

WAB TCS Relationship Summary

TCS in WBA - Progression of the Relationship

14+ years of Progressive Partnership

5 Global Delivery Centers

1600+ Consultants across globe for WBA

480 Industry Certified in respective work streams

30% Workforce is Women

>99.5% APP Availability last Holiday Season

Integrated Services

ADM | QA | IS | CCO | BPS

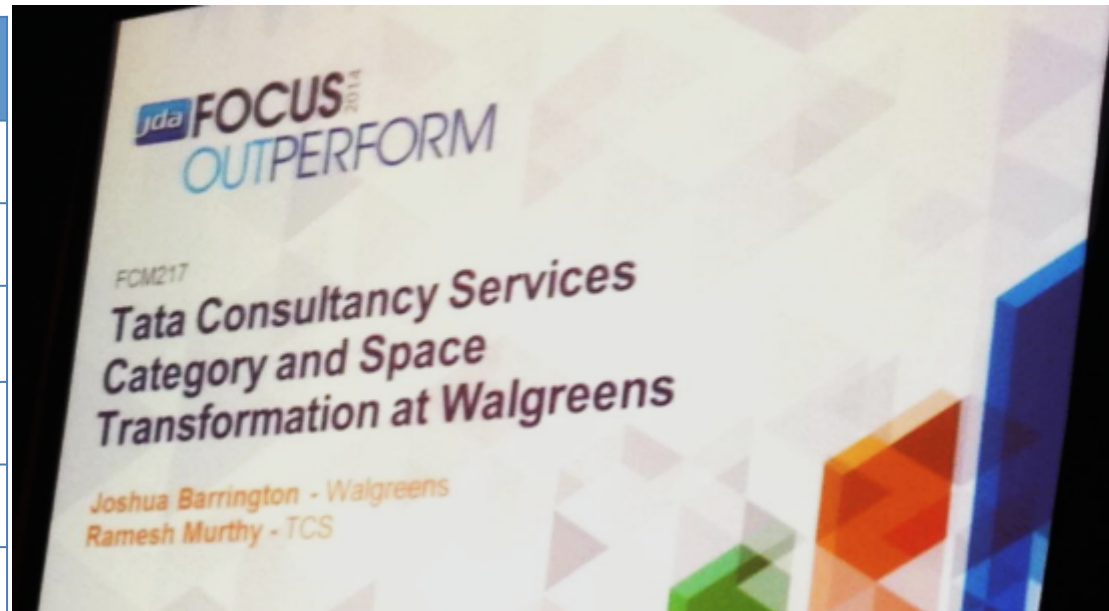


“Operate ,Navigate and Elevate “

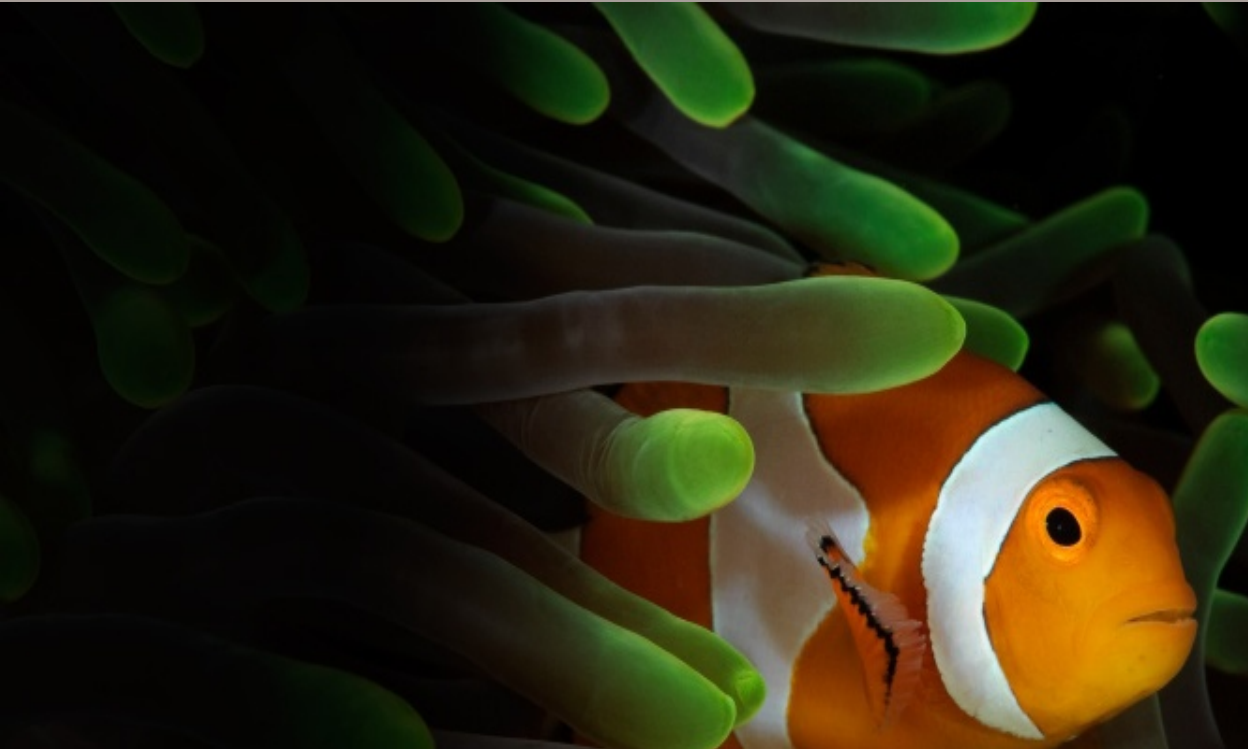
Highlights –WBA

Key Accomplishments

Infrastructure Support	2012
Next Gen Point of Sale chain wide rollout	2012
“Balance Rewards “ Integration	2013
Central Pricing Transformation	2014
Managed Services for 340B	2014
Transportation Management Solution Transformation	2015
Specialty Reporting Platform Go-Live	2015
Space Transformation –JDA	2015
Central Store Ordering	2015
Boots Infrastructure Support	2015
Managed Services Transformation	2015



- Forecast Accuracy Improvement consulting helped Walgreens to improve 9% forecast accuracy
- POC ,Workshops and Seminars on latest Technology trends
- Walgreens and TCS jointly presented the success story of JDA Planogram Implementation at JDA – FOCUS (Annual event hosted by JDA)



The clown fish is immune to the poisonous tentacles of the anemone. In a unique partnership, the anemone provides the clown fish protection from predators and the clown fish in turn removes the dead tentacles of the anemone.

