

TCS DRAWS GREEN FUTURE OF SUSTAINABLE BANKING ON MS CLOUD FOR THE LARGEST RETAIL & COMMERCIAL BANK IN UK

Every great journey needs a purpose. A UK bank is dedicated to creating a sustainable inclusive future for people & businesses in UK. TCS ensured this commitment by decommissioning 300 on-premises servers directly reducing their carbon footprint by transforming the components into Microsoft Dynamics 365 from the legacy on prem versions for the commercial cards, insurance & pensions to align to the 'bank of the future' vision.

This leading bank in the UK has been dedicated to Helping Britain Recover and committed to a green sustainable future and help Britain prosper by creating a sustainable and inclusive future for people and businesses, shaping finance as a force for good, by offering financial services to millions of retail and commercial customers in the UK. Riding on TCS exemplary success in driving digital transformation on cloud at scale on Microsoft Dynamics 365 and extensive experiences with large banks across the globe, TCS ensured this commitment by decommissioning on-premises servers directly reducing their carbon footprint and helping reimagine customer experience on a cloud platform.

Business Goals

The bank was looking to redesign its CRM landscape to align with its 'bank of the future' strategy. TCS was tasked to transform and consolidate all the components into Microsoft Dynamics 365 from the legacy onprem versions and other legacy applications for the commercial cards, insurance & pensions.

- **Reinvigorate** existing CRM platform in retail and commercial banking.
- **One Global Template** Business process standardization and optimize operations.
- **Mitigate Technology Risk** by business transformation on cloud.

TCS Solution:

- Integrated collaboration for deal structuring and deal management for regional managers leveraging Collaborative Apps
- Enhanced Customer collaboration for communication and conversational tagging on integrated
- Microsoft Outlook and Office 365
- On the go capabilities for relationship managers on a highly intuitive mobile application
- Lead nurturing & intelligent lead scoring
- Introduced a modern platform compatible with Digital Workplace with a 360-degree view of
- customer with more intuitive UI
- Mitigated risk of critical security compliance
- Unified global high impact customer engagement platform

Focus Industry Solutions

TCS Digital Customer Experience Management for Banking on Microsoft Dynamics 365

Customer Success:

The 'bank of the future' vision was realized with the TCS Deployment of Microsoft Dynamics 365 as follows:

- ~ 30% reduction in manual efforts by extreme automation
- ~ 25% cost benefit through process efficiency and automation
- ~ 20% gain in efficiency due to integrated collaboration for deal management.
- Decommission of 300 on-premises servers leading to reduction in carbon footprint.
- GBP 250,000 savings/year due to unified application
- Significant reduction in technical debt.

"This is an intricate job; dealing with highly complex legacy systems with extraordinary security rules and governance and very demanding stakeholder is far from easy, but TCS team have been brilliant at cutting through this complexity and delivering high-quality results on-time and on-budget to great reception from our users. I look around the industry and I don't see any other team or organization delivering complex systems into cloud at that pace. What an achievement!" – Customer

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Repeatable And Scalable Success Stories

TCS has been a leading partner worldwide helping banks and financial services reimagine customer engagement and operational efficiency on Microsoft Dynamics 365, Customer insights, Power Platform across 50 BFSI customers in all geographies. TCS also has helped more than 50 enterprise customers move into mobile Customer engagement platforms deployment and also migration from existing legacy platforms (Siebel, Salesforce, SAP, Oracle, etc) successfully and effectively. This engagement was a true testimony of scalable repeatable success of the same.

Collaboration With Microsoft

The combination of Microsoft's technology and our industry domain expertise is a powerful mix, producing impressive results. The Microsoft Business Applications Practice at TCS has used Dynamics 365 to transform more than 350 businesses, across 30 different industry segments and has made TCS the fastest growing GSI Partner globally for Microsoft Dynamics.

Recognition By MICROSOFT

Together Microsoft and TCS are strongly positioned to deliver transformative solutions on Dynamics 365 and the Power Platform that will empower our customers to achieve operational excellence. We are proud of the great work TCS has accomplished around the Microsoft Cloud and their recognition as an Inner Circle member is a true testament of their success. - Corporate Vice President of Business Applications, Microsoft

About Tata Consultancy Services (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 469,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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