



**How Wipro built a
new age service
desk to reimagine
employee experience**



Client background

Client: Wipro

Industry: IT consultancy

Area of operations: Global

Services: IT solutions and services

Employees: 176,000

Wipro's employee platforms leveraged end-user diagnostics for proactive monitoring, dynamic baselining and real-time analytics, thereby transforming helpdesk operations and optimizing productivity and costs

Challenges

Wipro's IT landscape comprises more than 4,500 servers and over 5000 network devices across two public clouds and on-premises data centers globally, running in excess of 300 enterprise applications. On a typical day, Wipro's digital platform for self-service, myWipro, processes nearly 12 million transactions. Rapid business growth resulted in operational challenges that impacted user experience including:

- Inability to deliver seamless user experience to new-age digital employees stemming from disparate systems and processes
- Lack of rapid response in the event of hardware failures, performance issues and service interruptions, impacting critical business transactions
- Inconsistent user experience due to high volume of incident alerts and false positives across diverse ticketing systems (approximately 200,000 tickets per month across 1500 categories in more than 60 services)
- Reactive troubleshooting with limited visibility into end user environment, leading to sub-optimal user experience and lost productivity
- Wipro understood the need to leverage a proactive approach to detecting and preventing IT issues to help service desk professionals go beyond issue resolution and deliver a uniform and cohesive user experience

Solution

Wipro's team of experts enabled a paradigm shift in service desk operations by leveraging automation, proactive end user analytics, and rich self-heal and self-service capabilities. The team redesigned myWipro and myHelpline applications to meet the expectations of a new generation of digitally savvy, mobile-first employees. The key highlights of the solution were:

- Consolidated multiple Interactive Voice Response (IVR) systems into a single IVR
- Eliminated multiple ticketing systems with myHelpline - the platform with features such as Classifier Engine and Auto Assigner to reduce the incidence of incorrect ticket classification
- Integrated end-user diagnostics and helpline to provide real-time visibility of the end-users' environment with chatbots and remote chats. Genie and My Buddy chatbots were equipped with machine learning and AI capabilities for resolving user queries
- Deployed solutions like AppDynamics to measure infrastructure performance in real-time, enabling rapid diagnostics and troubleshooting of issues

Business impact

The solution created a holistic view of applications, endpoints, and infrastructure, allowing the service desk team to move away from a siloed app-approach to managing availability and performance, and adopting a user-centric approach. This resulted in several tangible benefits including:



Improved overall ticket resolution rate by 68% by automating L1 issues and increased the productivity of the helpdesk staff



Enhanced end-user experience and reduced the time to create a ticket from three minutes to 30 seconds using AI-enabled e-helpline



Significantly enhanced automation and improved turnaround time (without compromising quality) by using bots



Reduced issues reported to service desk and proactively remediated 13% of helpdesk and end user support tickets by activating employee self-service



Enabled servicing even larger volumes of tickets per day (up to 12,000 tickets per day) through myHelpline, than before



Saved more than 2500 person hours in three months by reducing the effort required for problem categorization



“With real-time access to the end-user analytics and adoption of various Holmes automation tools, Service desk is now able to remotely resolve over 75% of the overall tickets raised by the end user community and the NLP feature helped our users and agents address the catch-dispatch challenges and therefore reduce the overall lead time.”

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