

WATER UTILITY COMPANY CASE STUDY

**HOSTED OFFSHORE SOLUTIONS—
TATA COMMUNICATIONS PLAYS KEY
ROLE IN WATER UTILITY'S BILLING
SYSTEM UPGRADE**

Looking toward the future, the company is exploring new opportunities with Tata Communications, such as smart metering, and other new, innovative applications.

The Challenge

A major water utility company in the United Kingdom was struggling with a 20 year-old billing system that was leading to customer complaints, collection management problems, and requests from industry regulators that the company provide better service.

Well aware of the fact that it was going to be difficult to solve these issues with their legacy billing system, the company decided that it was critical to upgrade to a new system.

Following an exhaustive RFP process, the company selected Tata Consultancy Services (TCS) for its extensive SAP experience, to integrate, deploy, and manage a new SAP billing system on a turnkey basis. A key element of this process was the ability to manage the infrastructure in onshore data centres within the UK. TCS selected Tata Communications as its partner to provide the network and data centre infrastructure necessary to support the bid.

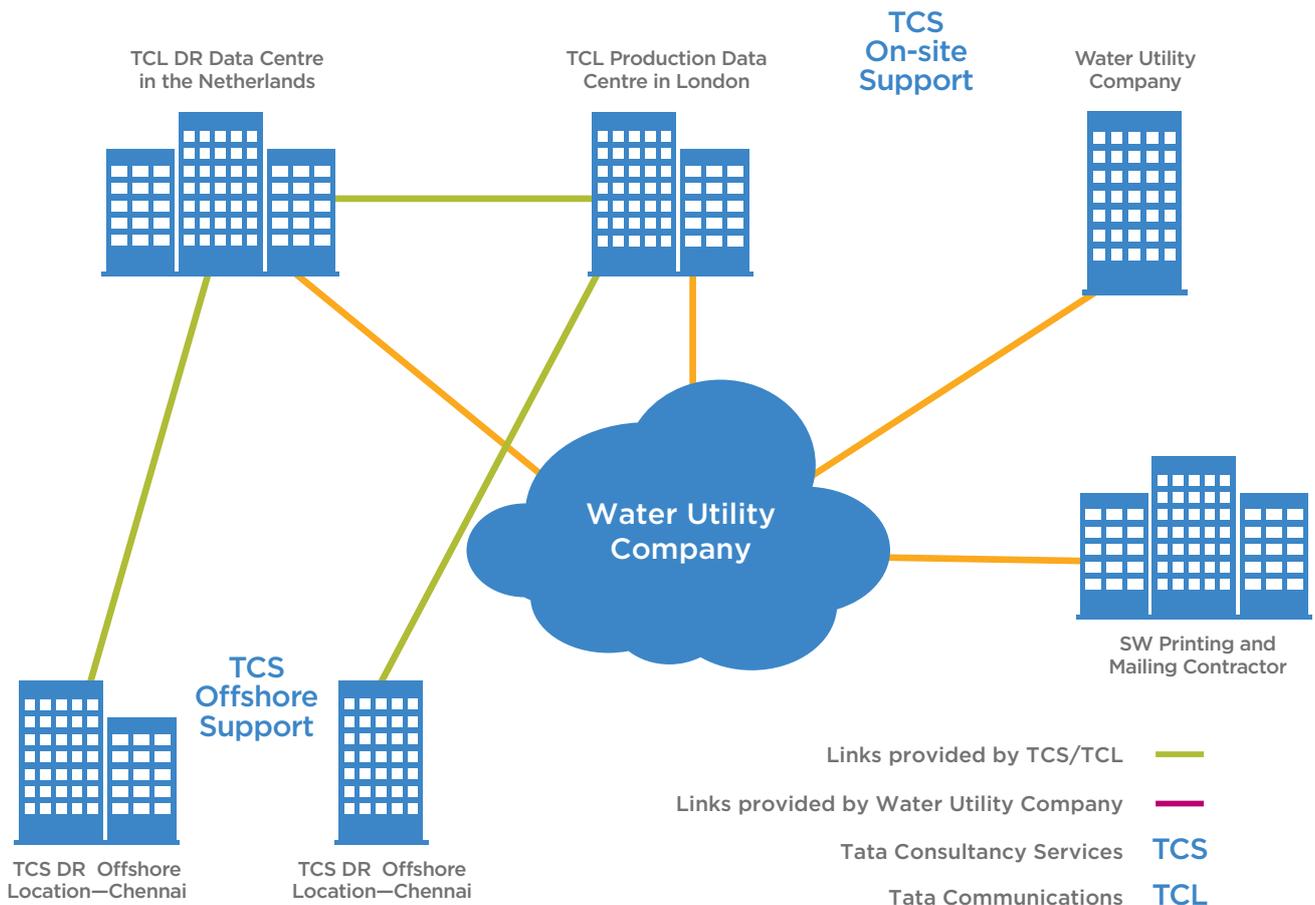
The TCS and Tata Communications Joint Solution