In the true spirit of partnership, TCS adapts to the shifting challenges of its clients, prioritises their needs, and commits to their success.

Experience partnership

Partnership Success Stories

Program Drivers

Central Pricing

- Price Point Expansion - 22 to 99
- Scalable Platform for large data volumes
- Minimize Transformation Bottlenecks

340B

- Sustainability & Availability
- Scalability - ~4M transaction limit
- Data Integrity & Reports Inconstancies

Next Gen POS

- Slow checkout speed
- AIX Based Register to Windows POS Ready
- Technology Modernization

Space Transformation

- Business Processes - Manual & Inconsistent
- Lack of Store level Labor calculation
- Non-scalable & rigid system

Value Delivered

- Reduced Network load by ~40%-50%
- Reduced ~4 GB disk space per store
- Improved recovery time by 5%

- 98% Application Availability
- 70% Faster Incident Resolution [MTTR]
- 99.9% On-time delivery

- Reduced checkout time
- Cost Efficiency
- Faster Integration

- Optimized inventory - \$71M benefit
- Store labor calculation - ~\$1.7M benefit
- Automated Planogram delivery

The need for speed.
The quest for precision.
The passion for excellence.

Nothing beats a bond forged on common ground.

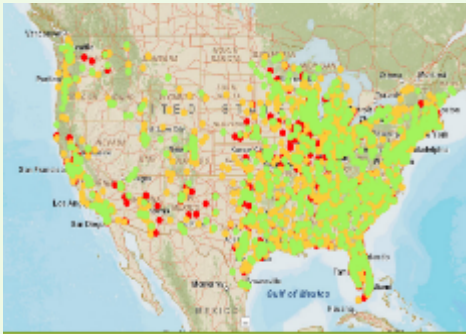
Tata Consultancy Services.
Official Supplier, Scuderia Ferrari Marlboro.



