



G-Cloud 14

Service Definition - Wipro Intelligent Automation Services and Solutions



The Journey to Scale Intelligent Automation

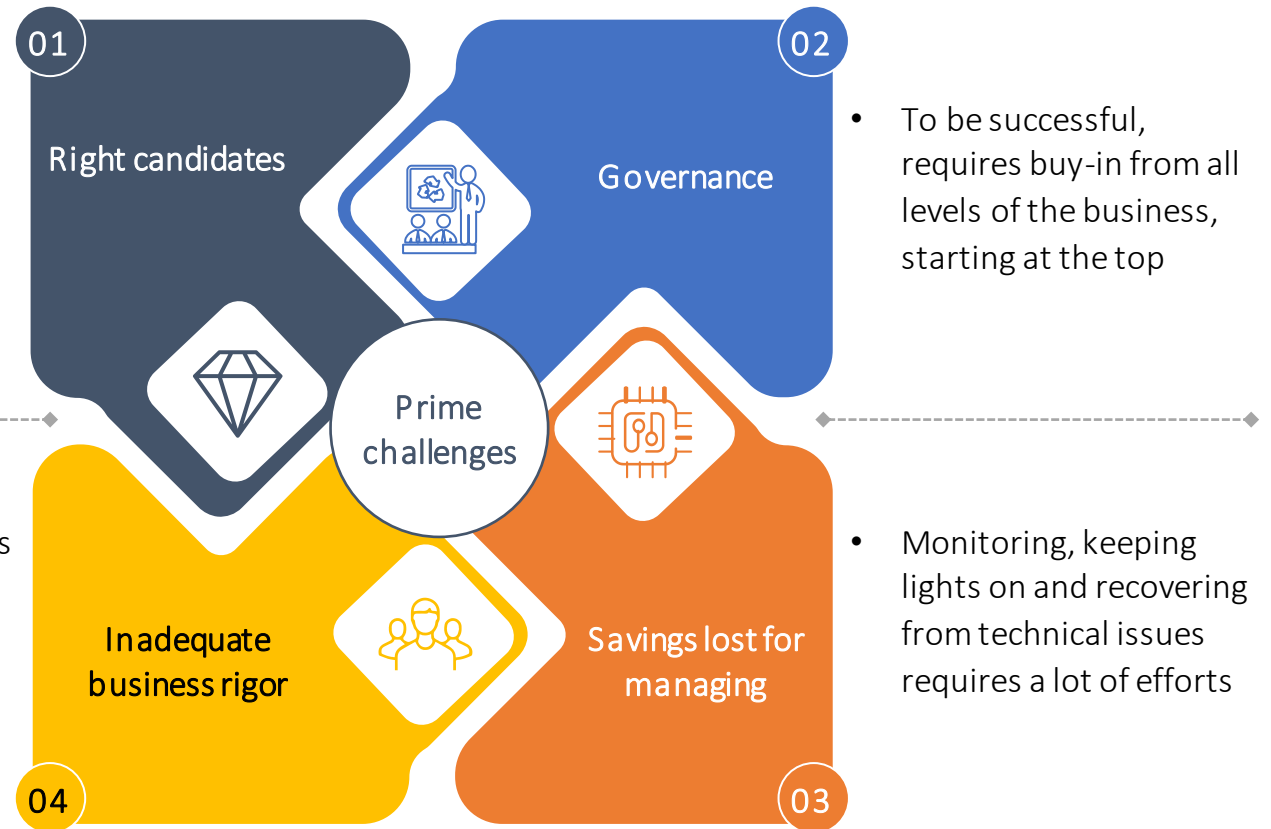


Many organizations embarked on their intelligent automation journey with high aspirations, however majority of them are experiencing challenges.



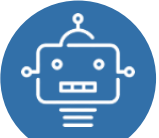
- Automating inefficient processes creates roadblocks, and qualification is intricate and crucial to success.

- Capturing right business benefits and tracking against the original business case is a challenge



Our Foundation Framework and Models

We deliver end-to-end automation as a service

Advisory	Implementation	Support and transition
 Define: Vision, Goals and Scope Output: Device Target Operating Model, Governance-RACI Strategy, Business Case Development Methodology, Tool Selection, and High-level potential automation candidates	 Define: Development methodology Output: Build bots and deploy in production, Define and achieve success criterion, Document the entire program,	 Define: Change management and handover Output: Support and monitor robot performance, Support change requests, Handoff to client's internal RPA team, New organization setup – staffing, re-training, knowledge sharing, documentation, etc.



