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Service Definition – Wipro SAP IAM



1. Service Overview

Wipro's SAP Intelligent Asset Management (IAM) services brings in best in class Intelligent Asset Management and Enterprise Asset Management Business consulting and IT Program Delivery in the domain of Asset Management. The Business Value generated include:

- Improved Cost and Time Savings, productivity, with optimal periodicity and prioritization of Maintenance
- Identification of critical assets taking risk as a criteria - Avoidance of losses associated with risks
- Streamlining and optimization of set of tasks allocated to machines – Time and cost savings with Task list redesigning
- Improvement in overall machine scorecard with right priorities in place - improving overall equipment efficiency and productivity
- Comprehensive database of assets with defined strategies and assessments that result in a single source of truth and improve timelines for decision making

2. Service Description

Wipro's IAM Service Offerings include:

- Assessment Services: Assessment based on based on the themes of IAM Services Adoption Roadmap
- Pilot or Proof of Value Services:
 - Conference Room Pilot based discovery
 - Solution Architecture Design
 - Data modeling and Collaboration and the Configuration of IAM functionality along with the establishment of Integration Services
- Implementation Services:
 - Network establishment for collaborative Asset Management between OEMs, operators and service providers
 - Centralized Asset intelligent repository integration and synchronization with EAM application of ERP
 - Risk and Criticality Assessment implementation, Calculation of Asset Criticality and maintenance recommendations based on criticality
 - FMEA: Failure Mode Effects Analysis implementation for each Model/Equipment using features such as Failure Modes, Instructions, Assessment, Impact, Scale and Dimension
 - RCM implementation for critical assets for reliability improvement
 - IoT enabled Predictive maintenance and Asset insights implementation
- IoT Services:

- Smart Manufacturing through setting up of plant control systems
- Storage and communication of generated data to IAM
- SAP Plant Connectivity configurations
- Support Services:
 - Smart IAM Operations Management with Centralized Operations Model
 - Digital Process Command Center leveraging Process Mining for Continuous Improvement
 - PAI Models training and scoring in Production instance

3. SAP IAM Assessment Approach

Wipro's SAP IAM Assessment Approach focuses on:

- Assessment based on the themes of IAM Services Adoption Roadmap
- Asset Collaboration Strategy
- Insight to Action Capability through continuous Monitoring and Predictive Maintenance
- Asset Type considerations for IAM
- Infrastructure, Landscape and licensing requirements
- Transformation Lighthouse for IAM Persona Journeys through Design-led Human Centric Experience

We offer a **4 week remote assessment** based on the themes of IAM Services Adoption Roadmap.

Our Pilot Offering enables our Customers to “feel” the product and its suitability for their business processes.

The Assessment and Pilot offerings enable data driven decision making for our Customers and facilitate Intelligent, Collaborative and Leaner EAM operations from a system landscape perspective.

4. Wipro IAM Accelerators & Tools

Accelerators	Description	Key Benefits
IAM User Guides	Detailed user guides with a step by step approach	Ready to start pre-created training content for our clients
IAM Templates	Pre-defined IAM templates	Accelerated Implementation
OEM License Model	OEM License Model with SAP for IAM	Enhanced IAM capabilities
Configuration Playbooks	Ready to use configuration playbooks including mobile add-on synchronization configurations between IAM and SAP ERP	Accelerated Implementation

Proprietary solutions complementing IAM	<i>Pipeline Network Monitoring, Intelligent Asset Management for Shop floor, Prognostic Asset Maintenance, Digital Defect Monitoring System</i>	<i>E2E Solutions in the Asset Management domain</i>
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5. Customer Success Stories Delivered by Wipro

Wipro is working with global customers to help build their business case & chart their SAP Intelligent Asset Management journey. In the table below we have showcased two of our key SAP IAM engagements –