Central Pricing

Business Driver

Price Strategy:
Moved from a 22 to 99 Price
point based system



Scalability:
Legacy Store AS400 servers to
handle large volume of Data



Transmission:
400% increase in Data Volume



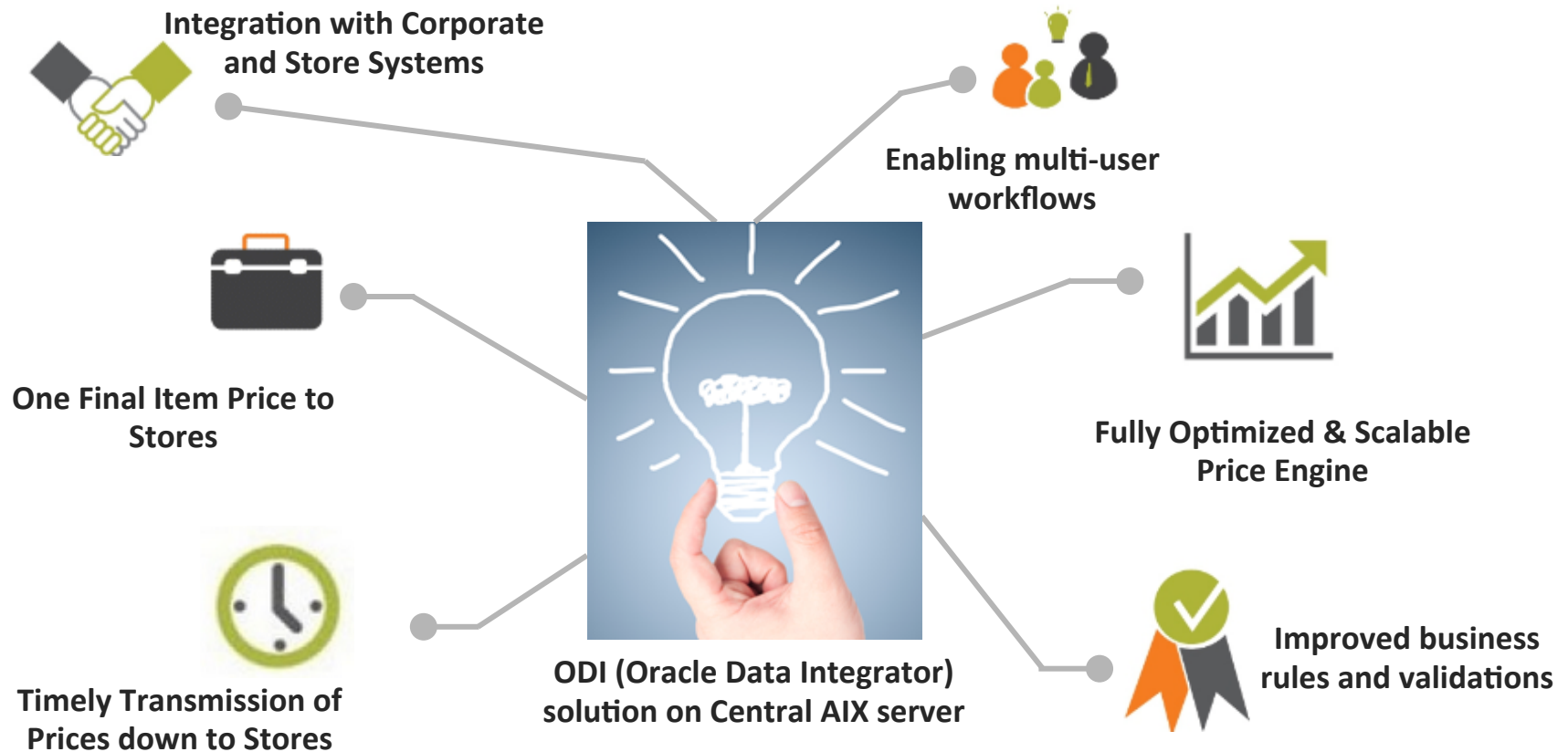
Complexity:
8000+ Stores with 10+ Price
Types for 2.2 Million Items