Engagement models		Flexible pricing models	
Managed Services	RPaaS	Outcome based <i>Risk reward, milestone, gain share, KPI driven</i>	Demand based <i>Hour based, on demand shared support</i>
Joint COE	APaaS for clients	Transaction based Fixed price T&M based	As a Service Flexible Pay as you go
Build Operate Transfer (BOT)			

Key Competitive Differentiators

Value Orchestrators

- Innovation Labs: These are unique spaces for co-innovation & co-creation which brings together ideas, technologies, and agile teams
- Centers of Excellence: 6 COEs located in Europe, USA, LATAM, APAC, Australia and Middle East.
- Wide range of IPs, tools, patents
- Research and Academia to continually focus on innovation through extensive research across technical domains



Objectives

- Improve Customer & Colleague Experience
- Minimal Touch workflow and BPM automation
- Eliminate manual repetitive tasks
- Unified Operations & Service Layer
- Skillset and capacity-based workload allocation
- Integration with legacy applications, systems of record

Innovation and Frameworks

- Unique implementation model called "Double Diamond" framework
- Proprietary Accelerator (Digital value Accelerator), Automation Solution Monitoring tool to govern all the automation delivered ensure we provide e2e support covering all the customer's requirements
- 3E framework - Efficiency, Economics and Experience.
- 4M Framework: Model, Method, Machinery, Mindset
- APaaS framework - to ensure the high business critical areas like assessment journey, governance and change management
- E-IQ: The proprietary E-IQ framework is used to assess processes / business functions and identify opportunities to infuse AI.



Domain and Industry Focus

- Technology agnostic
- Extensive industry coverage
- For all corporate functions and business units
- Across varied digital and automation maturity of organizations



Business Impacts

- 3X faster time to value with packaged interactions and solutions
- 70% lower Total Cost of Ownership (TCO)
- Development, maintenance, support and upgrades done within integrated platform
- Eliminate manual, repetitive actions so employees can focus on productive more interesting work
- Streamlined analytics & reporting dashboards for KPIs and volumetrics

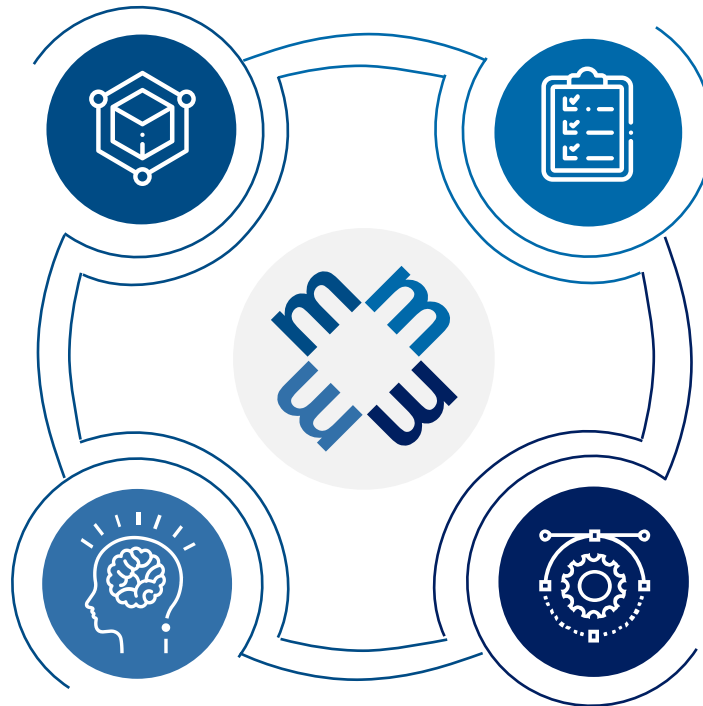
Underpinned by the '4M' design principles to ensure business value

Model

- Operating Model – Centralized vs Federated
- Service Catalogue
- Lighthouse, Acceleration Cells, Smart Operations Cells
- Portfolio Approach

Mindset

- Business Impact Focus
- Business Agility, Scalability & Independence
- Growth Mindset, Purposeful, autonomous, Outcome-focused
- Innovation
- Talent Learning Academy