Customer	Business Needs / Objective	Wipro Solution	Benefits Delivered
Large Oil Company in the Middle East	● An enhanced platform to determine asset maintenance strategy depending on the failures observed by conducting RCA/FMEA analysis ● Identification of interchangeability of equipment/bulk material	● Algorithms for identification and proposals for interchangeable Equipment and spares ● Machine Learning based Stock optimization based on criticality of the Equipment ● Repair proposals with the application of NLP and Text Mining ● Optimized stock level setting and demand forecasting	● Improved periodic forecast for Spare Parts Demand ● Optimized Spare Parts Inventory and Recommended Safety Stock ● Enhanced serviceability / repair strategy ● Faster integration solution in short span of time along with different IT platform ● Consolidated view on material status by functional location ● Consolidated view on the stock area
One of the largest multinational pharmaceutical companies	● Asset Strategy and Performance Management solution for its Manufacturing Plants based on SAP's Intelligent Asset Management	● Complete Asset Strategy and Performance solution for European plant covering Risk and Criticality Analysis (RCA), FMEA, Reliability Centered Maintenance	● Rationalization and Standardization of Existing Asset Meta Data ● Identification of critical assets taking risk as a criteria - Avoidance of

	Solution Portfolio	and creation of KPI Analytics dashboard through SAC.	losses associated with risks ● Improved Cost and Time Savings, productivity, with optimal periodicity and prioritization of Maintenance – Maintenance Schedule can be changed based on RCA ● RCM and FMEA will help in longevity improvement of expensive assets with associated Cost Benefits and redesigning equipment/spares for performance improvement
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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.

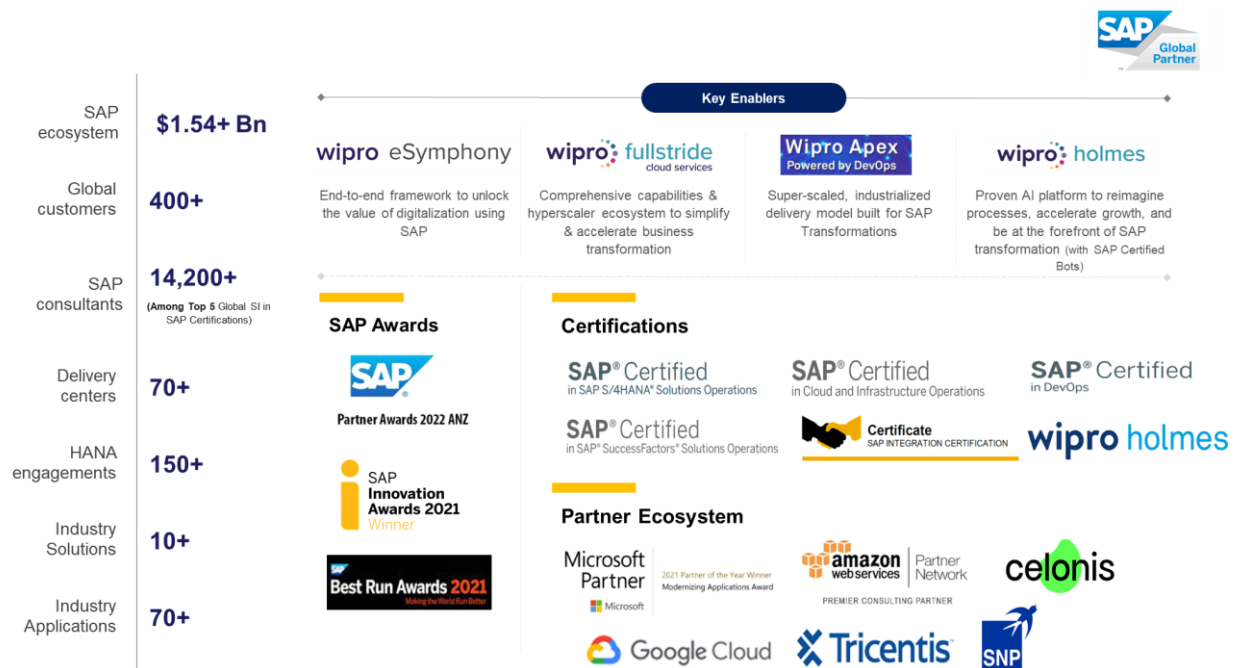


Figure: SAP Practice Snapshot

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.