Operational:
1st Oracle ODI implementation, 4
Technologies, 10+ Stakeholders Groups



Solution



Value Delivered

Reduced Network load by
~40%-50%

Reduced 20 million records with **~4
GB disk space** per store

Pricing history & central repository
enables **Future Trending** and
forecasting analytics

~\$100,000+
value adds



Low I/O

Reduction in store backup &
recovery time by **5%**

Consolidated Pricing at central server
provides **Single Source of Truth**



When our Delivery more than reflects
Customer Expectations...

Customer Delight
becomes a spectacular reality!

340B Discounted Drug Program

1 Initiative: Hyper growth

Challenge

Scalability

Sustainability

Data Integrity

2013

Challenges

- Application sustainability & Scalability
 - ~4M limit was identified in analysis, ~3M a day was observed occasionally
- Data Integrity
 - Broken audit trail
 - Reports inconsistencies

2 Initiative: Managed Service

Challenge

Multiple Partners

Overlapping
Accountability

High Spend

2014

Challenges

- Business satisfaction
 - Business enablement, benefit realization
 - Meet 340B Sales Commitments
- Outcome based and metrics driven model
- Predictable Spend

Solution & Journey

- 340B Complete Solution
- Support for eRx
- Invoiced (810) based inventory management

- Mail, CPO and Specialty Integration

- Full Managed Service

2010

2011

2012

2013

2014

2015

- 340B 2.0 (Business Process Optimization)

- Hyper growth Initiative: Achieved 70% performance improvements

- Managed Service for BUILD and Production Support

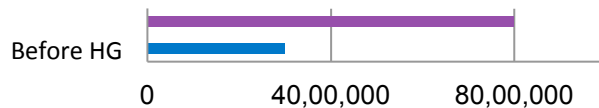
TCS took the End to End Ownership of the Build ,QA and Support leveraging the Synergy across the teams

Value Delivered

1

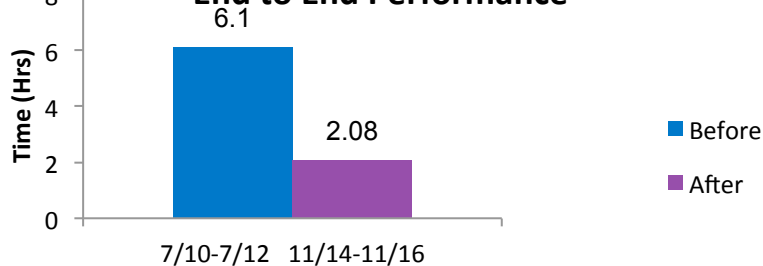
Initiative: Hyper growth

Sustainability Test for Rx count

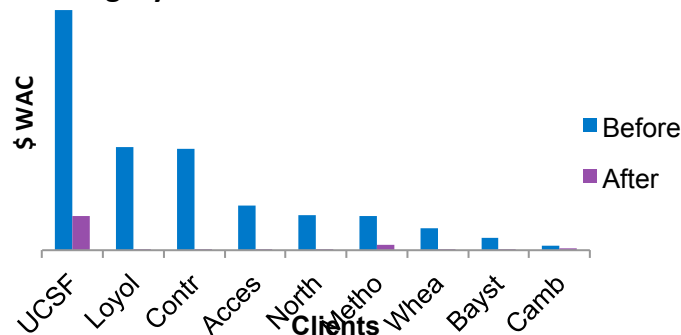


	Before HG	After HG
Total Rx Processed	30,00,000	80,00,000

End to End Performance



Data Integrity Resolution of Broken audit trails



2

Initiative: Managed Service

0

Achieved Zero monthly backlog

25 - 30%

Reduction of GL Offset

31%

Productivity Savings

70%

Faster Incident Resolution [MTTR]

