



G-Cloud 14

Service Definition – Artificial Intelligence (AI) and
Machine Learning (ML) Platform & Services



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Scope of Services

Wipro's AI/ML Platform and Services are a sophisticated amalgamation of cutting-edge technology and strategic expertise, designed to empower organizations to harness the full potential of Artificial Intelligence and Machine Learning. This service offering is a catalyst for transformation, enabling businesses to seamlessly integrate AI/ML capabilities into their operations, thereby driving innovation, efficiency, and growth.

At the heart of Wipro's offering is the ability to tailor AI/ML benefits specifically to the unique needs and objectives of each business. This bespoke approach ensures that organizations are not just adopting AI/ML technologies but are doing so in a manner that aligns with their strategic vision and delivers tangible business outcomes. Wipro's service offering extends beyond mere implementation to include benchmarking analysis, comparing an organization's AI/ML impact against industry standards, and providing a clear, actionable roadmap for analytics transformation.

The strategic planning component of Wipro's services is comprehensive, encompassing all timeframes and ensuring that AI/ML strategies are actionable and effective. This is complemented by the optimal model selection feature, which aids in choosing the best AI/ML models to meet the specific goals of the client. Wipro's commitment to cultivating a strong data governance culture is evident in its focus on data literacy, ensuring that clients not only adopt AI/ML solutions but also understand and manage their data effectively.

Wipro's AI/ML Platform and Services also provide simplified access to Analytics Excellence Centres, offering scalable solutions that grow with the client's demands. The service emphasizes the unique value of Generative AI, outlining how it can be leveraged to create innovative solutions and drive organizational value. Additionally, Wipro prioritizes responsible AI practices, ensuring ethical AI and data usage are at the forefront of every solution.

The benefits of engaging with Wipro's AI/ML Platform and Services are multifaceted. Clients can expect custom AI/ML value, with specific business outcomes derived from bespoke AI/ML solutions. Wipro's services facilitate clear benchmarking, providing insightful assessments of current capabilities and potential for growth. Strategic growth is supported at every stage of business development, with quick value realization ensuring fast progress on analytics transformation.

Effective model use is a key benefit, as Wipro's services employ AI/ML models that are aligned with the client's goals, driving operational cost efficiency through streamlined, cost-saving operating models. The expansion of Excellence Centres is aligned with the needs of the business, fostering a strong data culture that drives organizational transformation. Ethical AI integration is guaranteed, ensuring responsible implementation of AI solutions.

In leveraging Generative AI, Wipro's clients gain a competitive advantage, tapping into innovative applications that can redefine industry standards. The service offering is not just a technological upgrade; it is a strategic partnership that positions clients at the forefront of the AI revolution, ensuring they are equipped to navigate the complexities of AI/ML and emerge as leaders in their respective fields. With Wipro's AI/ML Platform and Services, businesses are not just adopting new technologies; they are embarking on a journey of transformation that promises to redefine what is possible within their industries.

Wipro's Lab45 is an innovative incubator and a part of the Wipro's strategic initiative to drive transformation and future readiness through disruptive technologies in AI/ML platforms and services. Lab45 is a testament to Wipro's commitment to pioneering advancements in Artificial Intelligence (AI) and Machine Learning (ML), offering a suite of services that cater to the evolving needs of businesses in the digital age.

Lab45 serves as a nexus for AI/ML innovation, where the latest research meets practical application. The lab's services in AI and Machine Learning are designed to empower organizations to leapfrog into the future by leveraging the power of data-driven decision-making and intelligent automation. Lab45's offerings are grounded in a deep understanding of industry-specific challenges and opportunities, ensuring that the AI/ML solutions are not only technologically advanced but also highly relevant and impactful.

The services provided by Lab45 in the realm of AI and ML include, but are not limited to:

1. **AI/ML Strategy and Consulting:** Lab45 offers strategic consulting services to help organizations define their AI vision and roadmap. This includes identifying key areas where AI/ML can drive value, assessing current capabilities, and formulating a strategy for AI transformation.
2. **Custom AI/ML Solutions Development:** Recognizing that off-the-shelf products often fall short of meeting unique business requirements, Lab45 specializes in developing custom AI/ML solutions. These are tailored to the specific needs of clients, ensuring seamless integration and maximum impact on business operations.
3. **Advanced Analytics and Data Science:** Lab45's data science experts harness advanced analytics to extract insights from complex data sets. This service enables businesses to make informed decisions based on predictive models and sophisticated data analysis.
4. **AI/ML Model Training and Deployment:** Lab45 provides end-to-end services for training and deploying AI/ML models. This includes data preparation, model selection, training, validation, and deployment, ensuring that the models are accurate, reliable, and ready for production.
5. **AI-Powered Automation:** Lab45's AI-powered automation services transform business processes by introducing intelligent automation solutions. These solutions can automate routine tasks, enhance operational efficiency, and free up human resources for more strategic activities.
6. **AI Ethics and Governance:** With a strong emphasis on responsible AI, Lab45 assists organizations in implementing ethical AI practices and governance frameworks. This ensures that AI/ML deployments are compliant with regulations and aligned with ethical standards.
7. **AI/ML Training and Workshops:** To foster a culture of innovation and build AI/ML capabilities within client organizations, Lab45 offers training programs and workshops. These educational services are designed to upskill teams and enable them to effectively manage and utilize AI/ML technologies.

