



G-Cloud 14 Service Definition

Intelligent HR Transformation Services &
Shared Service Centre Advisory



Table Of Contents

SCOPE..... 2

OUR APPROACH..... 3

KEY SERVICE BENEFITS..... 4

WHY WIPRO? 4

CONTACTS 5

Scope

This document describes the Wipro's HR Transformation team's offering and should be read in conjunction with the associated G-Cloud 14 Services documentation.

Our offering encompasses the complete process of developing and implementing cloud technology enabled digital HR operations for all back-office functions. This includes the strategy, design, and execution stages. The advancement of technology and the demand for more customer-focused, efficient, and customized services has resulted in a greater emphasis automating HR function processes and back-office support. Shared Services in HR presents an opportunity to adopt cutting-edge delivery methods instead of relying on traditional business service operations and help HR reach the Augmented State (see Figure 1 below). Augmented HR shared service in public sector will help improve efficiency, save operational costs, and provide more customer-centric services.

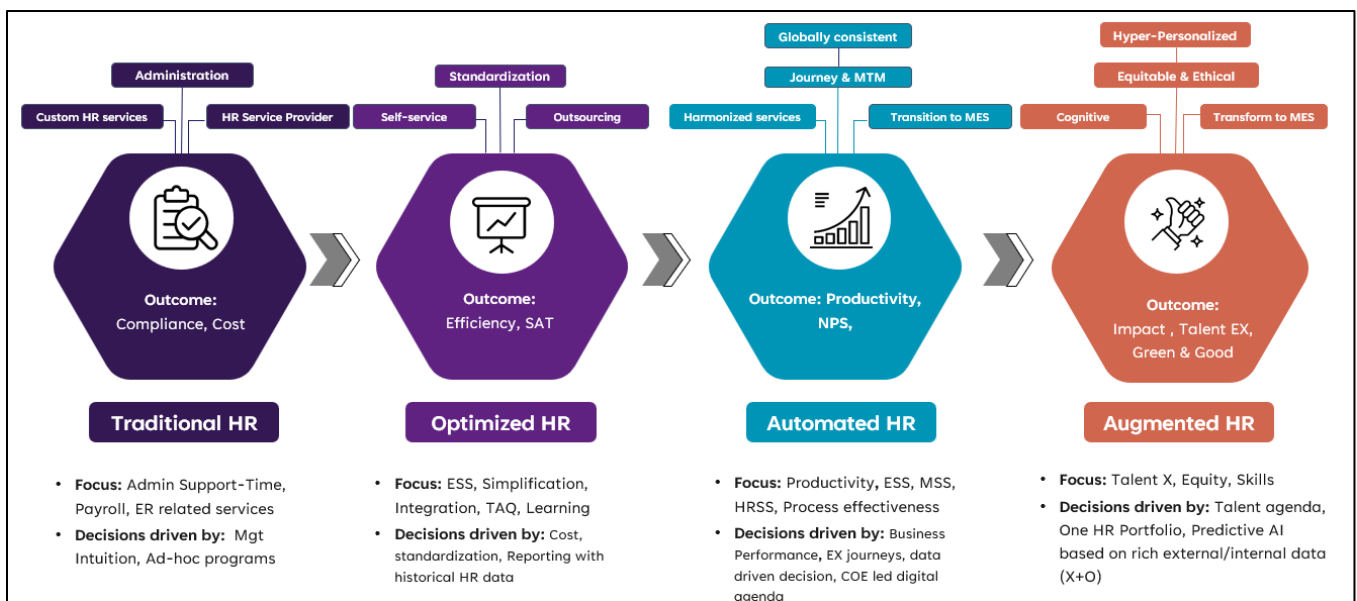


Figure 1: Transition of HR from Traditional to Augmented HR

The scope of our services includes the following areas of support:

1. **HR shared services (HRSS) Transformation Advisory:** Discovery assessment on simplification, automation, optimization and harmonization of processes
2. **HRSS:** Design and Assess operations from lenses of Vision, People and Org, Technology, Processes, Service Delivery, Data and Experience
3. **Vendor selection and management services**
4. **Program and change management**
5. **Intelligent operations** leveraging our IPs, analytics and partner ecosystem
6. **Help set up AI interactive virtual assistant**

Our Approach

We follow a four-step transformation approach to help clients with their transformation journeys and be successful:

1. Assess as-is state:

- Finalize organisation redesign principles
- Establish current state and build vision and aspirations
- Define baseline
- Define service delivery model
- Finalize operating model
- Build transformation strategy

2. Develop transformation roadmap:

- Create project plan, project structure and build team
- Initiate change enablement
- Create transition roadmap
- Create governance structure, service level agreements (SLAs) and project performance measures

3. Initiate transformation for to-be state:

- Initiate Process Redesign
- Plan and initiate technology enhancements
- Change management and communication - manage people and change
- Knowledge management
- Manage business transition
- Cross functional relationships and SLA governance
- Identify and develop skills of SSC employees

4. Continuous Improvement:

- Regularly benchmark performance against market trends and current business state
- Policy, process and SLA redefinition
- Continuous improvement measures and Technology controls set-up

We have conducted multiple assessments to determine HR function maturity for Intelligent functional transformation. We run assessments like HR Maturity Assessment, Value Stream mapping, EX Assessment, Skills and Talent ecosystem assessment to review as-is situation of our client and take actions to help build a roadmap for success.

