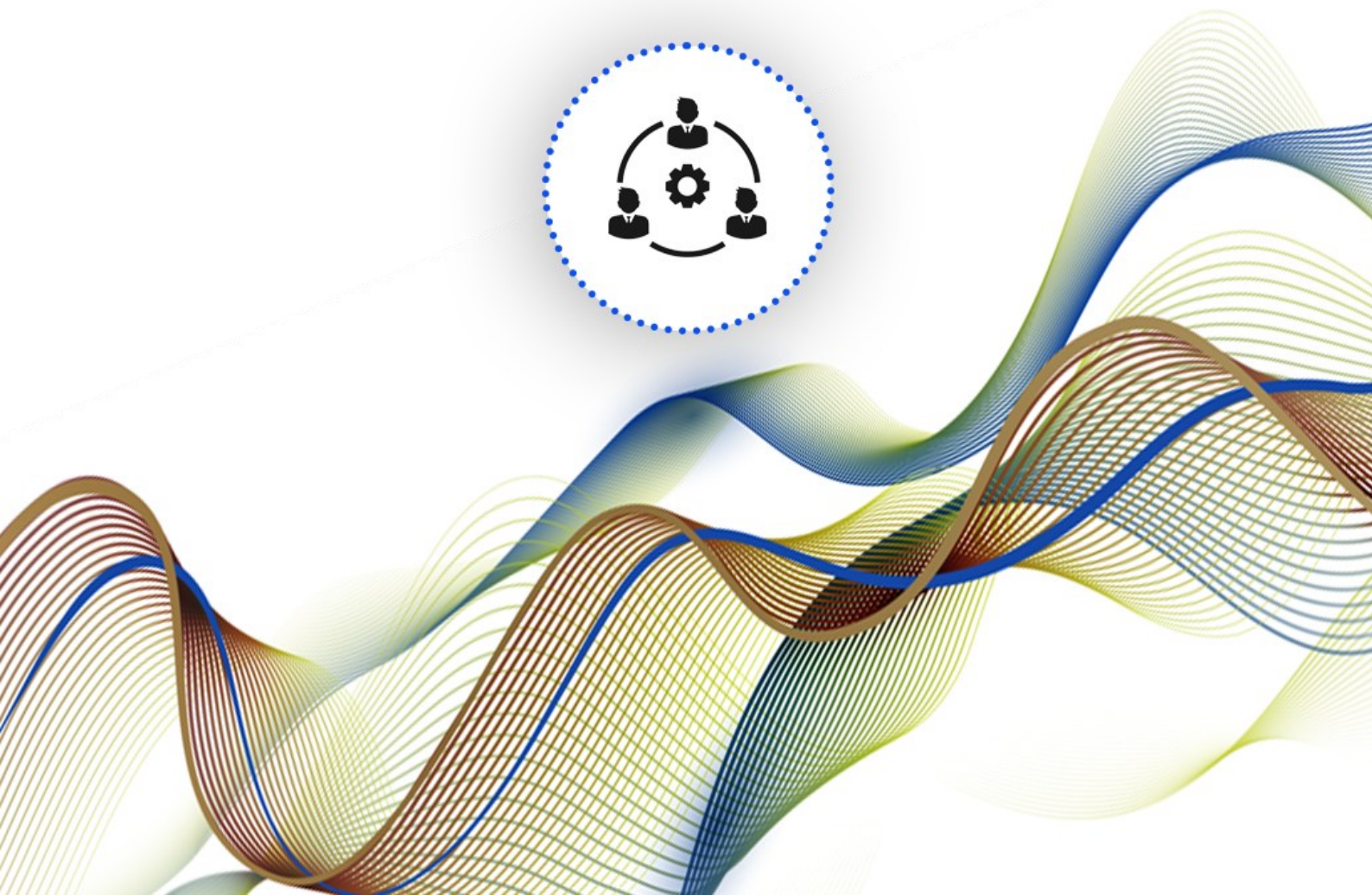


Jile™

TCS' Portfolio planning, Delivery, Management and DevSecOps platform

G-Cloud 15: Lot 2b

Service Definition



Service Description

Jile™ (www.jile.io) is an enterprise agile DevSecOps platform for application teams to plan, manage and release changes to their software continuously and safely. It provides a platform to integrate both inbuilt and third party tools for DevSecOps for an intelligent, automated delivery ecosystem.

