaS solution, businesses can navigate the complexities of the digital age and remain competitive in an ever-changing market. By design, these are not limited to Tech projects or Engagements, and requires integrating 'technology & transformation' together, initiating and leading to ongoing services with the aim to creating, capturing and delivering value. The solution combines expert, skilled and operational services, with a transformation centric implementation of technology platforms, methodologies and practices with the client's value-creating business initiatives.

The TTaaS solution applies to all three major types of Technology – **Foundational** (like ERP, DBMS, DMS/ Workflow, etc), **Functional** (MDM, Vendor/ Customer Portals, CRM, HRMS, RPA, BI/ Analytics, etc.) and **Transformational** (AI/ ML, Blockchain, IoT, Cybersecurity), systems and platforms etc. The transformational initiative can be in respect of one or more areas of focus that drives significant and sustaining changes in business processes, operations, customer experience, data analytics, decision support systems, etc thereby enhancing the organizational performance and delivering business outcomes.

Here are the key components of 'Tech & Transformation' as a Service:

1. **'Technology & Transformation' Blueprint**
   - Assessing the current technology landscape and providing strategic guidance on technology adoption, implementation and transformation
   - Identifying opportunities for Technology Integrated transformation and creating a roadmap for achieving strategic objectives
2. **Digital Transformation**
   - Implementing digital technologies to transform business models, processes, and customer experiences.
   - Utilizing technologies such as AI, machine learning, IoT, blockchain, and cloud computing to drive innovation.
3. **Process Automation**
   - Automating repetitive and manual tasks using robotic process automation (RPA) and other automation/ control tools.
   - Streamlining workflows to improve efficiency and reduce operational costs.
4. **Enterprise Resource Planning (ERP)**
   - Optimizing utilization of ERP systems to integrate and manage core and support business processes.
   - Enhancing data visibility, metrics and reporting capabilities across the organization.
5. **Data Analytics and Business Intelligence**
   - Leveraging data analytics to gain insights, make data-driven decisions, and improve business outcomes.
   - Implementing business intelligence tools to visualize data and track key performance indicators (KPIs).
6. **Customer Experience (CX)**
   - Enhancing customer interactions and experiences through digital channels and personalized services.
   - Implementing CRM systems and omnichannel strategies to improve customer engagement and satisfaction.
7. **Cybersecurity**
   - Protecting digital assets, data, and IT infrastructure from cyber threats and vulnerabilities.
   - Implementing security measures, compliance frameworks, and risk management strategies.

Benefits of 'Tech & Transformation' as a Service

- **Increased Efficiency:** Streamlining operations and automating tasks to reduce manual effort and operational costs.
- **Enhanced Agility:** Enabling businesses to quickly adapt to market changes and evolving customer needs.
- **Improved Decision-Making:** Leveraging data and analytics to make informed and strategic business decisions.
- **Competitive Advantage:** Staying ahead of competitors by adopting cutting-edge technologies and innovative practices.
- **Better Customer Experience:** Providing seamless, personalized, and efficient interactions with customers.
- **Scalability and Flexibility:** Adopting cloud solutions and scalable technologies to support growth & expansion.
- **Risk Mitigation:** Implementing robust cybersecurity measures to protect against threats and ensure business continuity.

Sachin Jadhav
VP & Head - Solutioning and Transformation, Quintes Global

Sachin is a Transformation Specialist with over 25 years of experience in Enterprise BPM including 18 years in Transition / Program Management, Solutioning, Shared Services setup, Finance and Digital Transformation with a strong business acumen across multiple verticals / industries like Financial services, Healthcare, Manufacturing, Retail, FMCG, Hospitality, BFSI, IT, Media, etc.

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