

**Operational
efficiencies delivered
for a Canadian crown
corporation**



Client background

Client name / descriptor: Primary postal operator based in Canada

Industry: Postal Services

Employees: 64,000+

Total annual revenue: \$ 8.2 Billion

Delivered over \$3M in annual savings through integrated delivery with large-scale operations.

Challenges

The client's infrastructure needed to be aligned to the new business model. There was a need for flexibility in operational requirements and cost variations. The client also needed to consolidate 12 data centers into 2 data centers with technology restoration and platform upgrades. They needed to align the tracking service levels to critical business functions and create common tools for monitoring across the enterprise. There was also a scope for common service management processes.

Solution

As an innovation and transformation partner, Wipro provided the following solutions:

- Integrated delivery with large-scale operations
- Comparison of leading warehouse management solutions and creating roadmap for consolidation
- Standardization - Common billing/chargeback, scheduling, monitoring, high availability, AV, patching, configuration management, etc.



Business impact



Reduced operations cost by 12%



Reduction of incident efforts by 35% in vehicle management system



Solution has eased the rollout and delivered 20% savings per kiosk and increased performance visibility



Wipro team proactively assessed the warehouse management landscape and created a solution roadmap for increased operational efficiency and annual savings for the client. The key solution implemented revolved around consolidation, standardization and increased performance visibility.

Khedekar Mangesh
General Manager, IoT - Cloud &
Principal Consultant,
Wipro Limited.



Wipro Limited

Doddakannelli, Sarjapur Road,
Bangalore-560 035,
India

Tel: +91 (80) 2844 0011

Fax: +91 (80) 2844 0256

wipro.com

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For more information,
please write to us at
info@wipro.com