As project leader, TCS provided help-desk support and program management, and performed application integration and management. Tata Communications' primary role was

to provide, monitor, and manage the IP network and hosting infrastructure in two data centres: London, UK (primary site) and Groningen, Netherlands (secondary site). The centres provided facility space, LAN infrastructure, firewalls, and on-site technical support. In addition, the Tata Communications' network infrastructure linked to data centres in India and the United Kingdom, enabling resilient operations.

Reduced Regulatory Risk

After winning the project, TCS and Tata Communications rapidly deployed the hosting infrastructure within an eight-week timeframe, allowing software development activity to proceed and application launch-date objectives to be met. Featuring an enhanced customer interface, the new SAP billing system improved ease of use for the water utility company's employees. Billing and collection procedures became considerably more efficient, and regulatory compliance and decision support were dramatically improved through advanced analytics. This, in turn, reduced regulatory risk for the water utility company. The initial project met all stated objectives, and the system continues to operate successfully today.



An Evolved Platform of Services

The original SAP implementation project occurred over three years ago and established the water utility company as a leader in back-office offshoring in the water utility sector. Since then, the company has leveraged additional solutions from Tata Communications to evolve its services and infrastructure. The infrastructure originally deployed has evolved from a customised, dedicated hosting solution, to full, comprehensive 24x7 managed hosting support from Tata Communications' Managed Services Operations Centre in Chennai. The network has been upgraded between primary and secondary data centres from a 2Meg Ethernet circuit to a dedicated 100 meg service, allowing for more rapid data transfer and a tighter SLA for disaster recovery. Finally, the initial offshore IPLC-based connectivity is being migrated to Tata Communications' managed MPLS network to reduce cost and increase scalability.

Why Tata Communications' Solution?

- Cost-effective data centres—both onshore and offshore
- Rapid deployment capability and service flexibility
- Strong SAP implementation, delivery, and operational skill set at TCS
- Tata Communications' strong network capability into and out of India
- Services designed to support compliance and regulatory requirements
- Reduced costs through data centre outsourcing of systems and applications
- Cost-effective, fully managed MPLS connectivity from UK and the Netherlands to TCS locations in India
- Ability to implement and support a data networking environment, including switches, routers, and Internet access

About Tata Consultancy Services

Tata Consultancy Services (TCS) is an IT services, business-solutions, and outsourcing organisation that delivers real results to global businesses. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services delivered through a unique Global Network Delivery Model, recognised as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS employs over 108,000 of the world's best-trained IT consultants in 47 countries.

TCS generated consolidated revenues of U.S. \$4.3 billion for fiscal year 2007 and is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit www.tcs.com.

About Tata Communications

Tata Communications Limited along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network with connectivity to more than 200 countries and territories across 400 PoPs, as well as nearly 1 million square feet of data centre and collocation space worldwide.

Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services, leadership in global international voice, and strategic investments in South Africa (Neotel), Sri Lanka (Tata Communications Lanka Limited) and Nepal (United Telecom Limited). Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

For more information, please visit: www.tatacommunications.com