



----- **TATA TELE BUSINESS SERVICES** -----

End-to-end solutions for all your business needs.

Tata group: India's only value based corporation

About Us

We are the Tata group

India's only value based corporation —
a visionary, a pioneer, a leader, since 1868.



Tata group: Driven by values

Values & Purpose

Integrity, Responsibility, Excellence, Pioneering, and Unity.

INTEGRITY

We will be fair, honest, transparent and ethical in our conduct; everything we do must stand the test of public scrutiny.

RESPONSIBILITY

We will integrate environmental and social principles in our businesses, ensuring that what comes from the people goes back to the people many times over

EXCELLENCE

We will be passionate about achieving the highest standards of quality, always promoting meritocracy.

UNITY

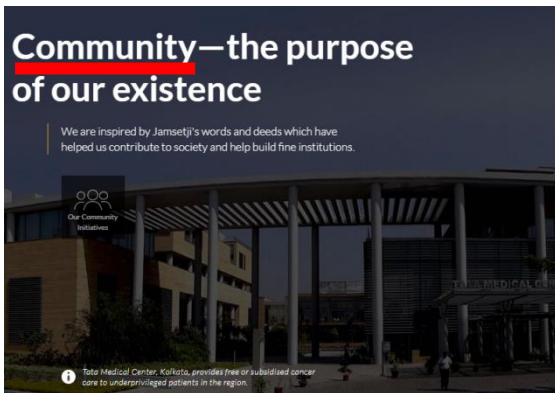
We will invest in our people and partners, enable continuous learning, and build caring and collaborative relationships based on trust and mutual respect.

PIONEERING

We will be bold and agile, courageously taking on challenges, using deep customer insight to develop innovative solutions.



Tata group: Cornerstones

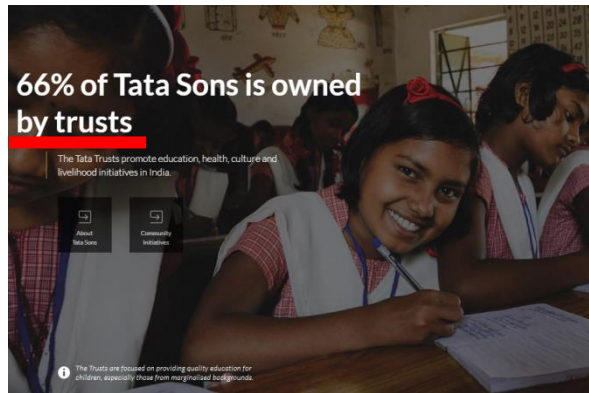


Community—the purpose of our existence

We are inspired by Jamsheji's words and deeds which have helped us contribute to society and help build fine institutions.

Our Community Initiatives

1 Tata Medical Center, Kolkata, provides free or subsidised cancer care to underprivileged patients in the region.

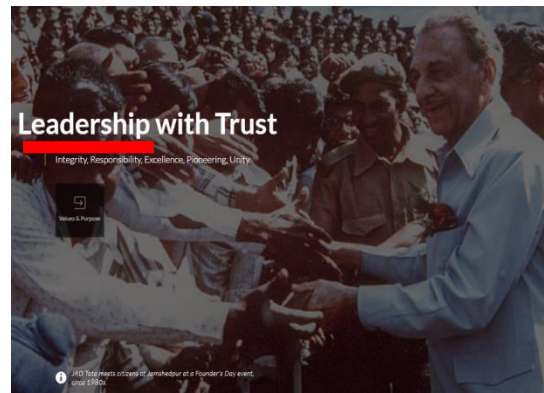


66% of Tata Sons is owned by trusts

The Tata Trusts promote education, health, culture and livelihood initiatives in India.