99.9%

On-time delivery of Key Business Capabilities and monthly FRR Reports

98%

Application Availability



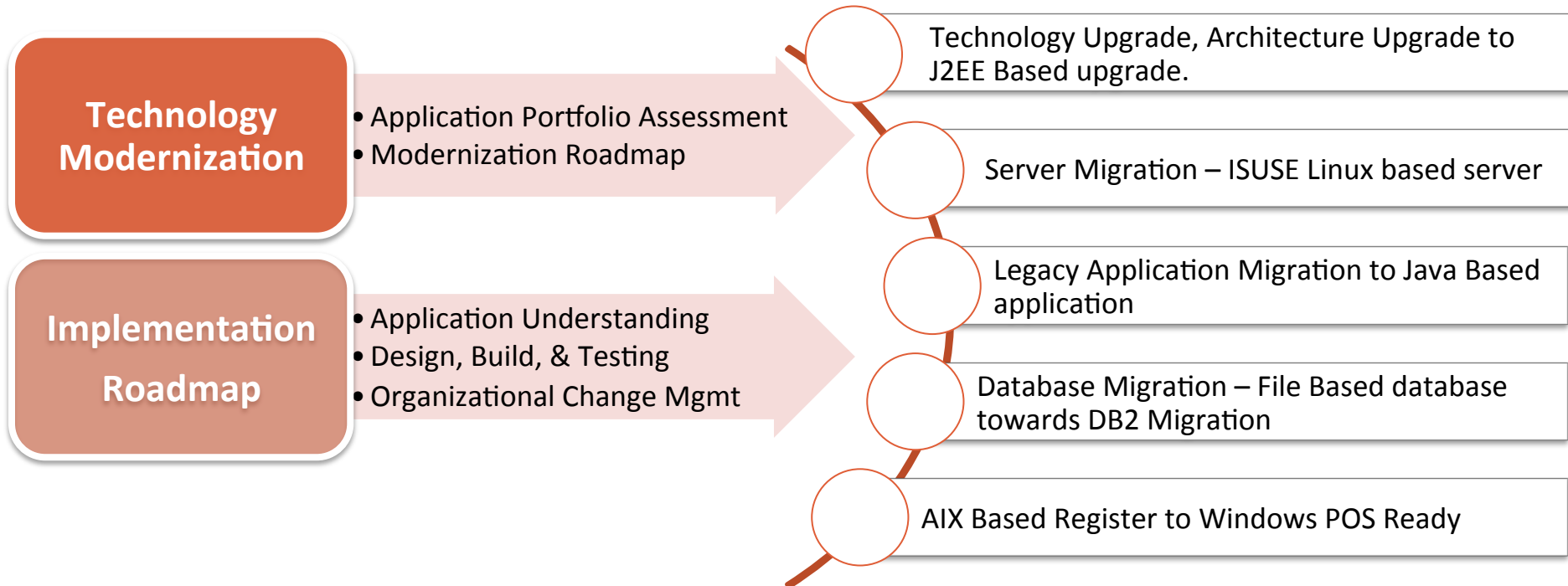
Dolphins are regarded by scientists to be among the most innovative species. They are known to adopt a number of novel and tool-using techniques such as 'hydroplaning' to herd fish into shallow waters or 'sponging' to protect their snouts with marine sponges while feeding off the sandy seabed.

At TCS, we believe that innovation is the key to leadership. And we will leverage our depth and breadth of expertise to help our clients innovate and create competitive advantage for themselves.

