



# Tata Projects: Infrastructural management through low code





# Index



**The company** 03

---

**The challenge** 05

---

**The solution** 08

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**Benefits and ROI** 11

---

**Looking forward** 13



# THE COMPANY




From the Lucknow underground metro, to the Mumbai trans harbor link bridge, Tata Projects provide end to end services in different sectors like power, water, metals & minerals, oil & gas, space & nuclear, and transportation.

They are one of the fastest growing industrial infrastructure companies in India and have expertise in executing large and complex urban and industrial infrastructure projects that provide ready-to-deploy solutions for refineries, roads, bridges, integrated rail & metro systems, commercial buildings & airports and much more.

Over the years, they have grown from a turnover of INR 34,440 million in FY 2015 to INR 1,05,140 million in FY 2020.



# THE CHALLENGE



A vast organization means a large number of employees, each doing their role in the operations of the company. From building contracts, to cost appraisals and construction documents, the organization had sizable data that needed to be documented. Now how did all these employees access their data? Through Excel sheets. Imagine hundreds of employees accessing large amounts of data through these Excel sheets. The teams faced many issues when trying to handle extensive amounts of data on these sheets.

There wasn't much chance for collaboration and managing the individual sheets of information proved hectic. The maintenance of these documents itself was a challenge as it was difficult for the stakeholders to access the various sheets as there was lost data, manual errors, and lack of security.

Tata though majorly an infrastructure company, also have business segments such as Tata Consultancy Services (TCS), that provide quality services. These segments maintain their own applications on older platforms, that Tata Projects do not interfere with.

As their major processes could not be carried out or documented with a basic Excel sheet, they started looking at different options that help consolidate and eventually discovered low-code and Zoho Creator.

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Today we use a bidding process, where all approvals are tracked in an excel sheet. We are trying to automate our own bidding process. So we built an app that is being used in the organization. We are trying to digitize everything as excel can not be collaborated, and we can't check the info very easily, on the go.


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**- Rohit Bhatt**



# THE SOLUTION





Upon choosing Zoho Creator, Tata projects built 2 major custom applications for some essential processes. These applications help in streamlining two of their essential operations- Claims management and Risk management.

## **Claims management application:**

This is a workflow-based application used by the on-site team. When there is any delay in work, change in plans made by the customer, or any additional work that is proposed, the first person to receive the information captures the details in the application in the form of a claim. This then gets modified and validated by the contracts and legal team who will cross-check the legal aspects of it. This application is majorly used to map all documentation so that it will be easy to access and show the customer if needed or when a claim is being made.




## **Bidding process/Risk management application:**

When a government releases any open bid for the construction of a major infrastructure project, like a metro or a parliament building, they will initially release a bid document. Various infrastructure companies will then go for a bid to claim it, similar to an auction where they bid for the project. Alternative to the Excel sheet they were using, the team now uses an application to note various aspects of the bid such as, technical requirements, wordings of the contract, clearances made by the customer etc,. so that they can make sure that they have the capabilities to take on the project. It is moreover a technical and risk evaluation process of the bid. The app is very useful to get details of the project ahead of the bid. The pricing details are confidential, and therefore are not included in the app.



# BENEFITS AND ROI




One of the major advantages of the transition was that adapting to low-code was not difficult for the team at all. It was so easy that when they found Creator, they were able to build applications instantly at a swift pace. The teams have worked with platforms that required so much coding that when comparing, the drag and drop feature was effortless to use. There was no employee push back whatsoever and when they first began to build applications, they were built for 3 major business segments of infrastructure and were thoroughly customized according to their needs.

They now have complete control on their risk and claims processes that save them time and prevented them from taking on projects that were not viable to them. They also have full authority on outstanding payables and receivables from their customers and clients. This in turn has saved them costs and improved operational efficiency when conducting a project.



# LOOKING FORWARD



Tata projects are now trying to digitize all their bidding processes so that they are aware of what bids they lost, what were the parameters involved and what inconsistencies can be found with the bids. They are planning for a more detailed risk management system in the future to prevent any loss or impact. This will help them get more detailed information on the bids instantly with no delay, so they can access this information even before going to the bidding site. They plan to move from their excel sheets entirely to an automated application very soon!

# ABOUT US

At Zoho Creator, we've always worked towards a single purpose —empowering users to build functional apps with minimal coding expertise. We've helped 13,000+ brands create bespoke solutions and improve their end-to-end operations across a variety of industries. With over 25 years of experience in catering to B2B and B2C organizations, we have the best tools in the trade to help you improve your business.

You can get started with Creator by visiting the [sign-up page](#). You can also check out our [prebuilt workflow templates](#) to get started right away.



[www.zoho.com/creator](http://www.zoho.com/creator)

**We'd love to talk! Reach out to us:  
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