About Tata Sons **Community Initiatives**

1 The Trusts are focused on providing quality education for children, especially those from marginalised backgrounds.

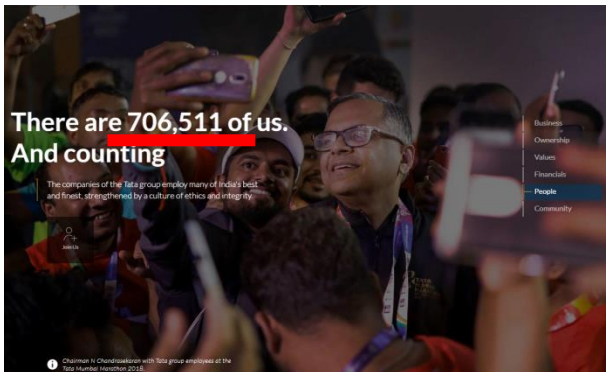


Leadership with Trust

Integrity, Responsibility, Excellence, Pioneering, Unity.

Values & Purpose

1 J.R.D. Tata meets citizens of Ambedkar at a Founder's Day event, since 1990s.



There are 706,511 of us. And counting

The companies of the Tata group employ many of India's best and finest, strengthened by a culture of ethics and integrity.

Our Values

- Business
- Ownership
- Values
- Financials
- People**
- Community

1 Chairman N Chandrababu Naidu with Tata group employees at the Tata Mumbai meetathon 2018.



\$110.7 bn in revenues in 2017-18

The combined market cap of Tata companies is \$145.9 billion (as on March 31, 2018).

Our Values

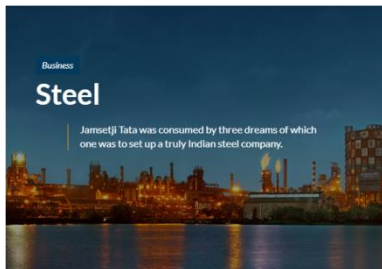
- Business
- Ownership
- Values
- Financials
- People
- Community

1 Bombay House in Mumbai is the headquarter of the Tata group.

Tata group: 10 clusters, 30 companies



Information
Technology



Steel



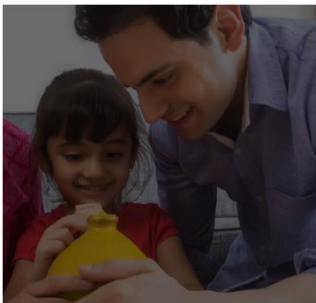
Consumer & Retail



Automotive



Infrastructure



Financial Services



Telecom & Media



Tourism & Travel



Aerospace & Defence



Trading &
Investments

Tata group : Leading companies



TATA GLOBAL BEVERAGES

Consumer Products

World's 2nd largest
Branded Tea co.



TATA CONSULTANCY SERVICES

Information Technology

Among the Top 3 brands in
IT services globally



TATA
TATA POWER

Energy

India's Largest Integrated
Power Company



TATA
TATA CHEMICALS

Chemicals

World's 3rd largest
producers of Soda Ash



Materials

World's most
geographically diversified
steel producers



TATA MOTORS

Engineering

India's largest
and only OEM offering range of
integrated, smart & e-mobility solutions

