



G-Cloud 14

Wipro End to End Digital Transformation - Appian



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Service Overview

Our expertise involves providing consultancy, design, implementation, delivery, and support for a wide range of case management and business process management challenges. We facilitate end to end digital transformation by offering comprehensive solutions and services, that addresses various aspects of modernizing and optimizing business processes and workflows.

- 1) **Advisory & Consulting services** (Enterprise strategy, roadmap definition, product advisory, process modelling & analysis)
- 2) **Process orchestration and automation** (Cognitive RPA, Intelligent business process management, Dynamic case management, Business Rules management)
- 3) **Managed Services** (Appian implementation, Rules modernization, Product migrations, case management)
- 4) **AMS** (Application support, governance & change management, Manage Centre of Excellence model)

Onboarding support

- We provide **comprehensive onboarding services** to implement client's existing services using Appian. We undertake use-case discovery, process design, user experience configurations and development to onboard and configure to your requirements.
- **Training programs:** Comprehensive training programs designed to assist users on various aspects of the platform, including design, development, testing, administration, and deployment.
- **Documentation & guides:** Extensive documentations, guides & tutorials to help users navigate the platform, understand its features & functionalities, learn the best practices for application development and process automation.
- **Consulting Service:** Provide strategic advice, implementation assistance, fitment analysis and forecasting demand and requirements.
- **Feedback mechanisms:** Prioritize enhancements and regularly update the best practices and thought leadership to shape the future direction of the business objectives.

Testing

There are various stages of testing which happens in our agile process lifecycle:

System tests: Validating logic and rules to work as per the expected requirements and conditions.
User Interface testing:

Automation Testing: Testing from an end-user perspective to validate the end-to-end experience and design layouts. Cucumber, Selenium and FitNesse tools are used to perform these testing.

Performance Testing: Ensuring that the application will scale and behave as expected during the peak usage or demand.

Security-load Testing: In case hosting is not managed by Appian, it will be conducted from Wipro's end.

Monitoring Metrics which are tracked regularly to maintain and ensure quality across processes & workflows:

- Test Coverage
- Velocity
- Defect density
- Defect leakage
- Mean time to Detect/Resolve
- Release stability

After Sales Support

- **Technical Support:** Technical Support services to address customer inquiries, troubleshoot issues, and aid with platform related challenges.
- **Community Engagement by SME's:** Fostering a vibrant and active community, where customers can connect with peers, partners, and subject-matter experts.
- **Product upgrades and enhancements:** Receiving continuous updates about enhancements & new releases enables us to stay at forefront of technological advancements and ensure faster time-to-market. Appian to provide support if in case of managed clouds, Wipro to provide support in case on-prem hosting, if managed by Wipro.

Hosting options and locations

Customers can launch their own environments in regions across the world.

- US
- Canada
- Brazil
- Ireland
- France
- Italy
- UK
- Germany
- Sweden
- South Africa

- Bahrain
- India
- Singapore
- Indonesia
- South Korea
- Japan
- Australia

Security

Customers get continuous platform monitoring, fast incident detection and response, and multiple strong security layers to protect against a myriad of threat vectors.

- Data loss prevention (DLP)
- Incident response
- Real-time intrusion detection and monitoring
- Comprehensive scans
- Enterprise-ready authentication and authorization with single sign-on (SSO)
- Integration authentication
- Inbound API authentication
- Encrypt sensitive data fields in user interface
- Row-level data fabric security with user access preview



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.

