G-Cloud 14

Service Definition - Wipro Cloud Advisory & Consulting

Wipro Cloud Advisory & Consulting

Strategic cloud guidance and consulting services to optimize business performance through seamless adoption and effective utilization of cloud technologies

Wipro Cloud Advisory & Consulting

Seamless Cloud Transition

Navigate customer cloud journey ensuring cloud-based platforms seamlessly integrate with new technologies, fostering a cohesive and adaptable technological ecosystem. This ensures that businesses can smoothly transition to the cloud without disrupting existing operations.

Scalability

Wipro Cloud consulting service ensures that the customer has a flexible and scalable platform, allowing organizations to scale up or down quickly based on demand. This agility helps address immediate business needs with sustainable and scalable cloud solutions.

Increased Security

Continuous security and compliance measures are implemented to safeguard valuable data and maintain a secure infrastructure 24/7.

Cost Optimisation

Cloud consulting guides customer to help reducing network maintenance and management costs by leveraging automation. This approach increases return on investment (ROI) while optimizing expenses.

Robust Governance

Cloud consulting ensures controlled cloud usage and improved visibility through technology and service governance, fostering a secure and regulated cloud environment.

Automatic Software Updates

Cloud consulting enables the automatic updating of software, ensuring the maintenance and enhancement of cloud infrastructure security.

Business Continuity

Wipro cloud consulting provides solution ensuring data stored in the cloud for core business application is mirrored across multiple servers or locations, providing instant data backup in case of failures and ensuring 24/7 data availability.

Challenges of Cloud Adoption

Wipro Cloud consulting and advisory services address several challenges associated with cloud adoption and optimization. Wipro cloud consulting has got a framework to mitigate those challenges. Some of these challenges are:

1) FinOps
   a) Increasing Cloud Costs
   b) Poor forecasting for Cloud Spending
   c) wasteful spending on underutilized resources
   d) Manual Finops Process

2) Cloud Transformation Approach and Planning
   a) Skill Gap
   b) Poor change management process
   c) Poor planning and execution of a comprehensive strategy (Resulting impact on financial, timeline and sustained momentum)

3) Poor NextGen Operating Model

Wipro Cloud Advisory FinOps Strategy

Enterprise Strategy

- Definition of Corporate or Enterprise Strategy
- Management of the Corporate KPIs

Cloud Strategy, Cloud Performance KPIs

Cloud Provider

- Provide Cloud Consumption Cost and Bill
- New Cloud Services, Retired Cloud Services

Cloud Costs, Performances, Discounts, Rates

Procurement

- Create and Monitor Strategic Partnerships
- Negotiate Contract Terms with Selected Supplier

Cloud Contracts, Cloud Pricing Model Principles

- Cloud Architecture Consumption Patterns
- Cloud Resource Tagging / Sizing / Pricing Tier / Lifecycle etc.

DevOps

- Cloud based PoC and other DevOps functions
- Cloud Resource Sizing, Tagging and Allocation
- Solution Architecture Definition

Cloud Usage Forecasts / Budget, Cloud Financial Reports

Finance

- Support Business Planning & Decision making
- Global Finance Operations & Delivery

Cloud Service Business Case, Charge Back models, Consumption Actuals

Business

- Sponsor Cloud based Projects
- Global consumption of enterprise Cloud resources

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Wipro Cloud Transformation Framework

Traditional transformation execution patterns carry unnecessary risk that stall execution

Wipro brings an agile and iterative approach to transformation that allows for building on success and making course corrections

Traditional Transformation Risks		Anti-Patterns	Our Approach is Different
Financial	Without guaranteed outcomes and low success rates across the industry, the capital investment is at risk	• Big upfront planning • Risk of each intervention • Not having a partner	• Iterative planning and funding • Contractual commitments for guaranteed ROI/ benefits • VC-style transformation fund for new digital capabilities
Timeline	Benefits realization timeline exceeds the tenure of the program sponsor and patience from board members	• Multi-year roadmaps without detailed break downs • Value realization is at the end of the process • Board-level education is not budgeted	• Faster completion with entire roadmap under 18 mths • Built-in value realization every 90 days • Face-to-face mini crash-courses for senior leaders
Execution	No clear and definitive path toward business outcomes; plans are shallow and always prescribe a top-down "push"	• Top-down 'ram-to-through' abrasiveness • Claiming victory without evidence • Transformation strategies are too vague	• Each value streams transforms at its own pace • Bottom-up grass-roots transformation evangelization • Intervention scenario planning to proactively mitigate risk and clarify scope and execution steps as we go
Adoption	Business involvement and employee adoption is a key and traditional OCM approaches have been ineffective	• Running OCM run as a separate workstream • Not involving HR in the process • Not communicating in terms of business value	• OCM approaches are embedded into delivery teams • HR alliance is the first business stakeholder brought in • All executive communications articulate business value
Sustained Momentum	After initial excitement wears off, funding dries up and Overbake bloated programs fail on their 'own weight'	• Rigid and linear implementation plans • Two-way communications • User advocacy board	• Agile and iterative implementation plans • Grass-roots efforts from individual and team-based of employees renews motivation and momentum • User advocacy board flips change detractors to promoters