IHCL

Services

South Asia's largest
hospitality companies by
market capitalization

TATA TELE BUSINESS SERVICES

The Tata footprint in telecommunication

TATA COMMUNICATIONS

Global Enterprise Data,
Wholesale Voice &
Managed Services Provider

**World's #1 provider of
international wholesale
voice services**

The only Tier-1 network
provider in the top 5 on
five continents

TATA TELESERVICES LIMITED

Domestic Access &
Solutions Provider

**Among Top 2-3 Players
in Services in B2B
Segment for Voice &
Data**

Wireline Subs – ~1.8M



Domestic Direct-to-
Home (DTH) service
provider

2nd largest DTH
platform

State-of-the-art
digital infrastructure

Tata group

Strong presence across integrated telecom landscape

		BSNL/MTNL	Bharti	Reliance	Vodafone	Idea	Tata	Tata Entities
Infra-structure	International Backbone	Planned	●	●	●		●	TCL
	Domestic Backbone	●	●	●	◐	◐	●	TTL, TCL
Segments	Individual	●	●	●	●	●	●	TTL
	Enterprise	●	●	●	◐		●	TTL
	Carrier	●	●	●	◐	◐	●	TCL
Telecom Service	Fixed	●	●	●			●	TCL
	Mobile	●	●	●	●	●		
	Narrowband	●	◐	●			●	TTL
	Broadband	◐	◐	◐	◐	◐	◐	
	DTH		●	●			●	Tata Sky
Enablers	IT			◐		●	●	TCS
	ITES		◐	◐	◐	◐	●	TCS, TCTS
	Content							

Our promise



DEVELOP

Develop deep understanding of the unique needs of our customers



DELIVER

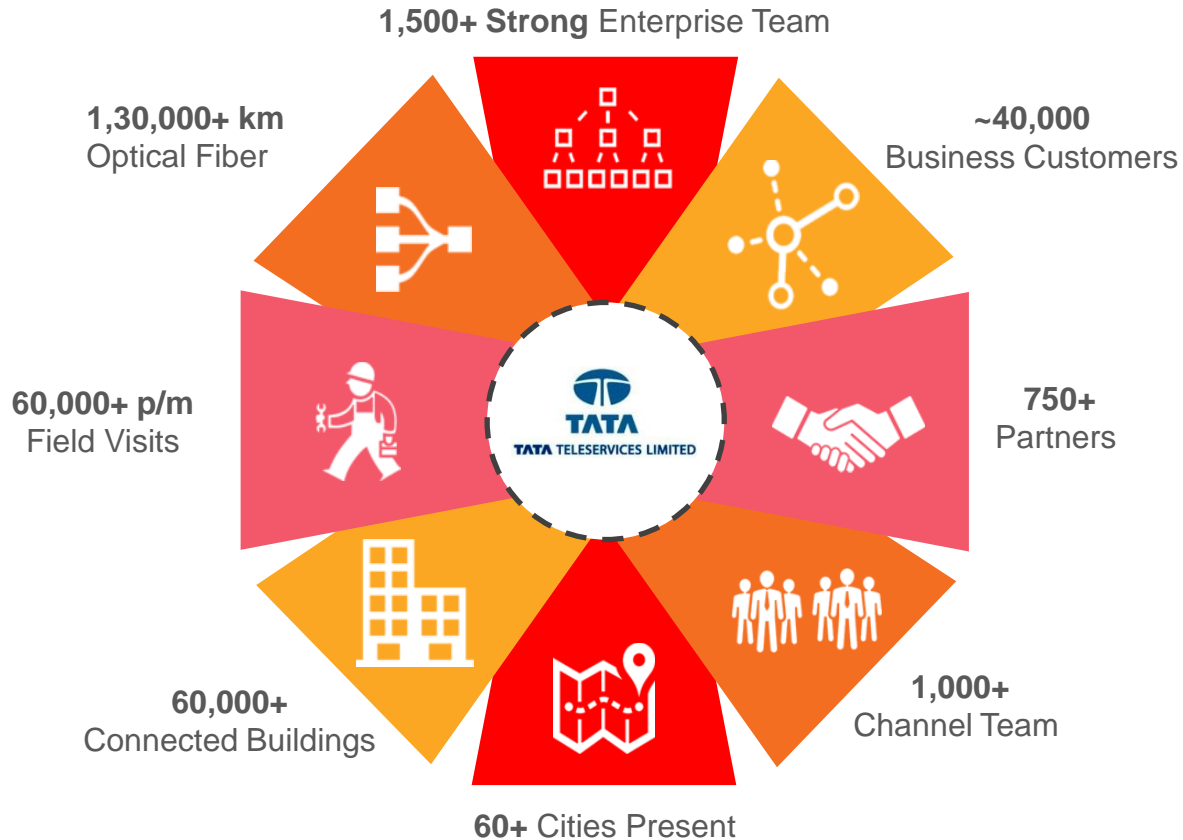
Deliver pioneering products & services of outstanding quality & value