Lab45's AI/ML services are underpinned by a robust infrastructure and a collaborative ecosystem that includes partnerships with leading technology providers, academic institutions, and research organizations. This collaborative approach ensures that Lab45 remains at the cutting edge of

AI/ML innovation, delivering solutions that are not only technologically advanced but also practical and scalable.

Approach

Wipro's approach to partnering with clients on Artificial Intelligence (AI) services is a comprehensive journey from conceptualization to implementation and beyond. This journey is characterized by a deep collaboration, a focus on value creation, and a commitment to delivering sustainable AI solutions that align with the client's strategic objectives.

To assess and realise value at scale, Wipro applies an iterative approach to AI strategy and implementation that goes through three phases.

Incubate

We start with what we call the "Incubate" phase. This is an accelerated phase where we aim to quickly demonstrate the potential value of AI and build momentum within your business. We conduct a thorough value chain analysis to understand where AI can have the most significant impact, to prioritize the right opportunities from the start.

Next, we perform a Responsible AI assessment. This ensures that as we move forward, we're considering the ethical, governance, and security aspects that are foundational to any AI deployment. The type of initiative you pursue will determine what safeguards you need to plan for.

We then move into Proof of Value experiments. These are small, focused tests where we validate the concepts and start to build momentum. It's about proving that the AI use cases can deliver before we scale up.

And finally, we develop a strategic roadmap, a blueprint for developing and scaling the chosen AI uses cases.

Accelerate

Once we have our roadmap, we enter the "Accelerate" phase. Here, we build on the successful PoV experiments with targeted pilots, and figuring out how those can fit into the bigger picture of your business. It's an iterative process, seen as a loop here, where we refine and improve as we learn.

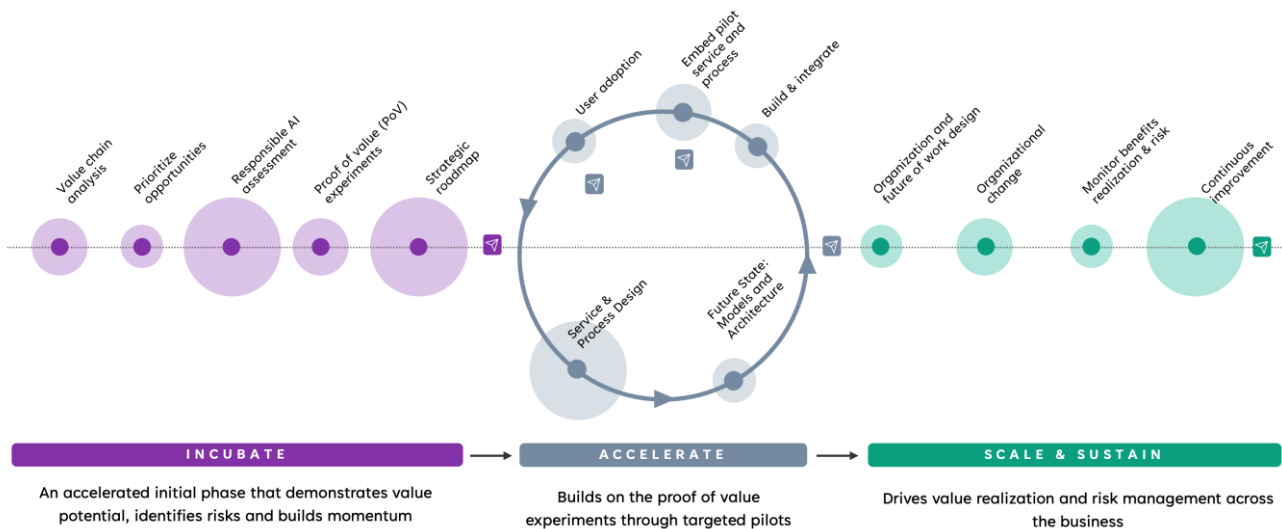
We start with service and process design, envisioning and understanding the end-to-end journey and how AI fits into it. This informs the future state models and architecture we'll need to build and integrate.