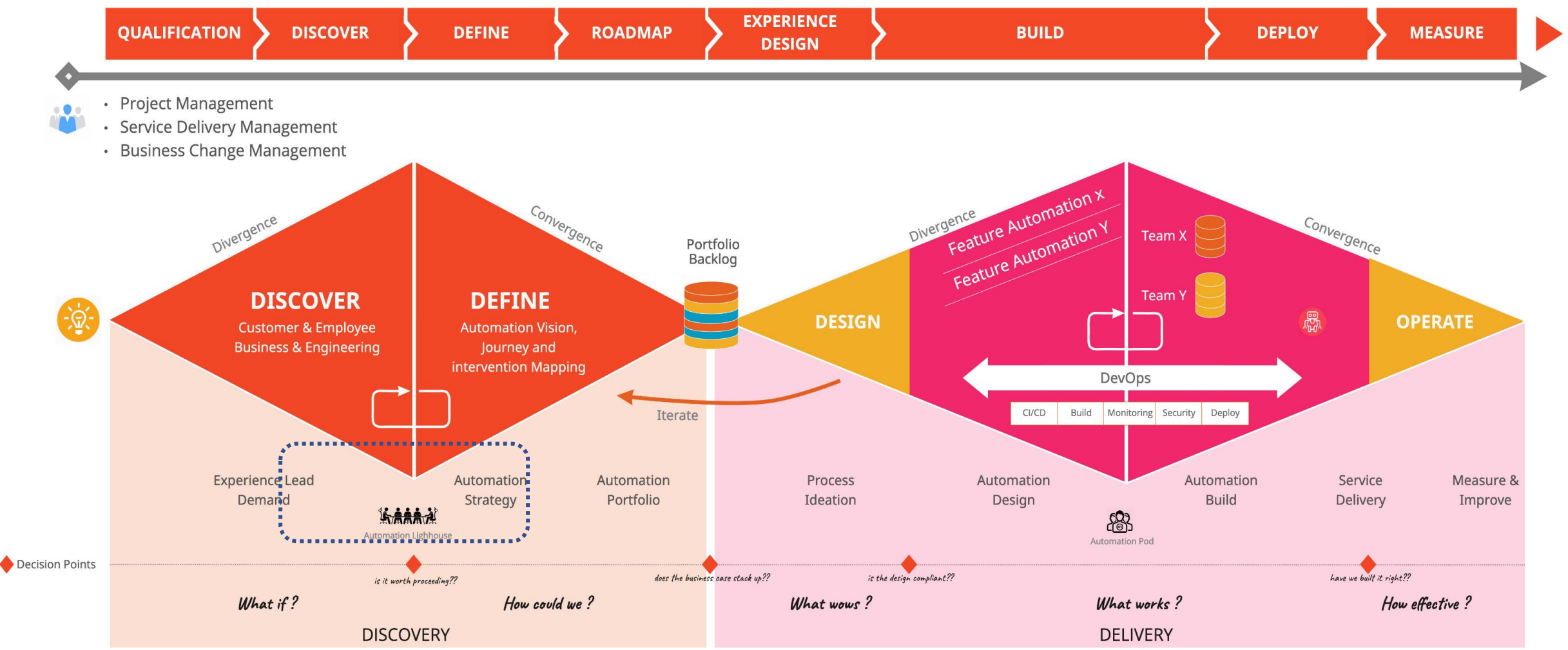
Method

- Experience-led Design (CX/EX/PX) – outside-in leadership and inside-out enablement
- Lean Six Sigma
- Playbook Execution
- Distributed teams, Crowd sourcing
- Data driven insights

Machinery

- Connected technology ecosystem
- Automated and intelligent workbenches
- Secure Anywhere
- Digital Value Accelerator

E2E Lifecycle Approach to Intelligent Automation – Process View



- lifecycle stage where automated process discovery is typically leveraged

E2E Lifecycle Approach to Intelligent Automation – Tools View

		Typical challenges	Key technologies & tools we use	Why we use them
Automation Design Lifecycle Phases	Identify & Discover	Not data-driven	Process Mining – Celonis, Signavio, Minit, UiPath Process Gold, Software AG, etc.	To identify opportunities more accurately through digital footprints
		- Stakeholder availability - Lack of grassroots visibility	Task Mining – Kryon, Celonis TM, UiPath TM, Automation Anywhere, etc.	To discover at a much more granular level, with minimal dependency on users
		Not enough digital footprint	Virtual whiteboarding: Miro, Mural, MS Teams Whiteboard, etc. Old-fashioned discovery sessions and As-Is documents	- To ensure collaboration from all parties - To gather what data & system can't provide
	Evaluate & Prioritise	More judgmental than measured / quantified	Process Mining & Task Mining tools - Wipro's dual lens tool called "Digital Value Accelerator"	- To let data speak for itself instead of human bias - To arrive at quantified bottom-up business case
		Tech bias instead of being tech-agnostic	Wipro's dual lens "Digital Value Accelerator" in conjunction with automation experts	To apply a more scientific approach to determine automation suitability and best fit tech/tool
		Lack of robust visibility of the pipeline/backlog	Automation Lifecycle Management tools – Wipro's DVA, Automation Hub (only for RPA), Custom BI dashboards, etc.	To register and trace from inception to approval and beyond to benefit realization (only in DVA)
	Analyse & Design	Missing the bigger picture	Design-thinking tools: - Smaply, Userforge, etc. to define user personas and map needs/problems. - SessionLab, Stormboard, etc. - Mockingbird, Mendix, Wipro Holmes, RPA platforms, etc. - Sprintbase, inVision, Miro, Mural, etc.	- To brainstorm on possible solutions and factoring in the key success factors (3Es). - To prototype and test the suitability and improve at design stage itself. - For E2E design thinking orchestration.
		Tactical solution design		
		Stale documentation	Document lifecycle management tools: Jira, Blueprint, Software AG, IBM Blueworks, etc.	To ensure process and design documentation has a single source and always live.

