

Value Delivery Report: TCE

Anthony Bosco, Head, WRENCH Implementation Team



Tata Consulting Engineers is a best-in-class integrated engineering consultancy solutions provider with expertise of over five decades, a presence in almost all key industry segments, and capabilities to handle multi-dimensional large scale assignments across the globe. TCE's specialised, in-house talent pool and the ability to provide holistic solutions under one roof is what sets them apart.

1. Why did you start looking for a solution?

TCE: We had issues in several areas of our business process, including:

- Managing the entire lifecycle of a document, which was done manually with hardcopies
- Delay analysis was not done accurately
- Creating, managing & documenting the checklist were all done manually.
- QMS was not enforced

2. After implementing WRENCH were these issues resolved?

TCE: Yes, they were.

3. What features of WRENCH were most useful in resolving the issues?

TCE: We found the following features very effective:

- Workflow Process
- Checklists
- Progress Capturing
- Timesheet
- Correspondence Management
- Submittal Module

3. Do you have any suggestions to improve the features of WRENCH?

TCE: Yes. Linking of all modules should be made easier, for example, MOM to Task & Deliverable Type, Submittal to Task, Task to Correspondence and so on.

4. What is your feedback about WRENCH Support?

TCE: There are several pending issues that we would like to get resolved faster.

5. In which areas did you see most improvement after implementing WRENCH?

- Project management efficiency improved a lot
- 100% quality is now ensured
- Communications are being captured (but with a few support and linkage issues)
- Improvement in engineering drawing/document management

- Correspondence management has become more efficient
- Delays in projects have been reduced to an extent

6. Are all your deliverables going on time?

TCE: Some but not all (not because of any system fault.)

7. Are you happy with the ROI you got from WRENCH?

TCE: It is mainly positive. The only issue we have is with the support, because our people are not accustomed to the online support model. That apart, we estimate our ROI on WRENCH as follows:

- 100% reduction in time on Deliverable Status Reporting for management and clients
- 30-40% less time spend in managing deliverable cycle time (however, the number of people in project control, document control, and planning departments has slightly increased)
- 100% time savings in client submission, comment capture and resubmission cycle.
- 50% time saved in document management by digitally handling all documents and drawings.
- 70-80% time saved through instant access (by searching) for required information.
- 100% cost saved due to assured access to latest revision of all drawings and documents.
- 100% savings due to assurance of end-to-end process compliance.
- 100% savings in payment realization due to real time reports.