The key here is embedding these pilot services and processes into your business and focusing on user adoption. We want to ensure your team is comfortable with the new tools, understands the benefits, and is fully on board.

Scale & Sustain

In the "Scale & Sustain" phase, we're looking to firmly integrate the new AI initiatives into your organization. We start with "Organization and future of work design," which is about aligning AI with your team structures and workflows. Next, we tackle organizational change, ensuring your team is fully prepared and on board with the new AI-driven processes.

We then monitor benefits realization and risk, to ensure the AI implementation is delivering the expected value and to identify any areas that need adjustment. Finally, continuous improvement is making sure that you keep evolving and enhancing the AI-enabled systems and processes to meet changing conditions and business needs.



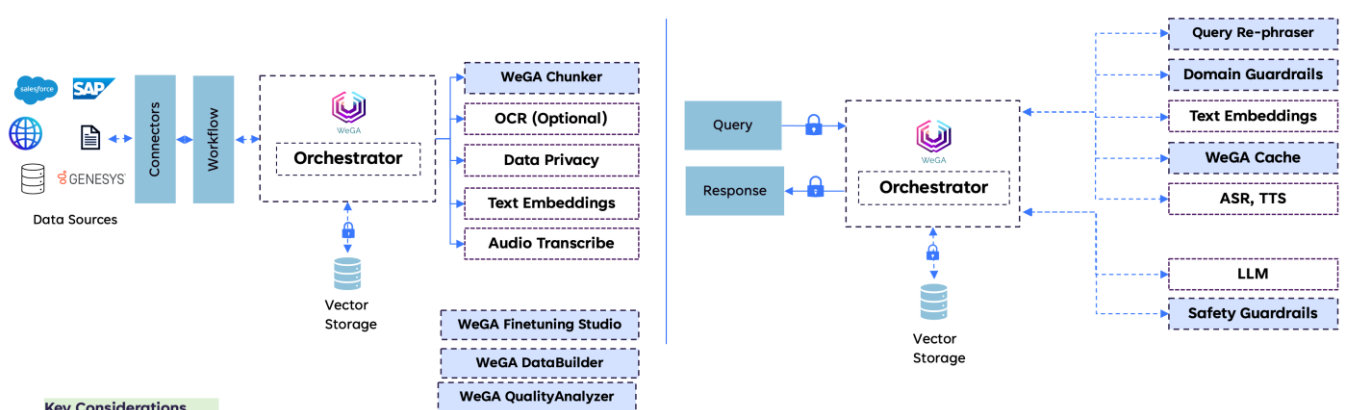
Assets, Tools & Accelerators

Wipro leverages a suite of proprietary assets, tools, and accelerators to expedite the delivery of AI services and ensure successful outcomes:

- **Maturity Model Assessment:** classifies businesses into four levels of AI integration and impact: Moderators (beginners with limited AI use), Operators (wide but shallow AI adoption), Mavericks (innovative but not scalable), and Vanguard (advanced and impactful AI use).
- **Responsible AI Assessment:** comprehensive tool designed to evaluate the risk level associated with a particular AI system to help organizations understand the risk level of their AI and consequently determine what controls need to be implemented.
- **GenAI Value Accelerator:** to comprehensively assess each initiative across the 3 lenses - Business, Technology & Risk.
- **Wipro GenAI Platform:** designed to harness the power of various Large Language Models (LLMs) to give you more flexibility and efficiency.
- **GenAI Executive Dashboard:** This dashboard provides a comprehensive, single-pane view of all your AI initiatives, with 99.95% real-time updates. This means you're always working with the most current data when making decisions.

