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Service Definition – SAP Commerce Cloud

1. Service Overview

Wipro SAP Consulting Services builds upon our vast experience in leading ERP Packages such as SAP, Oracle, Microsoft Dynamics AX and CRM, Salesforce.com etc. Our Package consulting services bring in rich industry experience which is augmented by our business consulting subsidiary Capco to complement our technology expertise. This synergy helps us deliver comprehensive business solutions to our customers. Our evaluation methodology assists clients in selecting the right package meeting the business needs and aligning with IT strategy. This process is initiated by understanding business requirements. It includes definition of business scenarios and evaluation criteria, preparation of vendor RFP and demonstration of the package.

2. Service Description

Leveraging its strong Enterprise Applications capabilities, Wipro provides a wide range of SAP Consulting services across Assessment, Discovery, Application Rationalization, Decommissioning, Performance Engineering and Roadmap. Our SAP Consulting services enable such initiatives by leveraging best practice functionality inherent within Enterprise Resource Planning (ERP) packages - SAP, Oracle, Microsoft and other industry-specific technologies. They are backed by the deep industry experience of our practitioners and enhanced by our integrated set of industry-leading program management, value realization, and persona-based design processes and methodologies and tools from planning to delivery and beyond that support execution of such business transformation initiatives.

Wipro has helped some of the largest companies in the world achieve measurable business value through process transformation in such industries as oil and gas, retail, CPG, finance, life sciences and manufacturing, to name a few

SAP S/4HANA Consulting Service Offerings Include -

- Program Excellence & PMO
- ERP Enabled Business Transformation
- ERP Governance, Risk and Compliance
- Supply Chain Transformation
- Customer Operations Transformation
- Human Capital Management Transformation
- Finance Transformation
- Enterprise Content Management

SAP BRIM (Billing and Revenue Management) consulting service include –

- Subscription Order and contract management
- Complex rating and charging management
- Convergence of standard invoice and subscription invoice management
- Financial Contract Account management (Payables and Receivable)

SAP CX (Customer Experience) & CRM consulting services Include –

- Presales to Sales & Service Transformation

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- Marketing Transformation
- Commerce portal based B2B and B2C channel enablement
- Configure, Price and Quotation (CPQ) management
- Customer experience transformation

3. SAP CX (Sales, Service, Marketing, Commerce, and experience) Assessment Approach

- Formulating overall cloud strategy of client:
  - Consulting Service available to prioritize business scenarios for cloud, assess impact, define quick wins, plan a roadmap.
  - Get initial guidance about benefits, obstacles, and setup for a successful cloud adoption.
- Product Selection advisory:
  - Consulting Service available to execute workshop and identify use cases for correct IT tool deployment for Sales, service, commerce, billing, marketing, and experience management solution
  - Defining vision, map solution vis-à-vis requirements and futuristic wish lists of the business process, list critical success factors, identify to be state system architecture.

4. Wipro Accelerators & Tools

Accelerators	Description	Key Benefits
Wipro Experience Centre	Integrated SAP landscape with full set of SAP SaaS solutions (S/4HANA, CX, SAC, and IBP etc.)	Integrated dashboards with faster insights into leading and lagging KPIs
Rapid Cross Industry ERP Foundation (RaCE Templates)	Pre-configured, ready to run SAP Best Practices driven template for rapid implementations	~40% accelerated implementation & coverage of 50 – 60% of Business Processes
Wipro's Safe passage to HANA Framework	SAP Best Practices, Cookbooks, Tools, Accelerators and Lessons Learned from our previous migrations that aim at delivering an on-time, on budget, are non-disruptive and risk-free migration to SoH or S/4HANA	Standardized templates, processes & protocols which reduces communication errors & increases productivity Quality gates that ensure minimized risk & quality deliverables with disruption free business change management
Design Thinking Models	Role-based human centred design	Voice of consumer driven, User experience monitoring

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4M Framework for Program Mgmt.	4M Framework (Model, Mindset, Machinery, and Methodology) for an efficient approach to project delivery	Reduction of Program Management time~15%
Auto Scale	Automated Horizontal Scaling of SAP applications	Scale-up and down based on actual utilization thereby resulting in 15%~20% cost savings
Wipro Test Automation Suite	Ready to use library of Regression test cases post upgrade	~40% effort savings in test design
Boundaryless Enterprise	E2E Management of SAP Operations on Cloud	Driving a truly digital business by transitioning the entire organization to the cloud, increasing resilience, propelling agility and creating new models of innovation, 15% faster time to implement
10+ Pre-Configured Industry Solutions	Pre-configured solutions complementing standardization of the core	80-87% processes are pre-configured resulting in 30-35% reduction of overall implementation timelines
70+ Industry accelerators	New Revenue Models for New Innovative Business solutions	Solutions across ML, IoT, Block chain, iRPA, Conversational AI

5. Customer Success Stories Delivered by Wipro

Wipro has worked with global customers to help build their business case & chart their SAP S/4HANA journeys. We have a 1100+ strong consulting team which is engaged to anchor PoCs and deliver the desired outcome to our customers. In the table below we have showcased two of our key S/4HANA and SAP CX Assessment engagements –

