



**Honeywell Pro-
Watch**

CASE STUDY
Honeywell Pro-Watch
DELIVERED TO
Tata Consultancy Services



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Aurelius



Honeywell Pro-Watch Delivered to Client **Tata Consultancy Services**

Client: **Tata Consultancy Services**

Industry: **IT and HealthCare services**

Tata Consultancy Services is a Multinational IT services, consulting and business solutions provider headquartered in Mumbai, Maharashtra. As a subsidiary of the Tata group, the company has been growing to become one of the most valuable IT companies worldwide generating 70 percent of the total TATA sons company. As of 2017, TCS is ranked as 10th on the Fortune India 500 list and has reached 100 billion market capitalization and the m-cap standing at 6,79,33281 crore in the Bombay stock exchange. TCS has over 67 subsidiaries providing a range of products and services including application development, business process outsourcing, capacity planning, consulting, enterprise software development, and much more. With over 289 offices across 46 countries and 147 delivery centers in 21 countries, the company provides a wide array of services and global multinational footprint in all continents.

Technology: Honeywell Pro-Wach

Domain: Contract Lifecycle Management

Honeywell Pro-Watch provides complete security management solutions which include access control, alarm monitoring, video badging and CCTV system interfaces. Honeywell Pro-Watch provides customization and information



management which fits the exact needs of the system and organization. Several versions of the tool comes which include enterprise version, corporate edition, professional edition and lite edition. Depending on the needs and requirements of the organization, the different versions can be chosen and implemented to achieve the correct and desired security results. It provides a windows based graphical user interface minimizing the operator hassles and increases efficiency. Several effective and usable options and features are included such as savable search templates, real point status monitor, macros combined for operations into single keystroke or mouse clicks.

Challenges Faced By the Client:

Tata Consultancy Services, has been the leading service provider for HealthCare organizations and provides services in a number of aspects and technologies which help healthcare organizations in running their procedures and processes in a much more efficient and effective manner. From their clients in the healthcare domain, they were now getting requirements for services and solutions in security systems and security management as delivered through Honeywell Pro-Watch. However, being healthcare organizations, the requirements and needs of the client become essentially specific and special which cannot be inherently met by generic operational practices of Honeywell Pro-Watch. The major challenge was to understand the tools and features of Honeywell Pro-Watch in a manner that it can be implemented in Healthcare Organizations. TCS also did not have the option of outsourcing this task to any third party organization since that might risk in precious data loss of their clients and loss of itegrity of the organization. They required their workforce itself to be trained in the tool in a manner that they can perennially provide solutions to their clients, develop their business and improve upon their operations.

The software tool requires not just theoretical understanding of the concepts of the security services and management but also the practical know-how and troubleshooting best practices. These concepts can only be inculcated over a



period of time through professional experience. The major challenge thus was to gain this experience in the form of practical know how and understanding to make sure that the workforce is well versed with the ins and outs of the tool without any doubts. In order to make sure that they do not lose out on their client base in the health care domain, it was important that the workforce of TCS delivers their business in a much better manner.

Why Aurelius

Considering the situation that the needs and requirements of the client were very specific, it was imperative that the solution to be provided was to be built from scratch as per the exact requirements and needs of the client. Aurelius was put up to the task to develop the said insourcing consultative solution which can enable the client's workforce and make sure that they are able to deliver the business of the client in a much better manner. Aurelius was able to develop the solution with the collaboration of a subject matter expert globally sourced from the industry who was not just an expert in Honeywell pro Watch but also in the healthcare services organization so that the exact needs of the client are met.

The entire consultative solution was developed in a manner that with every theoretical lesson, an extensive practical lab session follows which makes sure that the theoretical understanding is coupled with practical knowledge of the workforce and they are able to work with the systems and real life problem statements. Various use case scenarios were developed to ensure that the workforce was up to the mark with various troubleshooting situations and be able to handle the hindrances which come during the operations. Aurelius was able to provide complete on shore and off shore support to the client with continuous



knowledge transfer and data exchange. A dedicated task team was assigned at the client site to make sure that the solution was delivered without any hassles.

Solution and Post Solutions Benefits

Post solution, the company has been able to provide extensive services and resources to healthcare organizations in terms of security services and management using the tool of Honeywell Pro-Watch. They have been able to not only consolidate their existing customer base but also have been able to gain new customer base with increasing revenue. This has been possible due to the integrated high internal rate of return which comes with the consultative learning solution and leads to high ROI. They have been able to achieve break even on their investment within a few weeks of the solution completion and are now experiencing over 42% increase in their profits through the solutions and services provided in the healthcare organization.