INDUSTRY LANDSCAPE

The Utility industry is faced with stringent regulatory norms related to environment, health and safety. In such a business environment, utility companies are required to maintain impeccable quality assurance. However, with the dispersed nature of employees and the existing inefficient paper-based solutions, audits are difficult to schedule, complete and rely upon. The resulting lapses in audits can be expensive in terms of legal action.

THE OPPORTUNITY

The poor audit practices left the client's management with no visibility to non-conformance (in relation to policies and procedures), exposing it to non-compliance with external auditors and unsatisfactory safety performance. In addition, the client had three challenges that presented a business risk:

• Data inputs were inaccurate;
• A non-standard approach resulted in delays and errors; and
• There was a challenge in storing and managing the physical forms.

CLIENT BACKGROUND

The client owns and operates electricity and gas infrastructure across UK and the US serving over 19 million customers. The company’s 2,500-strong Emergency, Repair and Maintenance teams use 20 different forms between them to conduct 16,000 audits each year.

“Wipro demonstrated savings of 4,000 man hours per year through the audit solution. But the long term impact was to assist in audit planning and auto-management, leaving the client free to focus on core issues and do business better.”

Gaurav Dhall, Global Head, Wipro Mobility Solutions

MOBILE AUDIT SOLUTION

Wipro’s end-to-end automated solution saves 4,000 man hours a year; reduces postage cost to zero and helps meet compliance requirements.
SOLUTION

The solution uses a hosted and managed application created for iPhones with a self-contained work management system. The solution uses the iPhone’s sensors such as a touch screen, camera and GPS, to record signatures, images and location leading to a high degree of audit accuracy. The solution includes a fully hosted and managed portal that lists audit jobs, schedules, forms, reports, etc.

Wipro developed and implemented the automated end-to-end mobile solution that led to an immediate saving of 4,000 man hours of executive time that were otherwise invested in audits. Aside from this, the solution ensured audits were done accurately and in time, helping meet compliance requirements, avoid legal costs and do business better.

Salient features of the solution:

- Automation of end-to-end auditing process (schedules, in-progress audits, to-do audits, missed audits, cancelled audits and alerts for auditors)
- Updates auditors about the percentage of the team/asset that has been audited and the balance that remains
- Allows auditors to know which forms to use for each audit; displays available audit screens and templates
- Lets auditors create on-site pictorial documentation that can be used to validate the audits
- Provides feature to capture electronic signatures for audits from managers, witnesses, employees
- Provides, records and communicates audit actions
- End-to-end tracking of the auditing process
- Management information capabilities to monitor progress and performance
- Live dashboard of audit progress, results, trends and summaries
- Provides audit coaching/training screens

BUSINESS IMPACT

- Time taken to complete audit reduced by 20% per audit, resulting in a saving of 4,000 man hours (more than 166 man days) per year on 16,000 audits
- Postage cost reduced to zero
- Storage and retrieval of electronic audits enabled
- Time saved supporting company internal audits
- Compliance improvement - avoiding legal action and monetary impact from fines and other notices
- Expedited communication of safety/compliance and trend issues throughout the business
- Streamlined the audit process from audit training for teams to scheduling them and storing audit artifacts, thereby increasing efficiency

* Wipro is a Leader in Enterprise Mobility services according to The Forrester Wave™: Enterprise Mobility Services, Q1 2013

About Wipro Ltd.

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of “Business through Technology” - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner’s approach to delivering innovation and an organization wide commitment to sustainability, Wipro has a workforce of 140,000 serving clients across 57 countries.

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