



G-Cloud 14

Service Definition – ServiceNow Implementation,
Consulting and Support



Table Of Contents

Service Description 2

Features 2

Benefits 2

Service Offerings..... 3

Platforms..... 6

Certifications and Specializations 7

Service Description

Wipro offers cloud-based end-to-end digital service lifecycle automation solution built on ServiceNow's Now Platform that can enhance and scale-up their after-sales customer service operations while reducing costs. Wipro and ServiceNow help you define who you are and where you want to go; utilizing our Global Delivery system and guiding you along the path with your employees and stakeholders while leading you through the next evolution of your business.

Our Services are underpinned by,

- **Meaningful Innovation:** Focus on intentional innovations and investments that matter—solving real problems and producing tangible results.
- **Global Standard of Excellence:** Wipro and ServiceNow – Together we aspire to be the trusted choice for our clients.
- **Building a Bold Tomorrow:** Leverage our long-term experience in sustainability to help clients define their Environmental, Social and Governance purpose and mission.

Features

- IT Business Management
- IT Operations Management
- IT Service Management
- IT Asset Management
- Overview of IT Workflows
- Strategic Portfolio Management
- DevOps
- Security Operations
- Governance, Risk and Compliance

Benefits

- Intelligent Catalog Automation
- Smart Desk Solutions
- Vendor Risk Management
- Empower – Digital Market Place
- Talent Management
- Pre-sales custom application

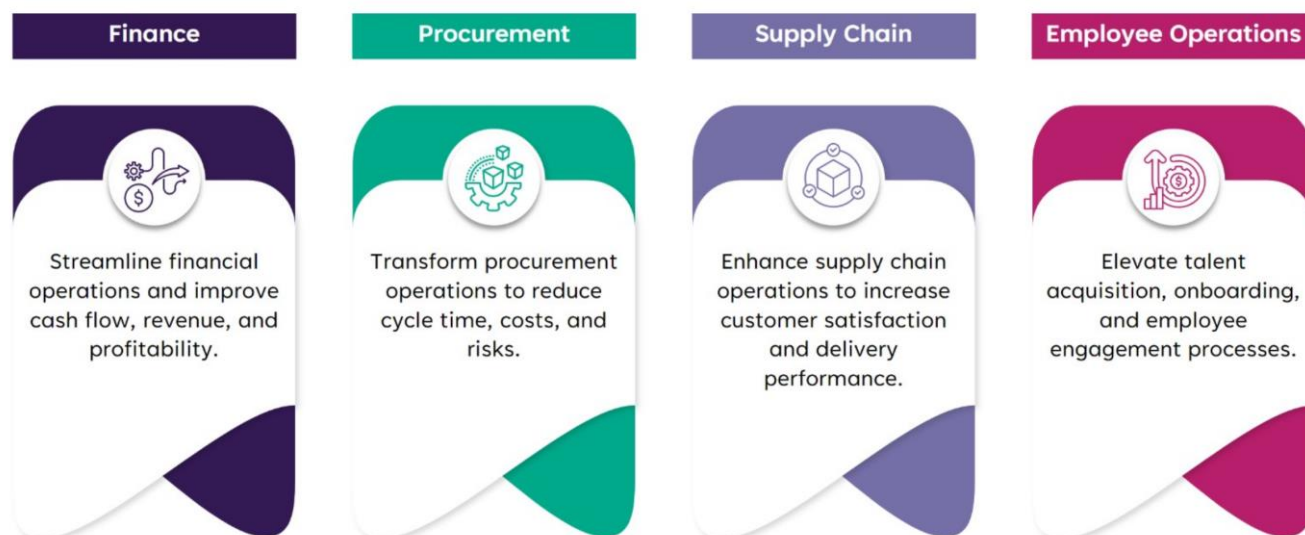
Service Offerings

Intelligent Operations Management

In today's competitive business environment, balancing innovation with achieving operational efficiencies has become paramount. However, the persistent shortage of specialized talent in Finance, Accounting, Procurement, Supply Chain, and Employee Operations compounds these challenges. Businesses face a critical dilemma as they strive to optimize operations while contending with the scarcity of skilled professionals adept at managing complex and diverse global needs.

Wipro's Intelligent Operations Management transforms how businesses approach functional outsourcing. Leveraging the power of ServiceNow, seamlessly integrating Finance, Procurement, Supply Chain, and Employee Operations, IOM creates a single system of engagement and innovation. With a focus on value creation and optimized workflows, this approach empowers businesses to navigate complexities, drive efficiency, and unlock unparalleled potential in a globally competitive landscape.

One Platform to Optimize Core Business Functions



Cyber Transform: A modern approach to risk and security. An automated Risk & Security program leveraging cybersecurity, ESG, and risk management.

Enterprise Transformation: Tech landscape consolidation, Business Model Evolution and Generational Technology Shift. Combining with AI & the ServiceNow platform, the IT strategy is the business strategy.