Experience leadership

NextGen Point of Sale

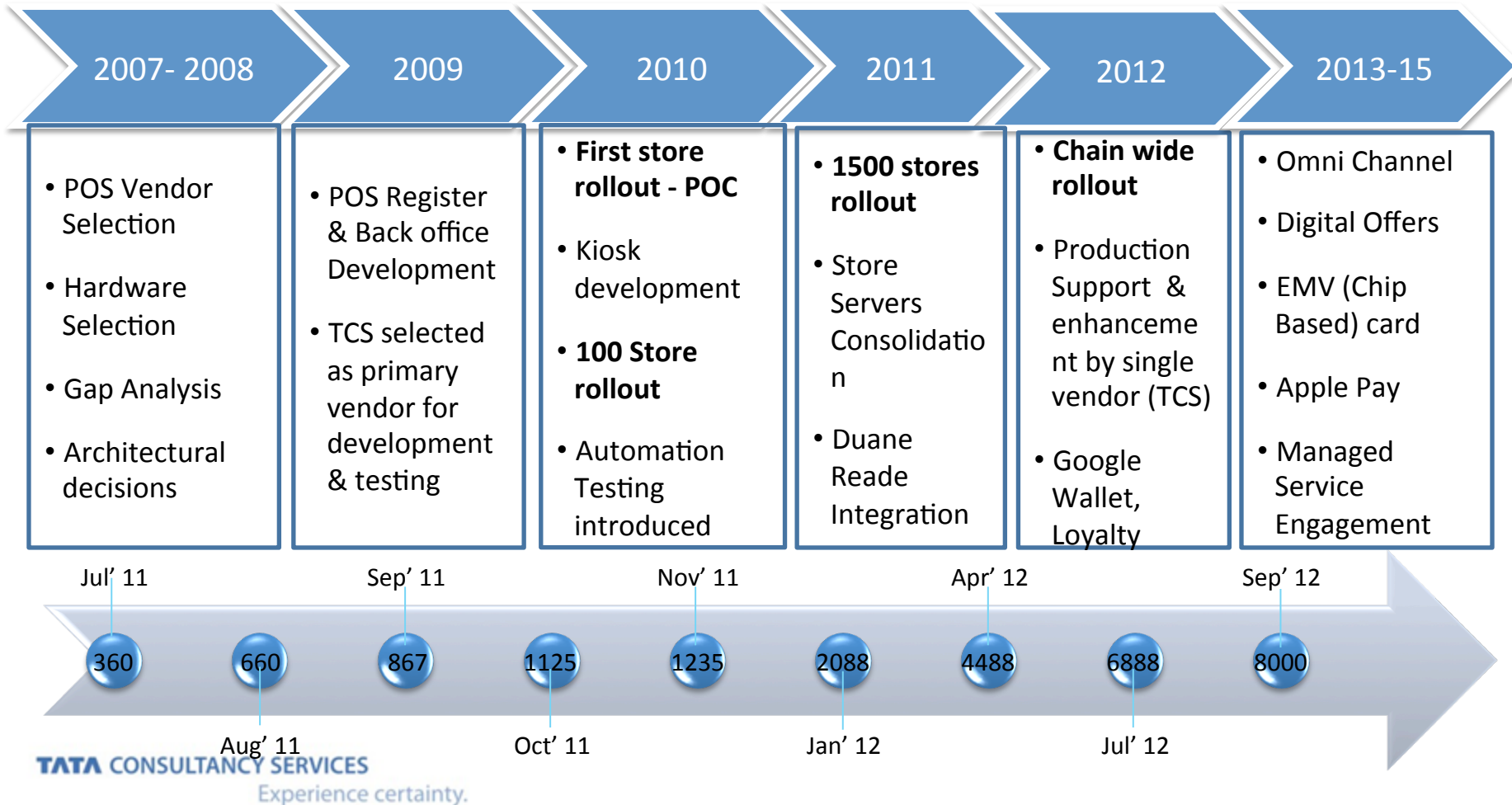
Business Driver



- Usability limitations, speed to the market, maintainability
- Slow checkout speed
- Hardware maintenance - Increased cost in hardware maintainability
- Not easy to be exposed other devices i.e. Legacy solution was not service based

Solution and Journey

- TCS engagement in POS started around 8 years back when Walgreens decided to sunset existing point of sale system (**4690 IBM Systems**) with java based next generation point of sale system (**Java/DB2 based PCMS Datafit product**)
- Initiatives planned as part of NextGen POS were implementation of PCMS product **Beanstore** for POS & **Vision Maintenance** for Backoffice, customized for Walgreens





Cost Efficiency

- Reduced hardware footprint due to server consolidation and centralization
- Productivity improvements
- Space savings



Faster Integration

with other applications/
systems through Service
Oriented architecture



Improved & Advanced Walgreens

Customer Delight !!