Key Service Benefits

End-to-end functional optimization and automation:

- Reduces repetitive tasks, allowing employees to focus on high-value activities: **~40% gains in HR function efficiency.**
- Every action is performed uniformly, increasing reliability, and reducing errors.
- Scale operations without a proportional increase in labor costs: **~30% reduction in shared services operations costs.**

Data first approach with GenAI capabilities

- HR data available under a single system, simplifying access and management.
- Real-time insights into HR metrics, aiding quick decision-making and adjustments: **~40% increment in self-service usage**
- AI to help predict trends and potential issues before they arise, providing a strategic advantage.
- Offers real-time insights into HR metrics, aiding quick decision-making and adjustments: **~20% upliftment in employee satisfaction and engagement scores**
- Skills gap identification and development opportunities to help staff prepare for future.

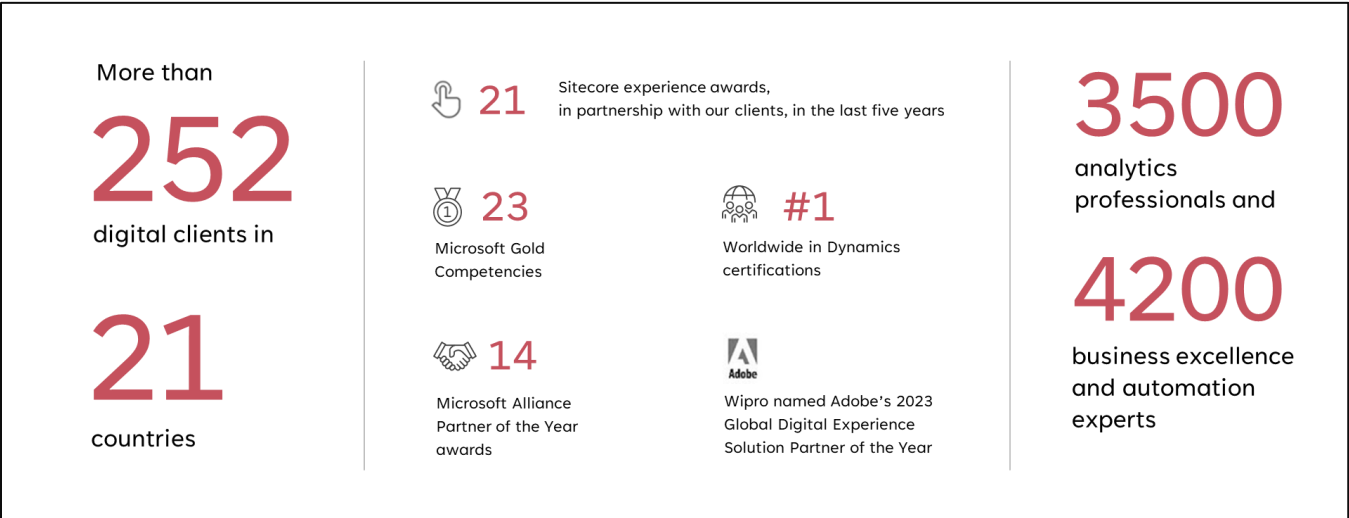
Why Wipro?

Wipro has a global ecosystem of HR transformation experts with experience in HR strategy and transformation, employee experience, HR process optimization, HR tech and advisory, process intelligence and much more.

Wipro has partnerships with all major global HRMS vendors like SAP, Workday, Service Now, Oracle HRMS, and Automation and process mining companies like UiPath, Celonis, Blueprism, Avaamo.

Wipro is a leading IT Services and consulting organization and worked as a trusted partner to help the UK Government apply an assured cloud delivery approach when developing their most complex information systems and cloud solutions. Wipro has invested \$1B in building GenAI tools and capabilities across the organization.

We are well placed to work with clients to help assess readiness, design, build, deliver, and test, to take advantage of cloud solutions. We bring global scale and skills across experience and technology:



Contacts

This service is intended to help our customers develop and deliver successful transformations. Wipro takes pride in working with clients and helping them to deliver business outcomes. Please contact us on below details.

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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.