BoundaryLess Enterprise on NOW

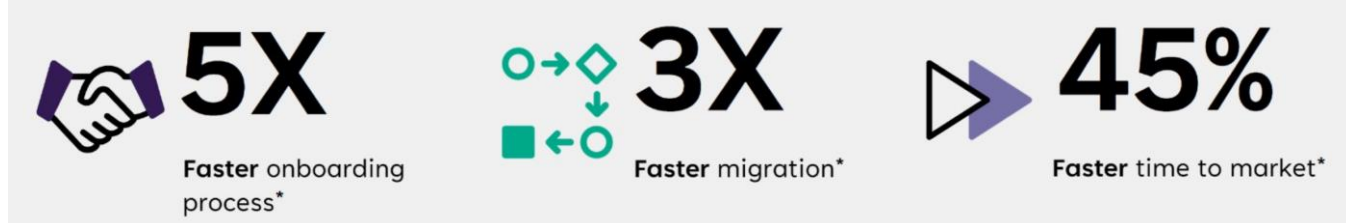
Wipro's FullStride Cloud BoundaryLess Enterprise offering, powered by ServiceNow, leverages your current investment in existing IT Service Management and IT operations management and provides a unified framework for multi-cloud provisioning and governance that unlocks the potential to deliver on innovation and accelerate transformation. BoundaryLess Enterprise ensures a fast, safe, and smooth journey to the cloud, empowering organizations to deliver the highest quality cloud services supported by an ecosystem of the world's most dependable technology partners.

With Wipro's FullStride Cloud BoundaryLess Enterprise, Wipro and ServiceNow enable organizations to operate without limitations, bringing together people, systems, and processes to accelerate time to value and unlock new levels of productivity, innovation, and growth.

Enable and operate multi-cloud services seamlessly through a single pane of glass



Automate, secure, and standardize your cloud environment for:



Mobile and Contingent Workforce Optimization: Hire to Day 1 productivity. Streamlines and automates all your processes.

ESG and Sustainability: Turning intent to impact. Transforming transparency, reporting and management.

Field Service Management:

Upskill workforce: Bridge the expertise gap by fostering knowledge sharing, enabling remote support and empowering on-site technicians with interactive 3D augmented reality (AR) models.

Proactively Detect and Resolve Issues: Harness the power of IoT sensors to schedule timely repairs, diagnose problems remotely and optimize field worker efficiency.

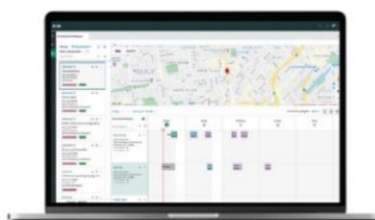
Improve Efficiency: Enable self-service for end-users, streamline processes and increase first-visit resolutions through the use of Augmented Reality.

Wipro, in collaboration with ServiceNow, offers a comprehensive suite of field service solutions, including:

- Frictionless Service
- Work Planning and Scheduling
- Resource Management
- Job Execution
- Data Insights



Territory Planning



Dispatcher Workspace



Mobile Agent



FRictionless SERVICE

Break down silos and workflow processes to create seamless experiences.



RESOURCE MANAGEMENT

Streamline workforce management for internal and third-party resources and crews to meet business needs.



WORK PLANNING AND SCHEDULING

Increase scheduling and dispatching efficiency with automation, optimization, and capacity planning.



JOB EXECUTION

Empower resources to do their best work while improving visibility to and from the field.



DATA INSIGHTS

Gain insights to continuously enhance operations, identify trends, and remove service bottlenecks.

ERP Modernization: The journey to a clean core. Modernize traditional ERP platforms by providing a consumer-grade user experience.

Global Continuity Management for Supply Chain: Enabling supply chain resilience and complete visibility.

Platforms

Customer Experience: Create Customer Success Stories, one customer at a time. Improve customer consistency, efficiency, proactively and with complete visibility by harnessing the power of ServiceNow.

Technology Excellence: Accelerate your organization-wide digital transformation journey. Expand your business capabilities, extend your operating efficiencies, and increase stakeholder experiences.

Work Re-imagined: Employee Experience starts with ServiceNow. Bring power to the people by optimizing the employee experience and enabling global shared services.

Finance & Accounting: Re-inventing the Back-Office with ServiceNow. Elevate your financial operations with automation, analytics, and streamlined processes with AI-driven automation.

Procurement & Supply Chain: Intelligent automation across all aspects of Procurement and Supply Chain. Optimize supplier relationships and proactively manage risk while harnessing the power of AI for smarter decisions.

Security, Risk & Resiliency: Proactively confront risk with confidence and full visibility. Embed risk and resiliency best practices into your day-to-day operations; manage risk in real-time.

Certifications and Specializations

The Wipro ServiceNow Partnership holds Certifications and Specializations across the entire ServiceNow platform. These certifications showcase our industry leading capabilities, commitment to long-term business investments, and expertise in ServiceNow capabilities. As a trusted partner, we deliver tailored solutions that drive innovation and deliver business value to our customers.





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.

