



G-Cloud 14

**Service Definition - Wipro Product & Service Acceleration
Through Data-Enabled Business Models & Operating Models**



Wipro Product & Service Acceleration Through Data-Enabled Business Models & Operating Models

Wipro offers data-driven solutions to accelerate product and service innovation. Our expertise in designing and delivering data-enabled business and operating models helps Government drive growth and efficiency.

Wipro Data Strategy & Analytics



Features

- Employing a well-established Data Management Framework
- Flexible scope to suit individual client needs
- Can cover data architecture, technology, governance, quality, security and operations
- Assessment of current state compared to best practices and principles
- Target Data Architecture Definition towards desired goals, emphasizing Data Strategy
- Enables Data Management Transformation from current to target state
- Deliver, execute and accelerate the transformation journey



Benefits

- Connecting different services and systems to provide seamless experiences for citizens
- Maximising the value of data for the organisation
- Meeting regulatory reporting and compliance requirements
- Enabling data as a service to business customers
- Increasing revenue through higher customer satisfaction and sales opportunities
- Enhancing business decision making through provision of accurate, consistent data
- Reduce dependency on 3rd parties that disintermediate, fragment the data plane.
- Positions Government as a data controller, able to orchestrate user, partner and open data data to better service the customer.
- Cost optimisation through clear acceleration and innovation.

Wipro Data Strategy & Analytics

Placing the customer at the centre of a value ecosystem offers the possibility to pursue new operating models and leveraging existing assets.

01: Democratisation of Data:

1. Making data accessible to citizens and empowering them to use it effectively.
 2. Transparency and open data initiatives are gaining prominence.
-

02: Convergence of Tech Trends:

1. Integration of various technologies like AI, cloud computing, and IoT.
 2. These trends converge to create more efficient and effective public services.
-

03: Next-Generation AI:

1. AI and machine learning play a crucial role in automating processes, improving decision-making, and enhancing citizen experiences.
-

04: Integration of Relational Services :

1. Connecting different services and systems to provide seamless experiences for citizens.
 2. Breaking down silos and promoting collaboration across government departments.
-

05: Data Visualisation & Consumption:

1. Using data visualization tools to present complex information in an understandable and actionable format.

Wipro Data Strategy & Analytics

Wipro will work with HMG to adapt to a Data driven, customer first approach; reimagining the purpose of product, process and technology to deliver value from day one.

From

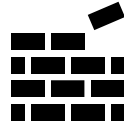
- Policy centric models based on Departments and Organisational Design.
- Tightly coupled monolithic infrastructure & technology
- Annually compiled & governed portfolio of point outcomes
- Manually intensive operations with limited automation
- Instruction led onsite delivery teams

To

- Moving from a cost plus to value based engineering and outputs
- Modular platforms with data monetisation possibilities
- Customer first, strategic design led portfolio
- Digitalised, cost optimised and customer focused operations
- Agile teams co-creating through 'visual by design' behaviour, engineering infrastructure and common set of OKRs



**Government
priorities &
goals**



**Modular, scalable
technology**



**World class
customer experience**



**Transformed
Operations**



**Co-creating
agile teams**



**Permeable Extended
Ecosystem**

Wipro Data Strategy & Analytics

HMG will need to define three capabilities:

By being the Trusted Data Controller curating the customer data.

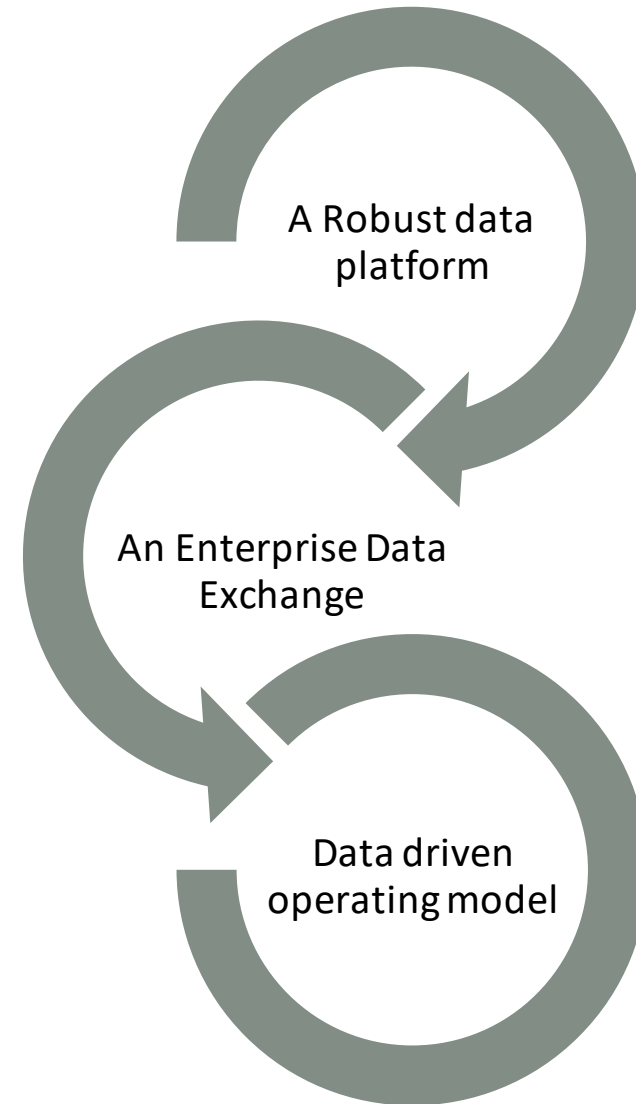
Enables you to wrap your operating model around the customer:

Users:

End User

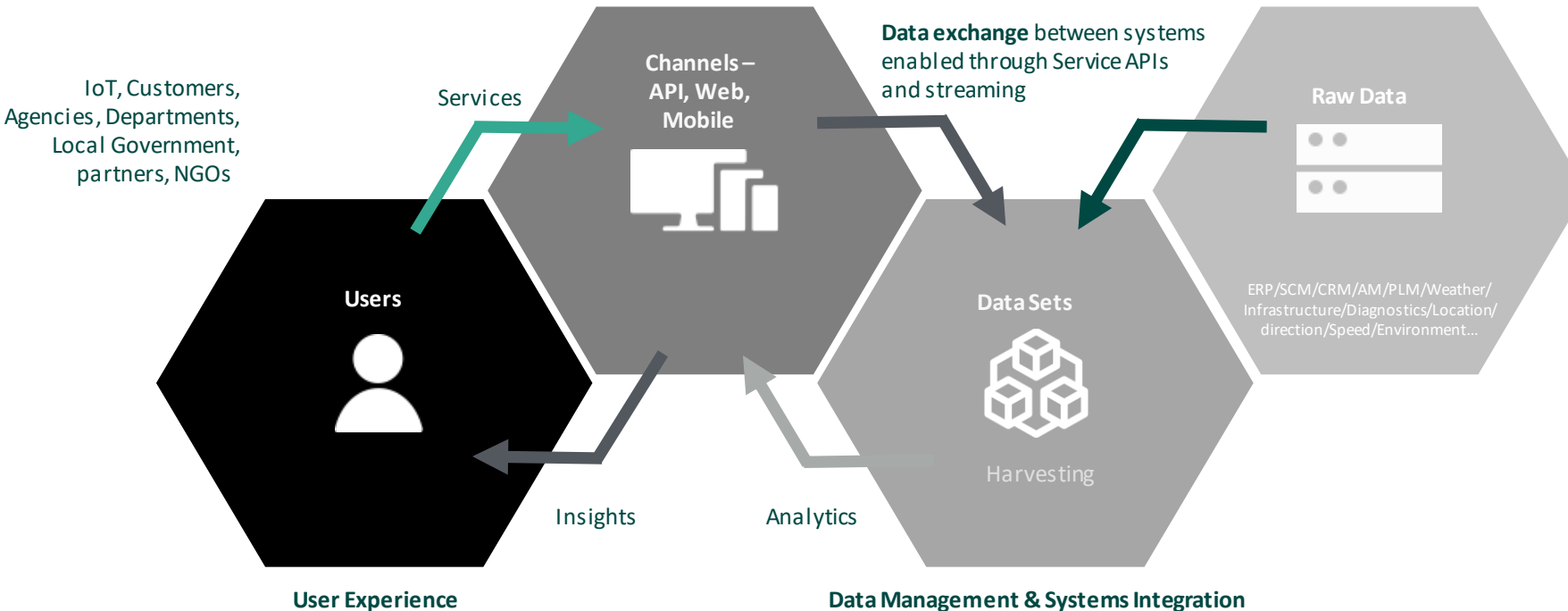
Government Customer

Agency / Partner / Vendor



Wipro Data Strategy & Analytics

Wipro will work with HMG to turn data into insights and services. Creating a data architecture to enable ingestion, curation and storage capabilities for aggregated data from multiple sources.



Data is distributed across remote devices and assets, IT systems and partner ecosystems. This data needs to be aggregated, controlled and distributed:

Therefore, there are **four** key capabilities required to deliver a data driven operating model:

A robust data platform: data is processed, homogenised and synthesised into information.