Service Features

- **DevSecOps** – Unified view of the project, with centralised dashboards for complete traceability and data-driven decisions
- **Portfolio and Programme Management** – Idea and backlog management to sprint / task and release management
- **Quality Management** – Test planning, test, defect and test data management and test automation
- **Application Release Automation** – Source code management, build management, environment provisioning and deployment management.

Service Benefits

- **One-click process** – One click build, deploy, test and release through continuous delivery for multimodal environments
- **Optimal resource utilisation** – Plan and deliver continuous releases with the available teams across SDLC
- **Effective management of delivery** – Well orchestrated application delivery in a single, integrated view
- **Ensure high quality** – Continuous testing, test and defect management, with CI/CD pipeline to reduce manual steps and errors
- **Multi-modal support** – Seamless support for multiple agile frameworks, N-level hierarchy, agile release trains and release on-demand.

Data Backup and Restoration Approach

The Jile software has been developed by TCS under TCS' Information Security Management System. This defines a set of baseline controls that are deployed across all locations from where TCS' software products are developed. TCS' security framework is based on the globally recognised ISO 27001:2005 ISMS standard. TCS has been certified "Enterprise wide" for ISO 27001:2013 security standards as well as for ISO 22301:2012 Business Continuity standards.

The Jile software is hosted using Third Party cloud service provider such as Microsoft Azure Cloud. The Security and Availability aspects of the Microsoft Azure Cloud are available at <https://www.microsoft.com/en-us/trustcenter> and <https://azure.microsoft.com/en-us/support/legal/sla/>

The Jile software uses a multi-tenant data model to host all its data. Data for each tenant is held separately. All user data is protected from unauthorised access.

The Jile software goes through multiple types of security testing such as static, dynamic and penetration testing. Security has been engineered and tested across the application layer, data layer, network layer and the host.

We do not capture or store credit card details, payments if any will be processed by PCI-DSS certified Third Party Payment Gateway service providers.

We follow generally accepted standards to protect the personal information submitted to us. Data is securely transported over SSL and in storage the data is protected through appropriate security controls. Passwords are stored using industry standard hashing algorithms.

Onboarding and Offboarding Support

- There are online videos, online help/user documentation for customers' reference
- Customers can also request online training/handholding (contractual agreement can be made)
- There is no obligation after the end of subscription. If the customer reaches out with a request to Jile Support, we can provide extracts of information of the subscription from the database, within one month of the expiry of the subscription. Post one month the information is deleted.

Service Constraints

- Support Includes:
 - Incident Support - Identifying and troubleshooting problems in the system
 - Query Support - Information on the product including sales related queries
 - Providing the initial response as per the severity of the incidents defined below
 - Communication of the status of the incident on a periodic basis until it is resolved
- Self Service - An extensive knowledge base is available within the product for customers to search and find answers to any simple problems they face while using the product or service
- Customisation - No customisation support is provided. Any capability requests from the customer will be analysed for feasibility and marketability before being scheduled for implementation or deferment. In certain exceptions, specific customisations may be undertaken post due diligence at a premium charge.

Service Levels

Response times vary by the following defined severity levels:

Definition	Description
Severity 1 (Critical)	• Production system is down • Product is unusable resulting in total disruption of work or other critical business impact. No work around is available
Severity 2 (High)	• Major Feature or Function is failure • Operations are severely restricted. A work around is available
Severity 3 (Medium)	• Minor Feature or Function is failure • There is an issue that needs to be resolved, but primary functionality to critical and key solutions is not impaired. • Issue has a low impact on your overall business
Severity 4 (Low)	• Cosmetic errors or minor suggestions that have no impact on usage and business • Documentation, general information requests, enhancements