- Disappearing queues during holiday season due to mPOS, ACO
- Reduced checkout time in stores
- Convenience: Pick-in-store/ Quick Shop, Kiosk
- Better personal attention/ assistance: Mobile POS
- Rewards: Loyalty programs, coupons



- Enhanced Customer Experience
- Enhanced Customer Loyalty



The Canadian Geese travel over 2000 miles every winter to reach a more hospitable climate. Without any radar or GPS, every year without fail. No matter what happens, the result is something you can always count on.

Here at TCS, we deliver results. No matter what obstacles come up, we will always deliver quality output, on time and within budget time after time.

Experience results

Space Transformation

Business Driver

Processes



- Manual & outside the system preparation
- No process for Promo Planograms
- Generic Physical Catalog for Promo/ Seasonal Planogram for store

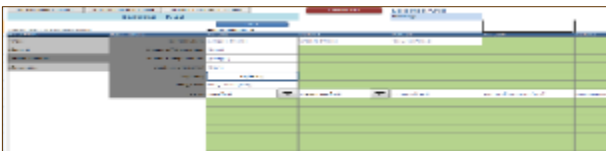


- Manual
- Communication among different merchandising teams
 - Vendor collaboration for planograms
 - Reconciliation of floor plans



- No standard analysis/reporting tool
- No Store level Labor calculation
- Manual effort required to sync-up with store level changes

Systems & Tools



- Excel based tools outside system as a work around
- Manual distribution of product info. to Supply Chain & other teams
- Manual analysis for promo and seasonal planograms placement instructions

