



G-Cloud 14

Service Definition - Wipro Liferay Digital Experience Platform



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Our Partnership with Liferay

Our partnership with Liferay spans over 15 years. We deliver high performance, tailored solutions for digital experiences using the Liferay Platform for B2B (Partner, Dealer, Supplier), Customer Self-service and Intranet Digital Experiences across industry verticals.

As a strategic Global Service Partner, Wipro is uniquely qualified to be your Liferay implementation partner.

Clients benefit from:

- Our joint go-to-market strategy including partner advisory and product development.
- Engagement of **Liferay Professional Consulting services** for program success
- Our delivery expertise ensures better predictability and cost efficiency and overall project risk management and mitigation.
- Leading with an out-of-box delivery mindset, minimizing customization to leverage Liferay product roadmap and capability, whilst future-proofing client customizations
- Access to Liferay University for training and certifications to build client competency in using Liferay (business users and developers).
- Insights into future Liferay Products to shape client digital transformation strategies.

Proven digital experience delivery

- Three decades of delivery experience (strategy, design, implementation and ongoing support and optimization)
- Access to best digital talent in the industry
- Depth & stability to run programmes even in uncertain times
- Industrialized processes and automation to streamline authoring and development of digital customer experiences at scale

Faster development and business systems integration

- We have a proprietary migration automation framework that will speed up content migration processes by 40%
- We have a ready-to-deploy ServiceNow Connector
- Additional accelerators that will be assessed for applicability and onboarding for the program

Our experience

- Handling large migrations
- Multi system integrations
- Working with developers, design agencies & employees

- Delivering effective product and platform training for successful user adoption and engagement

Liferay Solution

The **presentation layer** is supported through Liferay modules using OSGi Microservice based Architecture with Out of the box features like personalization, themes, skins etc. will handle all the user interactions and interact with the business layer, which will handle the business logic and interact with the Integration layer to persist the data in the Data Source layer (build on DAO and Hibernate) which in turn interacts with the database (Database, Content Repository, File Repository, internal/external interfaces). The data source layer (Database and Other internal/external sources) handles the data storage, archival, back up etc.

The **business layer** will provide an integral part of business processing. The business layer will enable an API based architecture by leveraging Liferay OSGi component.

Re-Usable components layer will provide all the infrastructure components cutting across layers such as Email, Security, Caching, Logging, Exception Management etc.

Integration Layer: The integration layer will interface with the backend system and invoke backend services through the interfaces exposed using API. On request for service, the framework looks up the services configuration and determines the location, mode/protocol and channel and calls appropriate adapter (s) for processing of the service.

We leverage **OOTB Liferay DXP components and customization**

Liferay Best Practices

The following best practices can be used as part of project implementation.

Utilize “Separation of concerns” principle to: Create a decoupled layered architecture containing loosely coupled autonomous services within each layer. This will allow quick adaptation and differentiate the user experience.

1. The Static images will be served from Web Server rather than from App Server.
2. The Liferay 7.3 support headless API architecture can be used.
3. Decouple various layers through APIs using the standard classification of Experience, Process and Systems APIs by leveraging Liferay OSGi modular architecture.
4. Apply lifecycle management principles and techniques to various business entities (e.g., Application), as an approach towards Event Drive Architecture.
5. Design an omni-channel customer experience and interoperability by mutualizing business functions shared across channels.
6. Aim to standardization of core components while allowing a level of diversification “at the edge” for business differentiation.
7. Design for easy integration with 3rd party Apps and services
8. Through abstraction promote maximum reuse of business capabilities as common services across the application.

9. Design new application to co-exist with legacy systems and fit into existing landscape.
10. Design applications for minimal overhead on IT operations leveraging DevOps.
11. Ensure that all security measures are included in all aspects of the application including encryption for data at rest and in flight.

Training

From a learning and change adoption perspective, Wipro proposes a simulation-based training to the customer group web content and authoring teams on a non-production instance. Liferay is a low code platform and proper setup and configurations of the DXP can make for easy adoption. In person training will be provided to personnel at UK (If required) and online sessions for others

Coverage

- Training on Liferay Application
- Walk-through on Workflow configuration and content review process.
- Content Editing using Content Editor and Experience Editor tools

Managing and training dozens of users and internal business can be a nightmare for any organization and while training will be provided to business users directly, Wipro will also provide easy reference and **customised** simulation videos to help.

- User on-boarding
- Quicker business platform/Change adoption
- Process and knowledge retention

Adobe captivate will be used for the creation of CMS training content and simulations with a provision for up to 50 use cases. The training content created initially can be updated later based on evolving changes.

Wipro can also provide **in-app guidance** learning using the digital adoption tool, Whatfix, as a value-added service. Additional licencing will be required for Whatfix

Differentiators

We work with clients to transform IT operations into an optimized, lean and cost-effective function that always delivers over and above client expectations. We credit it to various methodologies, processes and levers that have been ingrained into our operations credit to our decades of enterprise global delivery experience.