Accelerated Development

Immediate value via our Digital Lighthouse Methodology empowered 'Automation Pods'



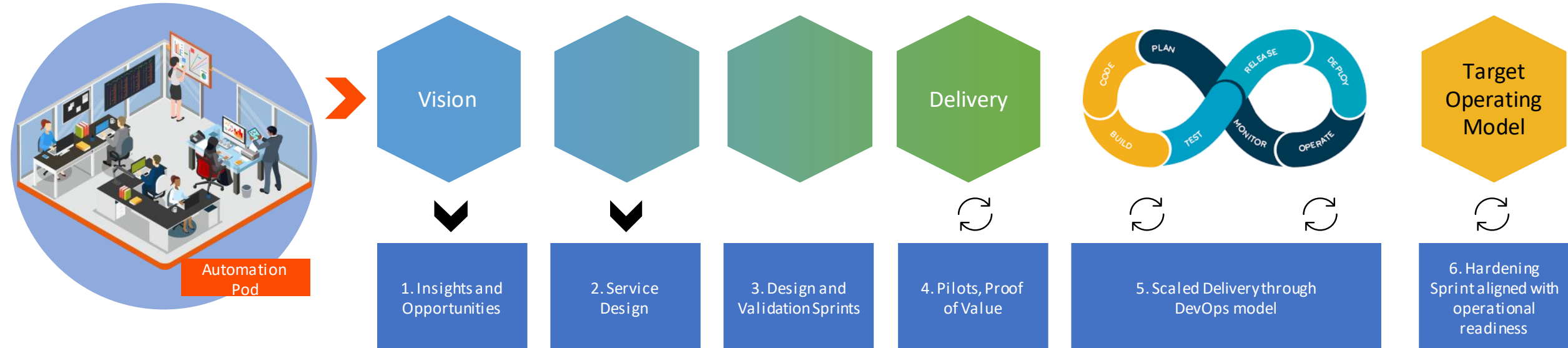
Digital Lighthouse

- Using our Digital Lighthouse delivery methodology, we will identify automation opportunities across Network Rail Business Units, assess the benefits, triage, and build the pipeline of opportunities.
- Our proposed 'automation pod', multi-disciplinary teams, will be connected to a broad innovation ecosystem and operate in a sandbox environment.



Acceleration Cells

- We will undertake a rapid 'DevOps style' journey to experiment and mature innovative ideas.
- This involves both the process and technology changes identified by the Digital Lighthouse.



Target Operating Model

Leveraging our proven automation Target Operating Model (TOM)



Model

Core services

Assessment

Service Management

Benefits Realisation

Enablement

Capacity Management

Governance

Service Catalogue

RPA / OCR

AI / ML / Data Science

LEAN BPM

Low Code

Run and Support

BAU Operations

Continuous Improvement



Method

Digital Lighthouse

- Designing and innovating best automation models
- Designed around the customer
- Shoulder-to-shoulder engagement

Acceleration Cells

- Delivering agile and iterative solutions at pace
- Rapid prototyping
- Process and technology