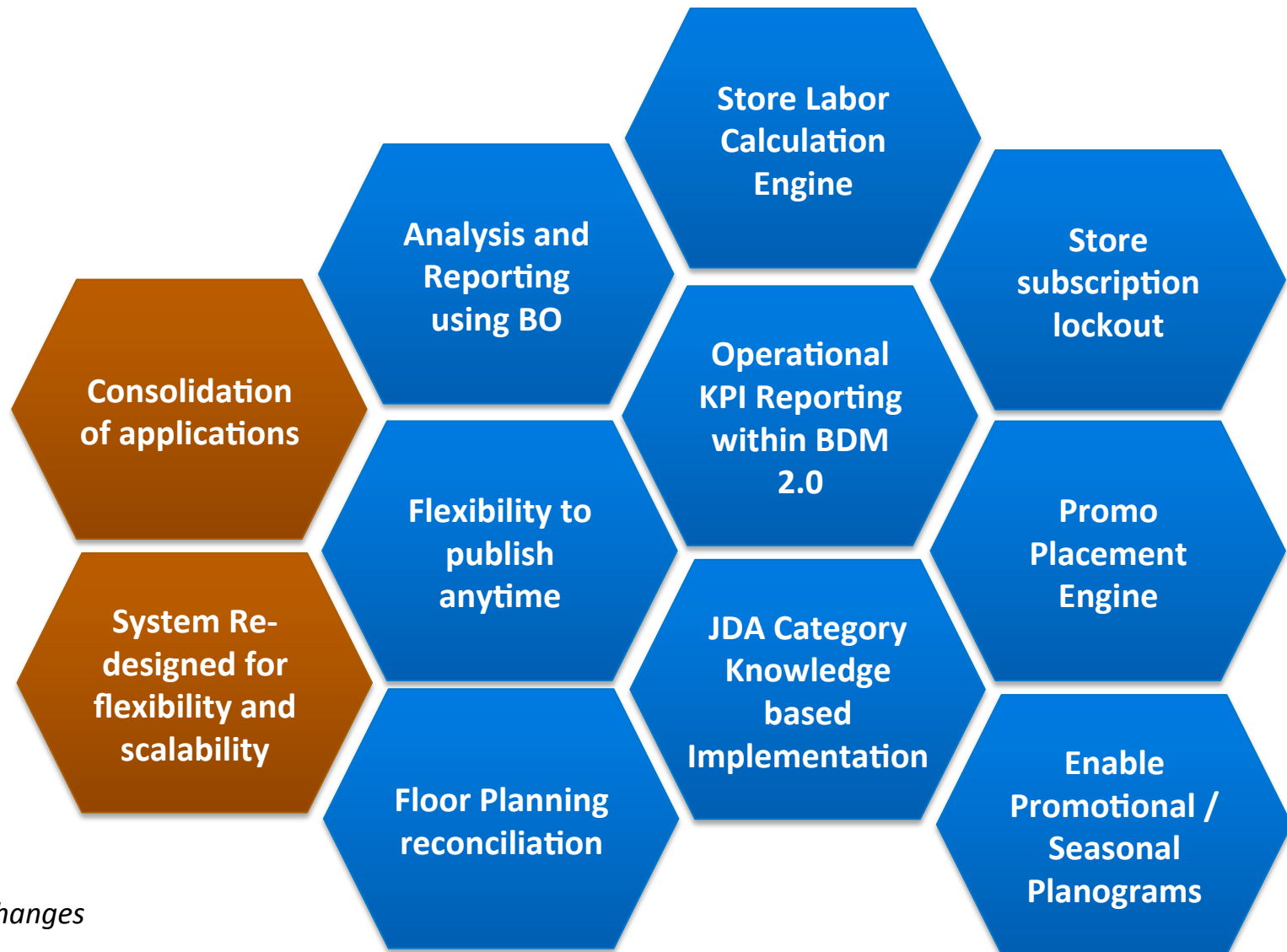



- Non-scalable & rigid system
- Multiple interfaces/Repetitive steps for same task
- IT intervention required for on-demand planogram publication



- Manual Planograms creation, Mirroring etc.
- Manual Floor Planning reconciliation
- No systemic way to create and distribute Promotional/ Seasonal Planograms

Solution & Journey



 System Changes

 System and Process Changes
Experience Certainty.

Value Delivered

Supply Chain

- Accurate, timely and automated delivery of Planograms & Items for better decision Making

Store Operations

- Targeted Promo Planogram to stores with optimized inventory (profit benefit ~\$71 Million over 3 yrs)
- Store specific labor effort calculation (benefit ~\$1.7Mn in 5 yrs)
- Electronic customer plan

Merchandising Managers

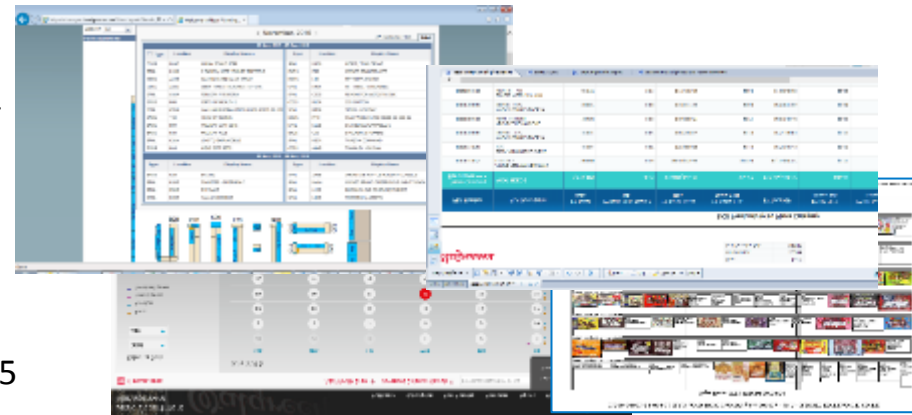
- Operations KPI
- Dashboard capabilities for Publication process

Space Analysts

- Financial/Operational reports (Business Objects)
- Automatic Planogram creation
- On-demand publication
- Online vendor collaboration for planograms
- Automatic Macro reconciliation and Promo Planograms
- Easy maintenance of Planogram Catalog

IT

- Easy maintainable and scalable application



"Well done everyone! What an amazing and successful year proving to one another that this can be done. You should all be very proud reaching this milestone that will enable even bigger capabilities for our stores."

Louis Dorado : Director, Space Management

"I echo all of the appreciation shared below, great work - this is a big win. I saw it live in a pilot store today and it was very well received by the store manager."

Neil Beitz: Manager, Store Operations