



G-Cloud 14

Service Definition - Wipro Microsoft Dynamics 365
Services



Service Description

Wipro's Dynamics 365 practice offers consulting, implementation, upgrade and support services covering all modules of Dynamics 365. Dynamics 365 is next generation intelligent business application that unifies the power of Microsoft's CRM & ERP product stack. Dynamics 365 provides unified applications that work seamlessly across the enterprise covering marketing, sales, customer service, field service, finance, operations, talent and project service automation.

Wipro helps its customers implement Dynamics 365 faster and better with its proven DevOps aligned delivery expertise and an array of vertical and horizontal solutions. Wipro leverages its domain expertise to ensure the delivered solution meets the customer need and is adopted well. As a Gold Certified and Managed Services partner for Microsoft Dynamics and with more than 900 Dynamics consultants worldwide, Wipro is helping its customers to build deeper customer relationships, accelerate their selling processes and enable them to use analytics to improve customer experience.

Service Offerings

Supply Chain Status Visibility Solution

Deploy a quick and effective solution for end-to-end visibility of supply chain status in real time, on Dynamics 365 SCM. Many niche life sciences start-ups are building molecules/compounds to strengthen the immune system of the body, to fight cancer, various viral infectious diseases etc. The onset of the coronavirus pandemic has led to a surge in demand for these compounds, which the start-ups are unable to meet due to reasons like inadequate infrastructure to track sudden surge in orders, distribution and financials (order to cash) etc.

Wipro's Supply Chain Status Visibility solution addresses these challenges by enabling such start-ups to have a better order and distribution management system. A plug and play solution developed on Dynamics 365 SCM platform, its real-time visibility of inventory ensures faster fulfilment of orders. An efficiency in order fulfilment can lead to greater customer satisfaction, as well as increase in customer retention. Cash realization is faster too, leading to an improved working capital for the organization.

Remote Application Monitoring Solution

The Microsoft Dynamics 365 platform hosts multiple applications that provide mission critical functionality. During a crisis like the coronavirus pandemic, businesses need to monitor the health of these applications, even when their tech support teams are working from home. Wipro's remote application monitoring solution powered by Dynamics 365 helps businesses in monitoring their system health from anywhere, takes immediate actions, and helps maintain business continuity.

Wipro's expertise in the Dynamics 365 platform helps customers become crisis-ready without compromising on data and application security. It helps fix issues proactively and saves lost business hours to improve overall productivity. Also, the risk of unauthorized operations on production environment is minimized, which otherwise would result in losses.

Destination Cloud

The COVID-19 crisis has underlined the limitations of legacy/on-premise CRM solutions because of issues like accessibility, availability and scalability. Organizations who want to move to Dynamics 365 Cloud to overcome these issues, find the upgrade process to be daunting without the knowledge of right tools, frameworks and best practices.

Wipro's Destination Cloud solution mitigates these issues and accelerates the journey to Dynamics 365 Cloud from your existing CRM systems such as Siebel, MS CRM 20XX, SFDC, Clarify or locally developed CRM solution. The solution consists of upgrade frameworks, upgrade analyzer tools, data migration tools, accelerators, best practices, and end-to-end delivery, from legacy steady state to cloud steady state. Our delivery approach welcomes process modification/transformation depending on the customer's change appetite and helps customers rapidly upgrade to dynamics 365 Cloud without compromising on data, functionality and security.

Virtual Visits

A one stop solution to enable remote sales and service by integrating guideline surveys, collaboration tools and remote assist support on Dynamics 365 platform. Wipro's 'Virtual Visits' solution will enable field service engineers to virtually troubleshoot the problem from their home and advise the best solution to customers and make a visit, only when absolutely necessary. Sales teams can also use this tool to virtually assess the work involved, showcase their products or services effectively and provide quotes without visiting their client's location.

This solution helps in cost and time savings as virtual connects cuts down travel time and cost completely. It makes use of visual communication tools like 3D animation videos, diagrams and annotation for complex instruction and facilitates knowledge sharing to establish complete transparency and win customer trust.

Power Platform

Build, customize and analyze business applications on Wipro's Power Platform, enabled by Microsoft Dynamics 365. Enterprises are continuously striving for operational efficiency for their business applications. Therefore, app development platforms need to be flexible, extensible and ensure faster time to market. In addition, these platforms should have the option for mobile solutions to support different user groups and cater to specific business processes. Wipro's Power Platform addresses these challenges with its technological elements of business intelligence (BI), automation and virtual agents.

Wipro's Power Platform helps you build, customize and analyze business applications in a simplistic and cost-effective manner, enabled by the Microsoft Dynamics platform. Wipro creates applications in a no-code environment, tailored to your organization's needs using power apps. We have created apps for several customers across industries and domains and have improved the overall app performance by streamlining processes, implementing automation and performing complex data analysis. Wipro's Power Platform Center of Excellence (CoE) supports several user groups and functions across business organizations for consulting, design, governance, and guidance.



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.