Machinery

Technology and Infrastructure

Performance Management

Vulnerability Management

People and Organisation

Assessment Team

Run and Support

Design Authority

Delivery Partner Team

Org Change Management

Application Team



Mindset

Change Management

Comms. Management

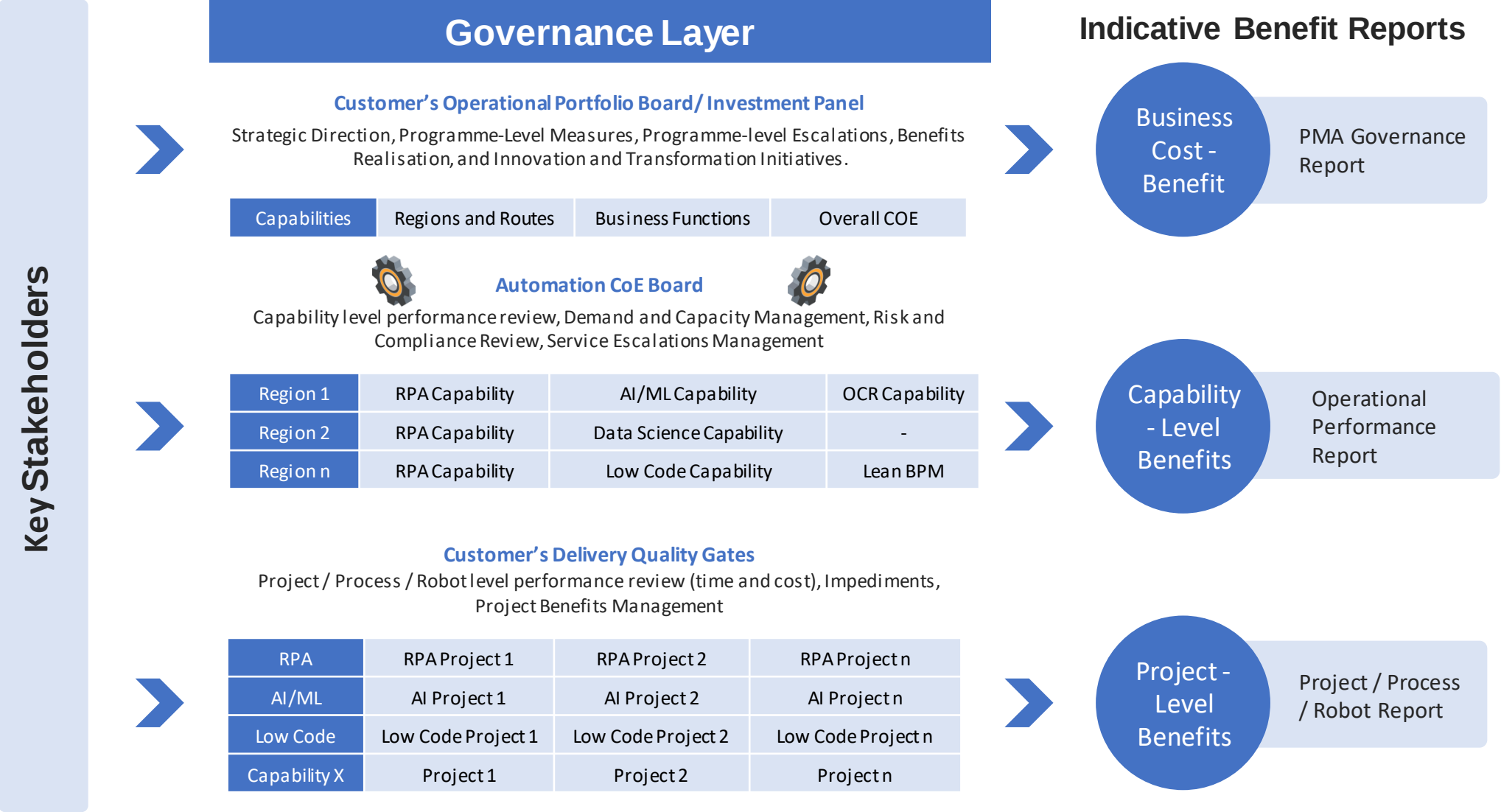
Talent Management

Innovation

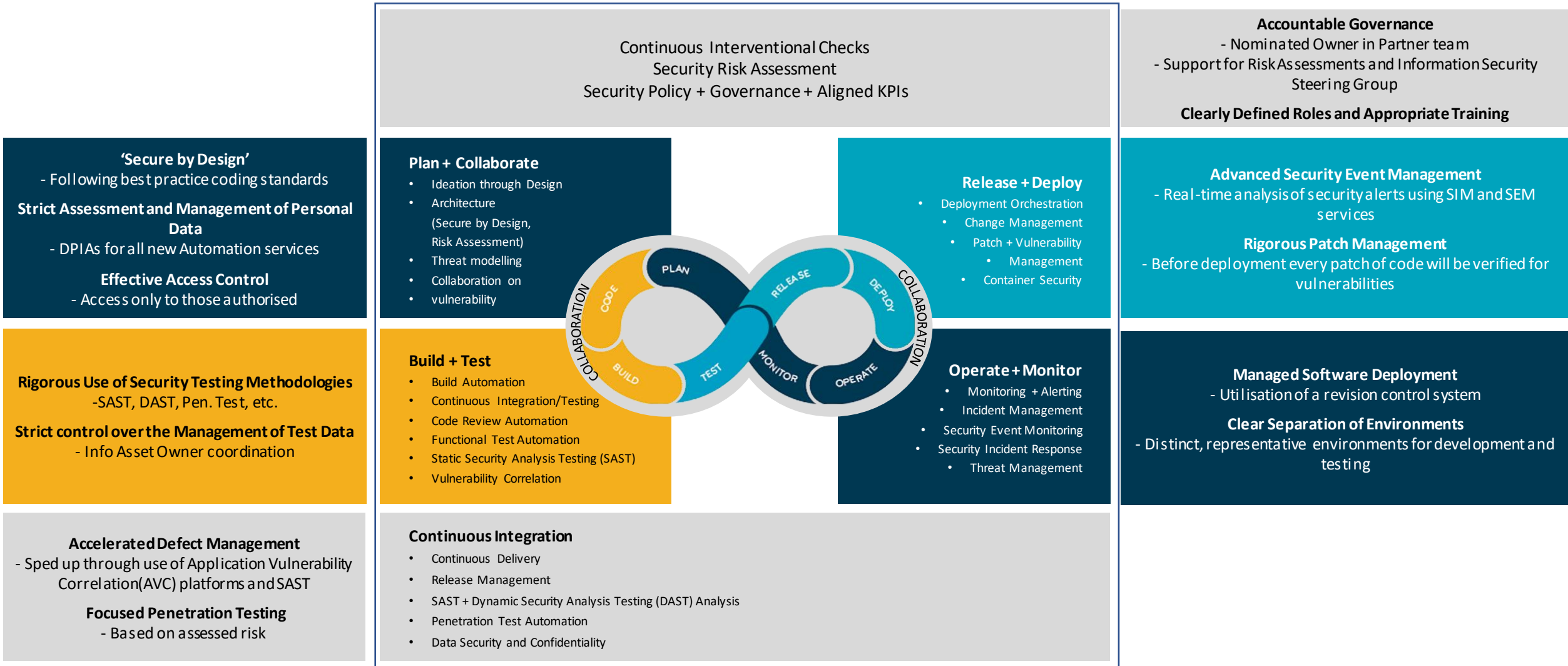
Knowledge Management

Governance Model

Integrate with customer's existing Delivery Governance Model, enabling optimal business benefit return



Security Built-In