- Support Contact Methods - Customers may contact Jile Support help desk to report an error and request Support Services by the following method:
 - Email support via ***support@jile.io***

- Service Support and Service Level - The following Service levels will be maintained by TCS for Jile Support Response:

Parameter	Definition	Standard
Timing for Error / Incident reporting	The duration during which Support help desk can be contacted over phone or send emails to support@jile.io .	24 x 7 days (Monday to Sunday) including Indian Holidays
Standard Response Time for incident	Response Time is provided as typical initial response times in business hours to support requests	Sev1 – Less than 1 business hour Sev2 – Less than 4 business hours Sev3 – Less than 8 business hours Sev4 – Less than 2 business days
Email Acknowledgement (from receipt time)	This specifies the timeframe within which the support personnel will acknowledge any email from customer SPOC	Less than 1 business hour

System Requirements

No specific system requirements for the SaaS version of Jile™. The product can be accessed through a browser over the internet.

Outage and Maintenance Management

- Managed through Azure Monitor and Service level health checks.
- Alerts and diagnostics through Azure-native tooling.
- Alerts for Component level service health check.
- Scheduled patching or maintenance is done during defined maintenance windows.

How Users will work with your service

Browsers: Yes

Installation: No

Mobile: Yes

Service Interface: No

User Support: WCAG 2.2

API: Yes

Customisation: Yes

Access to data (upon exit)

- Users can export all their required data using the tool's native capabilities before the subscription ends.
- Jile deletes all project and audit data 90 days post-expiry.

Security

- Network security: Palo Alto Firewall, Azure WAF
- Application security supported by periodic penetration tests
- Identity & Access: SSO via Keycloak
- Geo-fencing support for country-level access control.

Why TCS

The widespread adoption of technology by businesses has led people to expect similar experiences from the public sector. Governments across the world are harnessing digital innovation to respond to people's needs and empower them.

The vision is clear and compelling: a forward-thinking government that embraces innovation and is always a step ahead, ready to meet the future.

We ensure that technology and strategy work together to help governments meet people's needs, embrace innovation, and address complex issues – from climate change and public health to education and national security.

Our approach is to work in partnership with our customers, co-developing solutions to assist in digital transformation and re-imagination. TCS helps organisations handle the competing pressures that the shift to digital can bring; providing the skills and scale needed to react quickly to short-term concerns, while always ensuring that the focus remains on what is right for the client in the long-term.

The TCS Advantage:

- **Modernisation Expertise** - TCS works closely with several Public Sector agencies across the globe to help leverage digitisation to modernise services
- **Public Sector domain experience** - Extensive experience in solutions for governments, local agencies, municipal corporations, public-sector entities, and security establishments

- **Dedicated Centres of Excellence (CoE)** - Mature assets and accelerators
- **Leveraging strategic partnerships with product vendors** – Strategic alliances with industry leading and niche partners. We leverage the TCS Co-Innovation Network (COIN™) that brings start-ups, academia, customers, research institutions together to create effective, innovative solutions to business problems.
- **Large pool of skilled resources** – The right blend of management, industry, and technology expertise.

The TCS Jile Advantage:

- **Scaling at all levels** - Jile will help enterprises with larger products and systems adopt and then extend agile processes to their larger teams and deliver relevant business outcomes.
- **Unified Agile-DevOps** - Jile enables agile product delivery through a single integrated platform, helping distributed teams deliver quality programs of higher business value on time.
- **Superior analytics and effective collaboration** - Jile offers pre-configured best practices in the form of process, KPIs, intuitive planning boards and JIT analytics.

Pricing

Please refer to the TCS Pricing Document for this service or visit <https://www.jile.io/pricing>

Terms and Conditions

Please refer to the TCS Terms and Conditions for this service or visit <https://www.jile.io/terms>

About Tata Consultancy Services

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce spread across 55 countries and 202 service delivery centres across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment. TCS generated consolidated revenues of over US \$30 billion in the fiscal year ended March 31, 2025.

Visit www.tcs.com

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