Transformation Execution Approach

Leadership Alignment for Transformation	Transformation Office	Assessment and Baseline	Establish Foundation	Implementation and Scale

Eversource Input

Strategic Direction and Priorities

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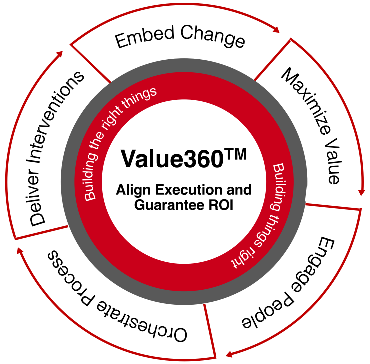
Purpose and Values

Design Thinking Workshop



Includes the following:

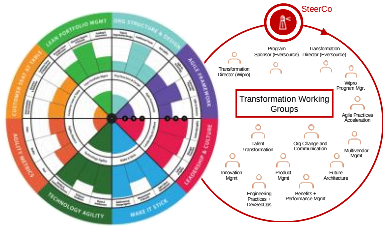
- Joint working groups for all areas on the right
- Establishing the roadmap and business case for executing the transformation interventions
- Track success

Assessment and Baseline	Establish Foundation
Operating Model + Org Structure	Value stream based / product and platform based org design + structure
Agile Ways of Working	Agile playbook design; Transformation evangelist platform
Talent Academy	Digital academy and courses; Talent system
DevSecOps Maturity	Enterprise-scale DevSecOps platform and single pane of glass dashboards
Quality Engineering	Test automation; Test data management; Eliminate, Automate, Engineer
Application Portfolio Rationalization Analysis + R-lane Dispositions	Application strategy; API and Microservices platform
Modern Infrastructure	Cloud strategy and enablement

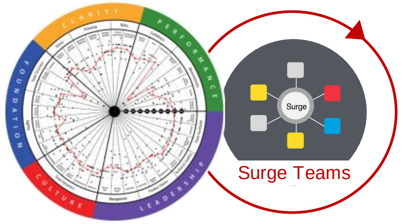
Organization

Portfolio

Team



Top Down



Bottom Up

NextGen Operating Model

WHAT

Business strategy with clearly measurable impacts using NextGen IT drivers

GovCo Strategic Goals *driven by* **Functional/ Technical Levers** *measured by* **KPIs** *enabled by* **Next Gen IT**

GovCo

Convert Trust into competitive advantage

Margin	→	2 - 5% increase ↑
Costs	→	20-30% reduction ↓
Custome r	→	Improved experience ↑
Trust	→	Increase Trust ↑

GovCo Strategic Goals	Functional/ Technical Levers	KPIs
Trust Enhancement	Privacy Sustainability Accountability	— No of security incidents — Customer/ Partner retention — Increase in upselling and cross-selling
Cost Optimization	IT portfolio costs Datacenter costs Legacy modernization	— % Reduction in IT portfolio costs — Reduction in technical debt — % Reduction in CAPEX — % Reduction in Infrastructure costs
Operational Maturity	DevOps Productivity Self service capability Hybrid/Multi Cloud	— Reduced time to develop and deploy — Faster time to provision infra — Faster time to market
Customer experience	Ease of use Omni-channel experience Delivery expectations	— Improvement in customer satisfaction — Increase in repeat customers — Improved consistency in channel experience
Platform Expansion	Flexible Ability to monetize Customizable	— Increase in Trust in Data sources — Faster onboarding of partners/ users

Next Gen IT

- Networked Markets
- Workforce Strategy
- Ecosystem Process Standardization
- Bi-Modal Transformation
- Data management and Analytics
- Extensible Architecture
- Resilience
- Cloud & Edge Computing
- Automation using AI, ML, RPA

**Not an exhaustive list

NextGen Operating Model

WHY

Adoption of a NextGen IT model can result in substantial Business and IT benefits

Adopt a “Digital first” Strategy to effectively serve all stakeholders of the ecosystem

People

- **Skills and Capabilities**
- **Org Structures**
- **Culture**

Process

- **Process optimization**
- Automation
- Cognitive enabled

Technology

- **Architecture**
- **Applications**
- **Infrastructure**
- **Operations**

Target Operating Model Characteristics / Benefits*

USEABILITY | INTEROPERABILITY | PRODUCTIVIITY | SCALABILITY

Digital Trust	**Trust enabled by Technology** Cust Satisfaction ↑ Privacy ↑ Sustainability ↑
Extensible Architecture	**Metadata driven and composable** Flexibility ↑ New business models ↑ Tech debt ↓
Intelligent data Platforms	**RPA, ML and AI driven** Business Insights ↑ Costs ↓
Cloud First	**Flexible to support new Bus. models** Agility ↑ Scalability ↑ Speed to Market ↑ Innovation ↑
Talent & Org Design	**Optimal mix of delivery resources** Costs ↓ Employee satisfaction ↑ Retention ↑

* Indicative - Not an exhaustive list

Thank you.

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

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