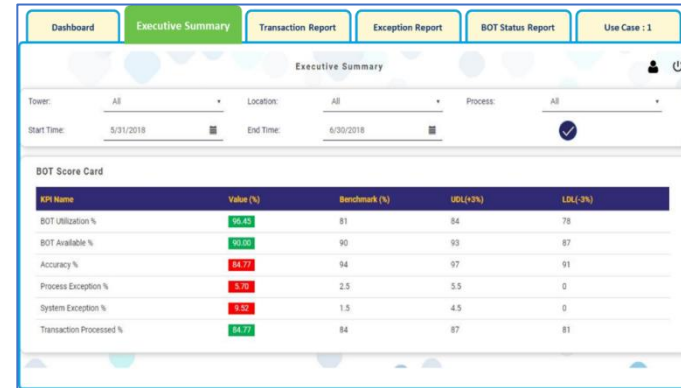


Run and Support

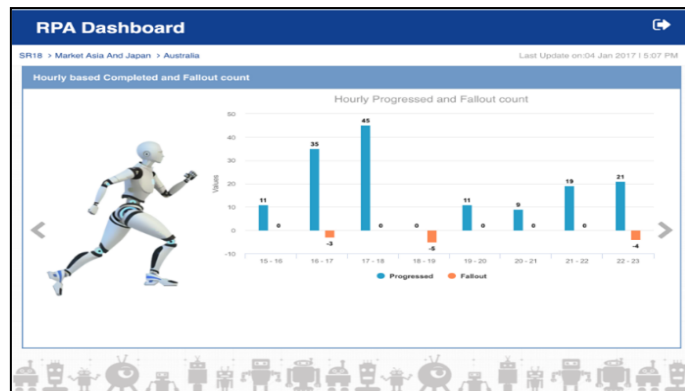
Monitoring and optimisation will be supported by our Digital Workforce Command Centre



Real-time insights dashboard measuring utilisation, exceptions, and forecast for each automation project live through the CoE



KPI Scorecard for each automation project to monitor performances, forecast trends, and enable sound decision making



Sample deep-dive report of an automation to analyse its performance by hour and by location / department

