

## MOBILE PRODUCTIVITY SOLUTION FOR EMPLOYEES ON THE MOVE

Wipro improves remote employee productivity and satisfaction with zero additional investment in hardware and infra for customer



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## INDUSTRY LANDSCAPE

Companies in the energy business have an estimated 37% of employees on the move. These employees do not have access to enterprise networks and applications. The consequence is a delay in decisions, approvals and administrative processes, impacting business and employee satisfaction & productivity.

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## THE OPPORTUNITY

The client needed to ensure improved productivity of its mobile employees and those in remote locations. Equally important to the solution was the ability to increase employee satisfaction by delivering simple, reliable and repeatable processes to remote employees. The solution needed to ensure that employees could complete more tasks per day with the least errors.

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## CLIENT BACKGROUND

The client is one of the largest providers of solutions and services in exploration, development and production to the oil and gas industry. It has over 72,000 employees spread across 80 countries. The client wanted to provide employees with access to company networks and enterprise applications through employee self-service mobile applications to improve cycle times and business agility.

“Wipro provided a solution that did not place a burden on the client to invest in and manage additional infrastructure. The solution was also architected to reduced time for future updates. This ensures the client can stay aligned with future developments in mobile requirements and trends.”

**Gaurav Dhall**, Global Head,  
Wipro Mobility Solutions

## SOLUTION

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Wipro conducted a mobility assessment to enable business users to access their workflow oriented requests and approvals using smart phones and tablets. Since the richness of the desktop and its features could not be brought to the devices, the processes were also simplified. This helped reduce the requisitioning and approval cycles as well as the errors in workflow management.

Wipro architected and built the mobile solution using Appcelerator Titanium platform that connects to SAP backend via web services. The Appcelerator Titanium platform allows development of native, mobile web and hybrid applications that deliver a true immersive experience.

The mobile solution developed for the client included:

- Authentication against existing Lightweight Directory Access Protocol (LDAP)
- The use of SAP authentication token to access processes in application with Single Sign On (SSO)
- Approval requests that can be acted upon individually or as a group, depending on the requirements of each approval
- Push notifications to users when new approval requests have been generated in SAP

Wipro delivered the mobile approval solution in less than 12 weeks.

## BUSINESS IMPACT

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Wipro provided a mobile solution which did not yield in additional investment in servers. This mobile solution is rolled out to 12,000 employees with:

- Anytime anywhere access to enterprise workflows, improving productivity
- Significant reduction in approval cycle time for key processes, increasing employee satisfaction
- Leveraging existing infra and services (Appcelerator ACS) to enable notification to Approval app users (this was not in use)

The reusable code allows developers to extend the app for new processes in the future.

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

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