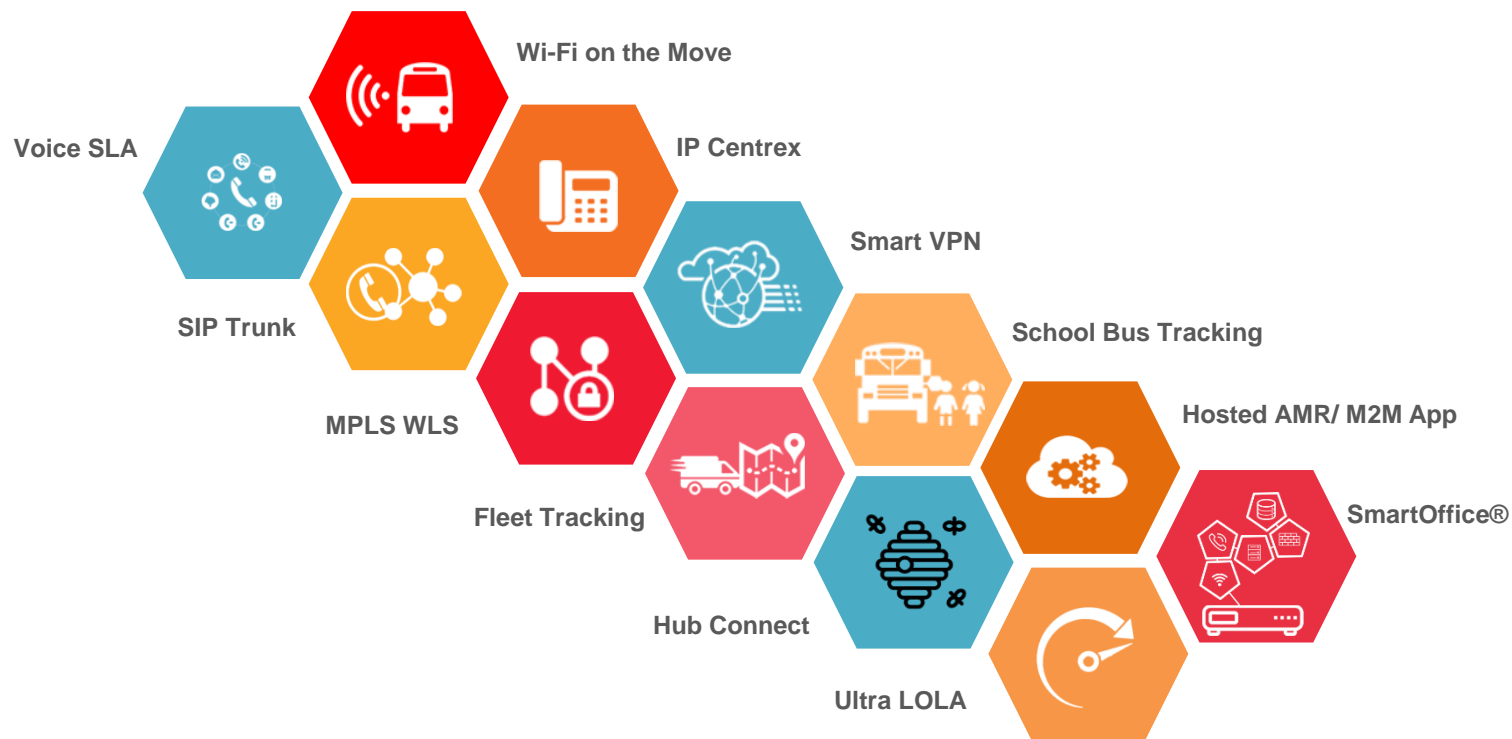
DELIGHT

Delight our customers with great experiences at every touch point

Our reach



Some Firsts to our credit



Wi-Fi at marquee events



TTL Wi-Fi at Events attended by Hon'ble PM and >1,000 foreign delegates



TTL Wifi at Events with footfalls ranging from 1,000-5,000



Accolades Won by TTL



Meet4Solutions
(Digital Platform)