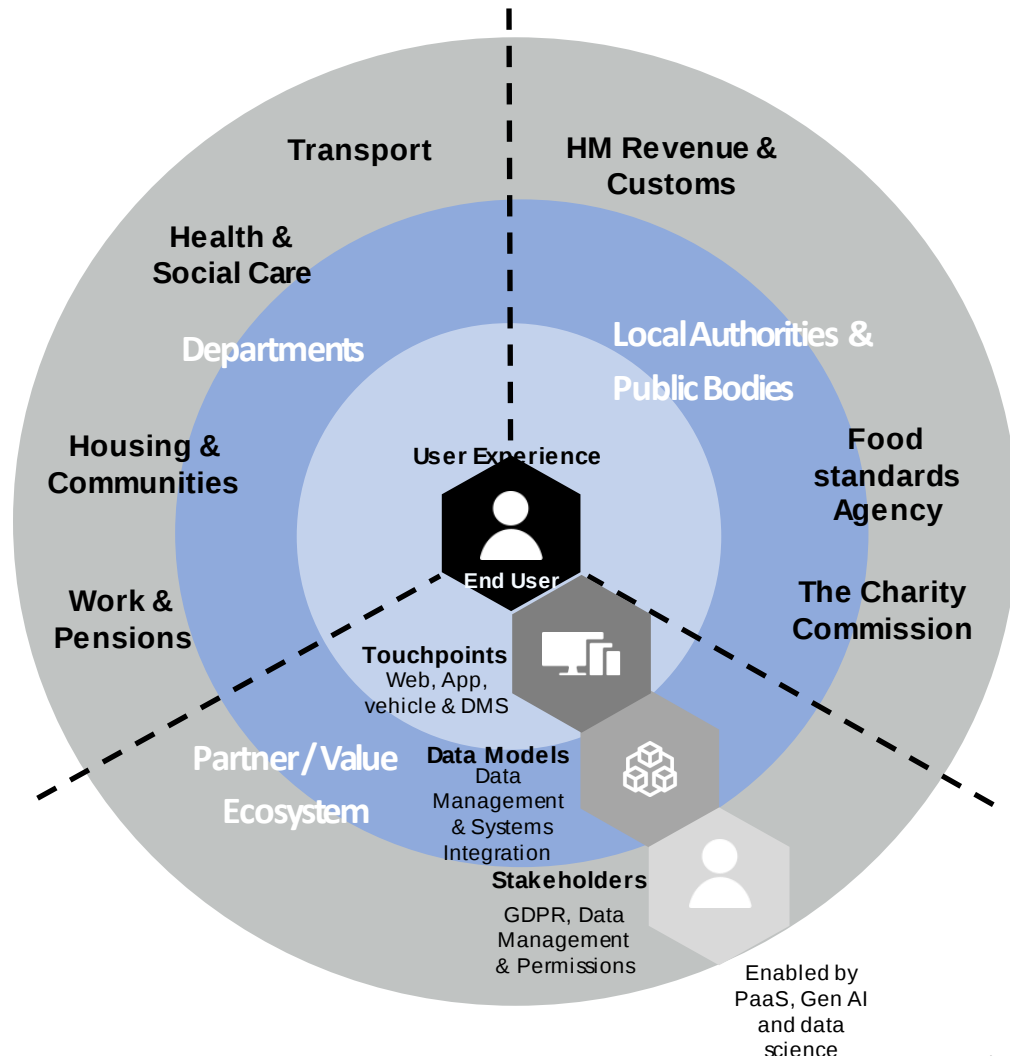
A data Exchange: the ability to share data safely and securely of better service.

A data model: the intelligent process to leverage intelligence in Aviva's operations.

Governance & Control of the data platforms and data set management

Wipro Data Strategy & Analytics

To deliver a data driven operating model and ecosystem with the customer at the centre.



Customer Experience

Driving seamless digital customer journeys through multiple channels, departments and agency's

API & Micro-services

Opening up the eco-system to non-insurance content to drive customer engagement and value and microservices to drive agility

Data Analytics & Insights

Ability to ingest data, convert it to smart analytics to drive proposition development, insights and decisions. Create a data consumption framework & leverage Gen AI.

Digital Automation

Straight through processing where possible and digitally enabled workflows to drive agility and reduce cost to serve.

Value Ecosystem

Creating a value exchange of data for better value and service. Interacting Customers via all of their gadgets and devices.

Ideation to Scale

Spin-up new value propositions to meet next Govt., Metaverse, Mobility, Hybrid software defined Propositions



Thank you.

Kindly contact us at the following Wipro email id for any further information and engagement related details.

Email - publicsector-uki@wipro.com