Customer	Business Needs / Objective	Wipro Solution	Benefits Delivered
Diversified global technology company dealing in Healthcare, Lighting and Lifestyle products	• Market leading commerce offering and experience • Scalable platform with the ability to introduce new	• Enabled SAP Commerce cloud based B2B and B2C e-commerce capabilities for multiple business units	• Improved time to market with sprint and automation of build and release management processes based on continuous delivery tools

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	products and business models • Shift substantial existing order intake volume into the ecommerce channel while reducing selling and supply chain cost to benchmark standards • Support Personalization & data-driven commerce	• SOLR implementation for better search and indexing • Seamless User Journeys (B2C) for Healthcare, Consumer Lifestyle and Lighting • Deployment of catalogue-based model via component library for campaign management and activation • Establish Agile delivery centre based on distributed agile • Ramped up 12+ scrum teams in the domains like omni channel experience, eSales and content management. • Quarterly testing • End user training for in-scope applications • Release Management	• Empower local marketers to manage customer touch points
American developer, manufacturer and supplier of products for automotive, commercial, aerospace, marine, rail and off-road vehicles; and industrial, agricultural and power-generation applications	• To maintain a huge product catalogue of more than 46000 products with each product having fitment values (6.5 million fitment values) based on Year Make	• Designed a robust SAP Commerce cloud-based framework to accommodate the 6.5 million records	• Ease of use and increased efficiency for user able to search products on the commerce portal with multiple flexible search options for optimum and accurate results

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| | Model (YMM) combinations | • Product list filtered based on YMM (Year, Make and model) |

6. Wipro SAP Credentials

Wipro is an SAP Global Solutions and Services Partner with **24+ years of experience** in providing SAP services to **400+ global clients**. Wipro has gained extensive capabilities to deliver across SAP Consulting, Implementation and Managed Services engagements. Our global **SAP practice has over 14,200+ consultants** & a successful track record of delivering **900+ engagements across 83 locations**. Our **design thinking and consulting-led approach** enables us to collaborate closely with our customers and find innovative ideas to solve their business problems.
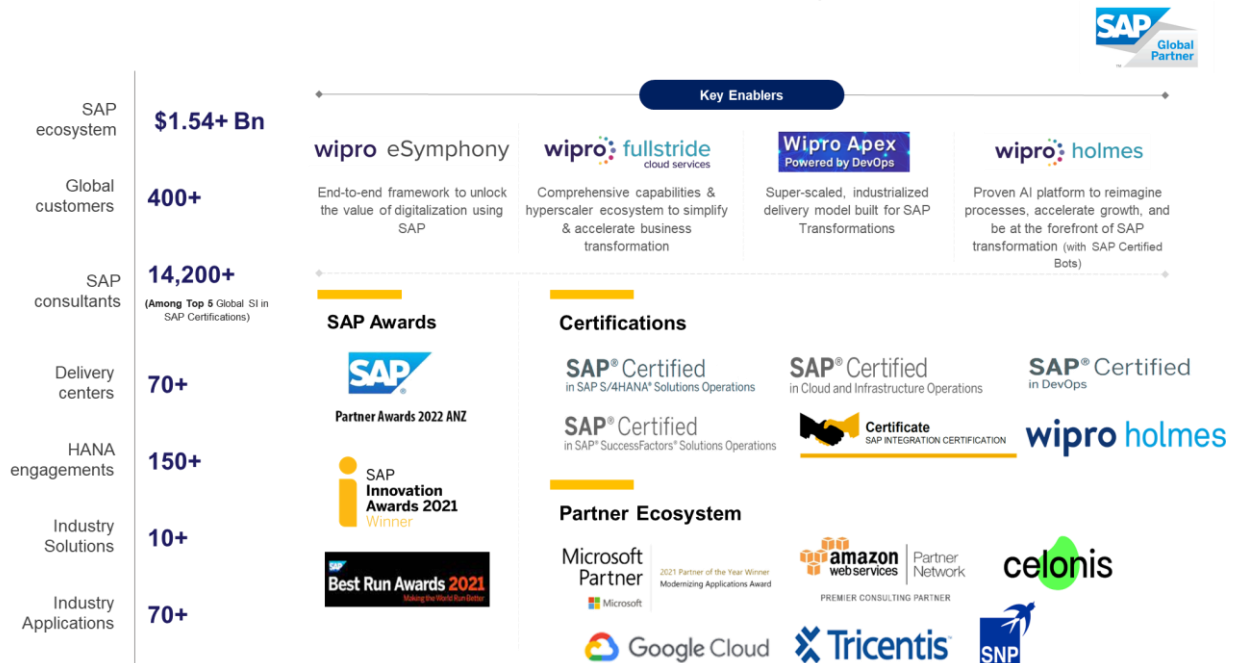

Figure : SAP Practice Snapshot

Wipro brings expertise & capabilities **across industries**, **processes**, **technology** (across SAP product suite), **data management**, **modern delivery models** & **people** through its **eSymphony** platform.

About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 250,000 employees and business partners across more than 60 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.