Product innovation
Smart Office



Customer Obsession
(Customer engagement)



DoBIG Stories



Excellence in content
marketing



Prestigious Brands Award
B2B Telecom Service
provider



Our product portfolio



Cloud And SaaS

- Managed Hosting
- CRM



Collaboration

- Conference
- Document Management System
- International Bridging Services



Connectivity

- Centrex
- Content Delivery Network
- Internet Leased Line
- L2 Multicast
- Leased Line
- MPLS VPN
- PRI
- SIP
- SmartOffice ®
- Smart VPN
- HUB - Connect



IoT Solutions

- Asset Management
- Fleet Management
- School Bus Tracking
- Workforce Tracking



Marketing Solutions

- Call Register Services (CRS)
- Toll Free Services
- Hosted IVR
- Hosted OBD
- Live Chat
- SMS Solutions
- Digital Survey



Security Solutions

- DDoS
- vUTM

TTBS' wide range of data/ voice products have garnered huge momentum and delighted a large customer base

MPLS

- Managed Enterprise Network Services with L3 and L2 VPN services to reduce operational costs and improve reliability, scalability and security



Lease Line (DLC/NPLC)

- Faster and cost effective data transfer rates, even with heavy internet usage



ILL

- High performance and dedicated Internet Leased Lines (ILL) enable a complete connectivity solution. It provides a reliable, cost effective and low latency internet service that can fulfill all your connectivity requirements



PRI / BRI

- Connect various desks within your company, with a fixed wire line solution, that can hold up to 30 separate lines in one unit, routing calls to correct extension



SIP

- Scalable on a single link with 30 to 1500 simultaneous calls with no dependency on physical cards
- Service delivered through Class 5 NGN switches
- Flexible DID range to meet requirements
- Channels on Demand – Upgrade or downgrade facility



TTBS' has partnered with leading MNCs to create smart telecom solutions to solve their business problems

Vehicle Tracking Solution

- Keep an eye on your vehicles – all the time



SMS gateway

- Designed for enterprise with field force which need to send data from field. Flexibility to design and manage



Audio & Video Conference

- Real time managed end-to-end video conferencing solution
- Parallely communicate with customer, partners and colleagues at multiple locations

SmartOffice

- SmartOffice® is an innovative single box solution that gives businesses access to Voice, Data, Storage and Apps.



Flexi-Toll

- A toll free number service for your customer to reach you



Single Number Solution

- A Single high visibility number – easy to recall – for your customers to reach you.



Our services



Contact Centre

- 24/7/365 access to our helpline
- Single contact centre number
- Web chat for instant connect



SOC

- Monitor over-all service quality
- Qualitative check on new links
- Proactive action on service degradation & outages



Relationship Management

- Maintain & manage regular contact with customers
- Single point of contact for resolution
- Upgrade support & additional services



Installation and Repair

- Faster delivery and repairs through the use of cutting-edge technology and “TABs”
- Premise visits for repairs & replacement



Program Management Team

- Manage delivery framework for complex product & solutions
- Feasibility checks for new services
- Continuously improve order to activation time across businesses



iManage

- A self-care portal to help manage your business service

Some of our customers



Flipkart



BT



CGI



DATAWIND
igital Divide



sify



UnitedHealth Group



NOVARTIS

accenture
High performance. Delivered.



BOSCH
Invented for life



naaptol
shop right • shop more



equitas bank
small finance bank



CUB

gupshup



CREDIT SUISSE



CONCENTRIX
A SYNEX Corporation Company



*... and tens of thousands of small
and medium businesses*