- **Transformation Lifecycle Management:** This feature helps you manage your AI initiatives throughout their entire lifecycle, from incubation to acceleration and scaling, and we've seen it deliver 95% of initiatives on time and first-time-right.
- **Benefits Management:** This lets you measure forecasted benefits and track actual costs as they accrue. This aspect of the tool is particularly robust, with a variance of less than 5-8% between forecasted and actual figures.
- **GenAI Operations & Command Center:** The Operations & Command Center within GVA provides autonomous GenAI operations and SLA-driven exceptions management. It achieves an impressive 85-90% rate of straight-through processing, which means that the vast majority of operations are completed without manual intervention or reprocessing.
- **Industry-Specific AI Models:** Pre-built AI models tailored to specific industry verticals, reducing the time to market for AI solutions.
- **AI Governance Toolkit:** A set of guidelines and best practices for establishing ethical and responsible AI governance within the organization.
- **AI Innovation Ecosystem:** Access to a network of AI startups, academic institutions, and research labs to foster innovation and collaboration.
- **AI Training Modules:** Customizable training programs to upskill the organization's workforce in AI technologies and methodologies.
- **Wipro Enterprise GenAI Studio (WeGA Studio):** a comprehensive AI framework, enhancing large language models (LLMs) with accelerators to address real-world enterprise challenges. The studio customizes AI models and platforms, ensuring performance, governance, and compliance, while also developing applications that leverage GenAI's full potential across various business functions. WeGA Studio's ecosystem, which includes partnerships with industry leaders, enables rapid AI deployment, providing significant ROI and competitive differentiation without the need to develop solutions from scratch.

WeGA Architecture



Key Considerations



Enable **enterprise grade security** for Gen AI models hosted on enterprise cloud or on-premise, with encryption, access control and subscription level isolation for all data including customized model, prompts, data for training and responses



Transparency framework using stored embeddings to trace response to training document



WeGA Data Chunker and Query Rephraser use Wipro's proprietary technology to analyze documents and extract structures. Contextualizes query based on metadata and history. Helps reduce hallucination and improve accuracy.



Content moderation to check any violations in response before delivery



LLM Finetuning Studio Helps manage training datasets, LM versions and accuracy results.



Domain guardrails to filter and allow only relevant requests to specific app

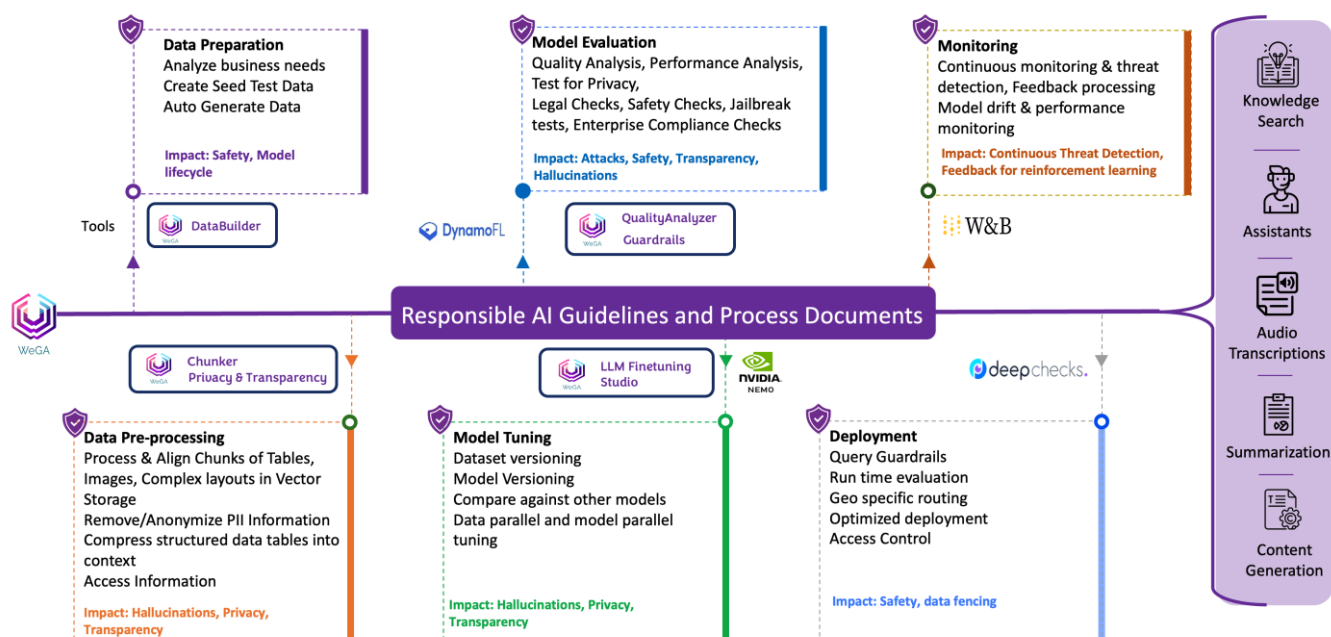


WeGA Cache maintains tier based customized cache for every task, thus ensuring low latency response.



WeGA DataBuilder helps in preparing data for Gen AI including test data sets. **QualityAnalyzer** helps in evaluating the quality of responses in an automated manner.

WeGA Responsible AI Framework



Contact Us

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