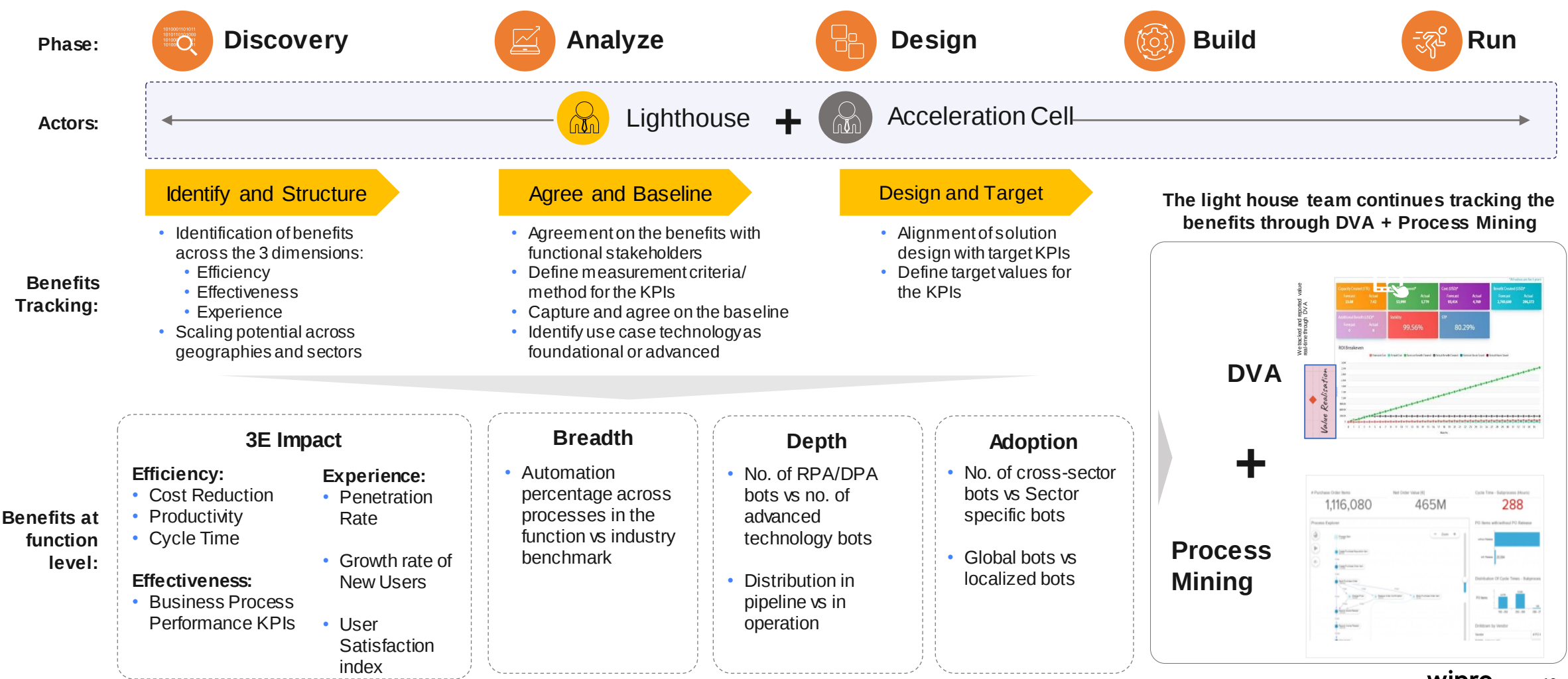


Sample view of Command Centre overseeing the statuses of each automation to enable optimal utilisation and proactive remediation

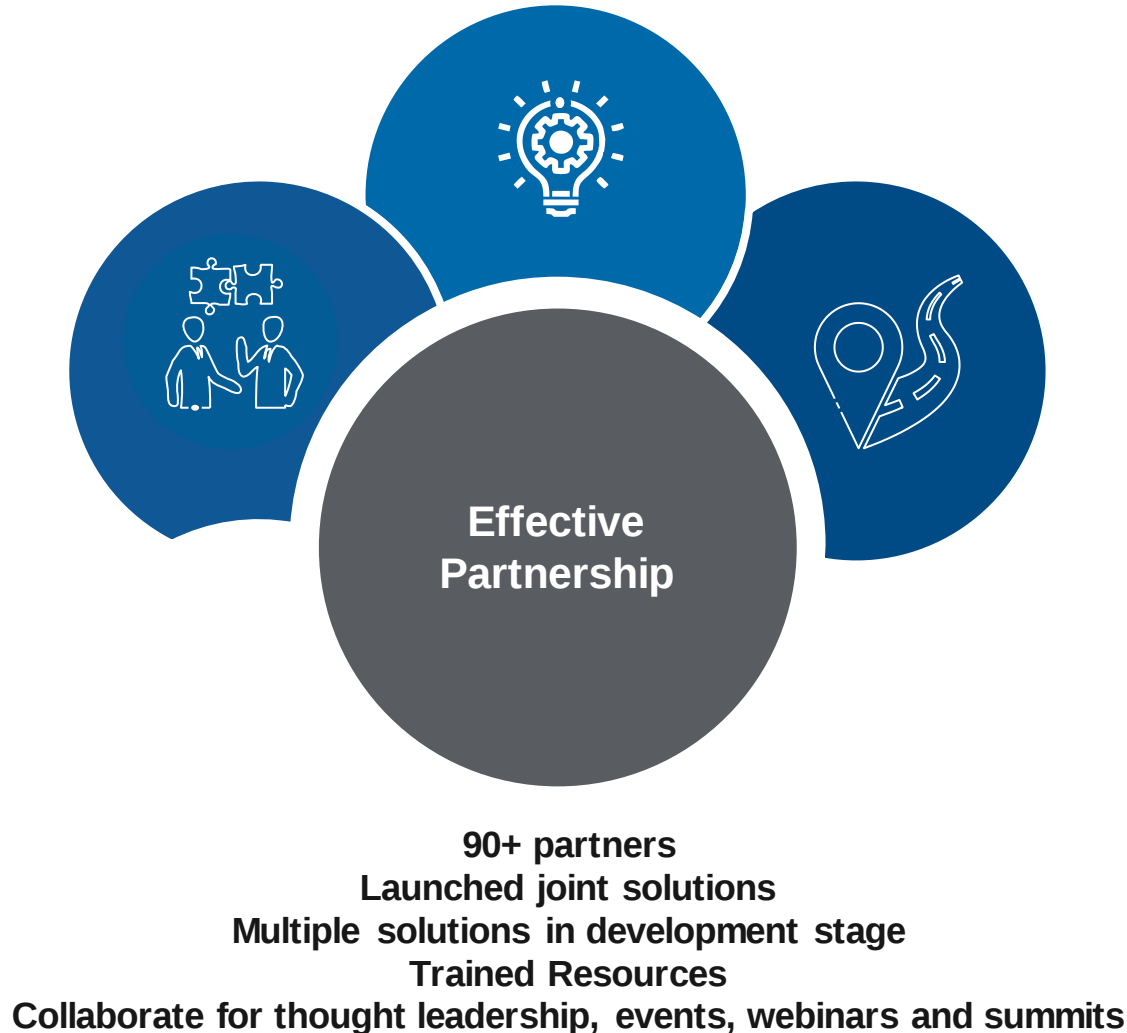
- Utilisation of a real time dashboard view of individual automations with health status and transactions processed– with ‘drill down’ ability
- Visibility of all the processes executed by the digital workforce
- Supports self-healing ‘auto remediation’, and preventive issues deduction
- Use of configurable alerts simplifies the bug fixing process with improved notification and communication