We are confident that we will more than meet the requirements as per timelines that are critical to customers. We are equipped at all levels to deliver as per schedule:

1. Experience delivering diverse DX platforms to customers across the globe. We have to our credit more than 150 DX platform deliveries.
2. With the program designed for various interim deliverables and frequent demos, these deliverables will make ensure traceability which will help accelerate delivery as feedbacks will be factored in timely.
3. We bring our own reusable components & accelerator repository for quick development (including RAD tools)

4. We use industry best practice to achieve the target within timeline. These include some in-house Wipro Delivery frameworks.
5. DevOps & automation will ensure Continuous delivery of components as they get developed.
6. We nurture some of the best talents in the industry across functions. These Seniors ensure that work is done adeptly and swiftly with minimal rework.
7. As a part of our delivery best practice, we will prepare a Comprehensive plan with daily & weekly closures (will provide priority tasks & close on time)

Dedicated Liferay COE team & Top gear team will be always available to support development

Support

Availability

- Dedicated support after implementation
- Jira will be used to raise the support tickets.
- Liferay support window will be:
 - 24/7 call support
 - 8x5 Application support
- Resource available country specific time
- We will follow standard SLAs.
- Automation, cross skill considered as part of support.

Case Studies

Case Study 1: Compliance Portal for a multi-national gas utility

Project Objectives

- There are multiple remote sites in the UK region and the client needed to capture the gas quality data across each of these locations, transfer all that data to a centralized location and send the gas parameters to the regulatory board for review.
- The client incurred high license costs for its existing system where the system was reaching its end-of-life in 2020 and the technologies that were incorporated in that system had become quite outdated.
- The existing system that captured data and calculated gas parameters was not robust which made it very difficult to identify any anomalies and rectify them.

Wipro's Solution

- Wipro proposed a digital platform built on the latest technology stack, with an intuitive user interface that would ensure ease of use by field teams. The new platform would debut in the UK, where multiple remote sites required enhanced monitoring.
- The new portal interfaced with remote sites to collect gas-quality data, processed it to calculate the gas parameters, and ensured that the data met regulatory requirements.
- An intuitive dashboard provided holistic graph- and report-based views of all current and historic data, improving managers' understanding of the information and boosting their response times.
- The modular application also promoted reusability by enabling plug-and-play functionality across multiple projects.

Business Benefits

- The new system enabled the utility to gather enriched data in an uninterrupted flow from remote sites to the servers. As a result, the utility realized a 30% improvement in computing and displaying gas parameters, and faster calculations for regulatory compliance.
- The system also monitored assets regularly so the company could take preventive actions to avoid asset failure.
- The digital portal reduced the utility's annual operational expenses by an average of £86,000 due to licensing costs, with a total projected savings of £430,000 over a five-year period.
- Easily transferred to the cloud, the platform's mobility framework will allow the client to easily develop a mobile app in the future.

Timescale: 36 months (6 months implementation)

Activities: Discovery, Design, Implementation, Support

Case Study 2: Partner Portal for American multinational enterprise Information Technology company based in USA.

Project Objectives

- Needed a single platform to manage order, access pricing information.
- No multiple language support across 174 countries
- Lack of Secured Access and SSO implementation
- Lack of Content Management System
- Lack of responsive across mobile browsers

Wipro's Solution

- Wipro designed and developed a stable and robust portal to show/search list of products based on filter criteria, place products in order, claim after returns etc.
- Developed customizable dashboard to configure tools as per user's requirement.
- Localization based on their preferred language.
- Utilization of Liferay functionalities to the fullest

Business Benefits

- 50% jump in partner adoption and utilization
- Improved the overall performance of the portal.
- Improved enterprise search and enabled consistent look and feel.
- Quick and secured access.
- High Availability

Timescale: 24 months (8 months implementation)

Activities: Discovery, Design, Implementation, Support

Case Study 3: B2B partner portal for a leading printing solutions manufacturer in US

Project Objectives

- Multiple applications were built on numerous platforms and architectures leading to a disconnected user experience.
- Presence of plenty of manual processes and delayed billing processes.
- Lack of functionalities to enable managed print services.
- Need to support multiple apps and browsers globally.

Wipro's Solution

- Provided solution for 3000+ requirements and defined 200+ business processes for Managed Print Services solutions
- Enhanced customer experience by facilitating reporting capability to retain profitable clients and build business infrastructure.
- Enabled new capabilities (CMS, fleet management, services and support, H/W management)

Business Benefits

- Reduced manual processes and number of headcounts to support new businesses Reduced invoice cycle time from 15 to 6 days.
- Facilitated a multi-billion-dollar business thus enhanced revenue.
- Enabled sunset of legacy applications.

Timescale: 36 months (6 months implementation)

Activities: Discovery, Design, Implementation, Support

Case Study 4: B2C Portal For a large semiconductor manufacturer in US

Project Objectives

- Needed to integrate various platforms and overcome the sluggishness of the system after integrating it with box API.
- Required platform migration, customer on-boarding portal and enhanced customer experience.

Wipro's Solution

- Wipro developed a web-based portal for existing and new users thereby enabling users' accessibility to document and software.
- Migration of existing project to Liferay portal with enhanced features and improved performance
- Data migration from current SQL data base to Oracle data base

Business Benefits

- Wipro developed a web-based portal for existing and new users thereby enabling users' accessibility to document and software.
- Migration of existing project to Liferay portal with enhanced features and improved performance
- Data migration from current SQL data base to Oracle data base

Timescale: months (6 months implementation)

Activities: Discovery, Design, Implementation



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.

