



G-Cloud 14

**Service Definition - Wipro Business Process
Management Services**



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Wipro's BPM practice overview

Wipro's Global Intelligent Process Automation (IPA) Services are designed to enable organizations to:

- Discover, Define and Design “Customer Centric” Business Processes
- Enable Development and Deployment of “Transformed” Process Solutions
- Ensure continuous focus on Monitoring and Improvement of Business Processes
- Effectively manage Change in your Business Processes
- With in-depth IPA experience and expertise, Wipro is the ideal partner of choice in a customer's journey to Digital Transformation and Customer experience.

Our vision is to help our clients maximize outcomes from their digital transformation initiatives using leading BPM products like Camunda, IBM BAW, Decisions, Flowable, Agilepoint, Appian, Pega etc. in their quest to become an Autonomous Enterprise.

We intend to achieve it through our expertise in leading BPM product stack augmented by business advisory, creative thinking, digital technologies and insight & intelligence with specialized offerings and professionals across consulting, strategy, design and engineering.

We leverage extended Wipro capabilities from Designit (Service Design, Design Thinking, Digital Design), DOP (Business Process Operations), D&C (Domain and consulting), Wipro's Global Innovation Centers, Wipro HOLMES (AI), etc. to further our client's journey towards being an Autonomous Enterprise.

We're committed to nurturing the right leadership and resources to foster the growth of our BPM offerings, ensuring that we continue to excel as valued service provider across the BPM suite, globally.

Wipro's BPM practice has implemented more than 200 projects across the globe on the various BPM suite of products.

Wipro has strategic partnership with all leading BPM products such as IBM BAW, Camunda, Appian, Pega etc. which helps in delivering best in class services for our customers through joint POCs, enablement, access to innovation centers.

Wipro helped customers across verticals like Banking and financial services, Insurance, healthcare, Life science, manufacturing and utilities in achieving business transformation using these BPM product stack.

Wipro's BPM Service Offering

Wipro's BPM Services are designed to enable organizations to:

- Advisory consulting – strategy, roadmap definition
- Discover, Define and Design “Customer Centric” Journeys
- Development, Deployment, support of “Transformed” Journeys
- Setup, Manage BPM CoE

We help clients maximize outcomes from their transformation initiatives using BPM in their quest for becoming an Autonomous Enterprise.

Below is the illustration of our service offerings and features.



Service Features

Features of our service offerings are:

1. **BPM Advisory & Consulting Services** - Design & digitalization strategy, Transformation roadmap definition, BPM architecture services
2. **Design Engineering** - Immersive Experience Design, Service design
3. **BPM Implementation Services** - Platform foundation setup, Digital Process Automation, Intelligent decisioning & Automation, LCNC Development
4. **Transformation Services with BPM** - Digital Customer service, Fraud & Disputes, Collections, Underwriting, Claims
5. **AI Led Services with BPM** - Adaptive Orchestrations, Cognitive Decisions, Intelligent Document Processing, Conversational AI & communications
7. **BPM Cloud Migration Services** - Assessment & Gap analysis, Upgrades, Cloud migrations
8. **BPM Support Services** - Application Support, Setup & Manage BPM CoE
9. **BPM Testing services** - Functional, E2E, Automation, Performance, Security, Usability



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.