Automation Benefits Management

While we will define the Business Case upstream, we will own it and track / report the benefits end to end per use case. We will leverage our **Digital Value Accelerator (DVA)** in conjunction with process mining platform to baseline and track business process KPIs and align with client's KPI framework



Partner ecosystem: 360-degree approach



GTM Strategy

- Joint participation in opportunities
- Train key Wipro resources
- Secure non-commercial licenses for training and creating IP
- Flexible pricing for strategic engagements



Joint solution creation

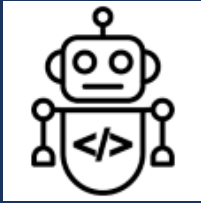
- Develop next gen solutions by leveraging partner technology and Wipro SMEs
- Integrate partner solutions with Wipro IPs and offerings
- Ex: Global Celonis Center Wipro and Celonis Launch Global Celonis Center to Optimize Business Processes and Enterprise Impact
- NeuroSafe Wipro Partners with Transcell Oncologics to Transform Vaccine Safety Assessment



Product roadmap discussion

- Joint workshops to discuss their product roadmap
- Suggest re-alignment with respect to new features
- Features prioritization adjustment
- Beta testing before version upgrades and new launches

Intelligent Automation Offerings

Low Code/No Code Workflow/BPM			Robotic Process Automation			Intelligent Document Processing		
								
Low Code App Creation	Workflow Orchestration	Workload Allocation	Point to Point Automation	Low Code Drag & Drop	Scheduling & Event-based triggers	Robust Optical Character Recognition	AI Assisted NLP	Human in Loop learning
AI & Analytics Driven Decisioning	Integrated Colleague Interaction Layer	Omni Channel Customer Comms	High volume processing	Replaces EUC	Robust Exception Handling	Flexible Integration Options e.g. API/RPA/Manual	Handwriting Extraction	Error & Exception Handling
Seamless Integration with RPA, Chatbot, Customer Portal	Optimised Analytics & Reporting	Traceability & Audit	Unattended, autonomous processing	Attended Desktop Automation	Low TCO	Asynchronous high-volume processing	Machine Learning	Flexible Licence Models
Real-time Case status tracking	Customer Self-Service Portal Integration	Business Process Management	Backend Integration with Workflow & IDP	Highly Scalable	Robust Encryption & Security	Structured Outputs into Multiple Formats	Broad OOTB Document Type Capability	Multi-Platform including Mobile Device, Desktop, Server etc
		360 Degree Case Management	Control Panel & Dashboard	Highly Configurable Business Rules	Flexible Integration Options e.g. API/UI/Connectors	Monitoring & Reporting	Multiple supported ingestion formats	Structured and Semi-Structured

- **1000s resources trained** and certified in multiple Lean BPM tools
 - **1000s** experienced in low code, no code projects
- **1000s resources trained** and certified in multiple RPA Tools
- **100s resources trained** and certified in multiple IDP Platforms





Thank you.

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

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