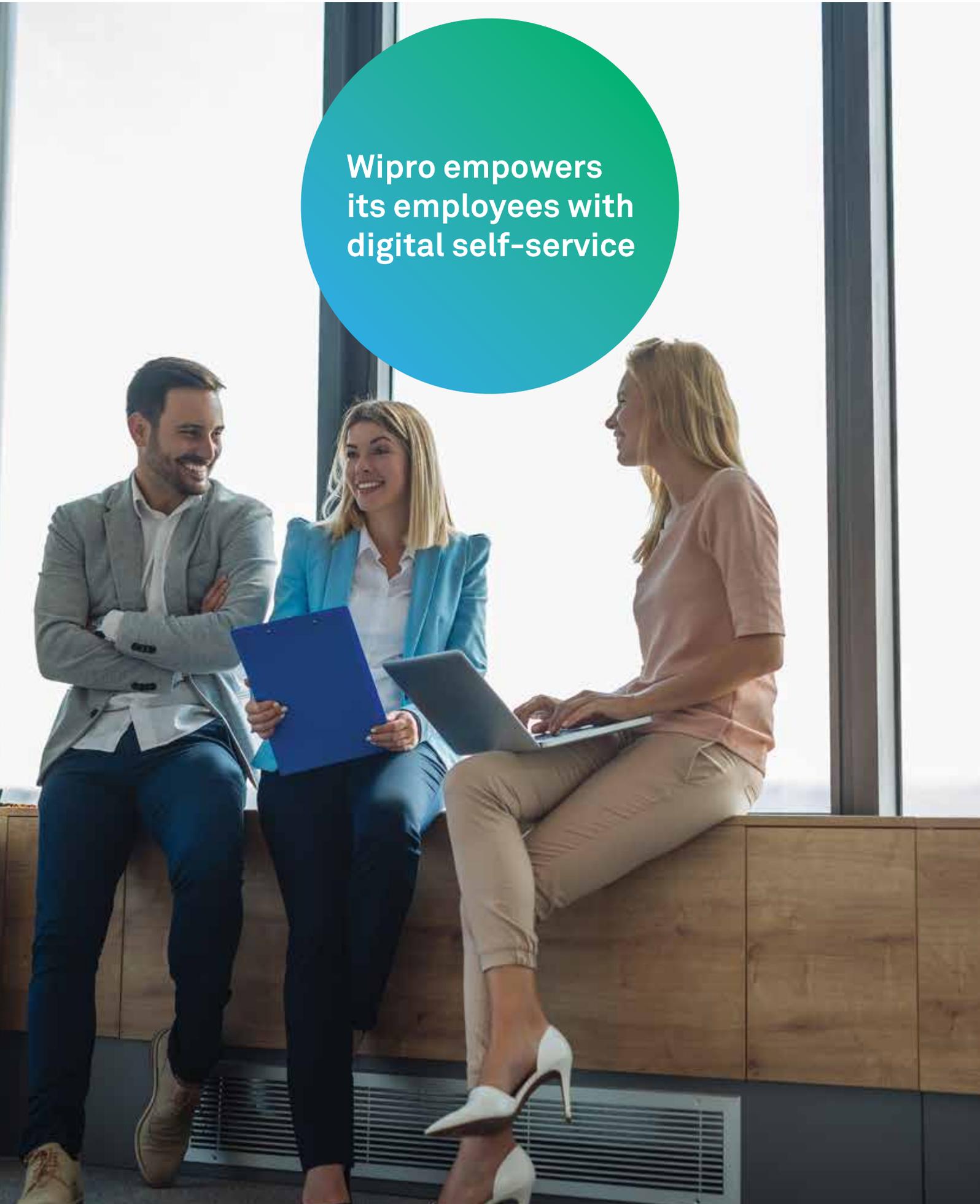




**Wipro empowers
its employees with
digital self-service**



Client background

Client: Wipro

Industry: IT consultancy

Areas of operation: Global

Products: IT solutions and services

Employees: 175,000

Challenges

An expanding employee base, new-age business and commercial models, acquisitions and new entities, legacy controls and hand offs built in the systems etc. were posing a number of challenges, viz.

- Fragmented experience due to disjointed applications, complex processes, multiple hand-offs etc.
- High cost of supporting inefficient processes and systems compounded by complex organization structure and independent business groups
- Legacy systems' inability to support new-age business models
- Lack of empowerment – multiple echelons of approvals
- 17%-20% employee time spent on non-value added activities
- Inability to deliver data-driven decision support

Solution

One of the main milestones of Wipro's digital transformation journey was re-imagining the entire lifecycle of an employee through a digital platform– myWipro, right from the time they first engage with Wipro - all through the various stages of their career - to the time they retire.

This platform provides a seamless user experience, enables quicker transactions, eliminates duplication of effort and is a digital twin of the real world.

Wipro's self-service platform myWipro provides integrated and seamless experience to employees across business processes and locations

The main tenets of this transformation are:

1. Re-imagining experience covering the entire life cycle of an employee at Wipro

myWipro, which hosts close to 260 applications is completely role-based and personalized to each user. The myWipro journey starts with onboarding of a new employee, covers the entire lifecycle of an employee and concludes with offboarding.



2. Persona-driven, intuitive, simple and context-aware applications

The portal is personalized to various user groups and ensures that they can do relevant transactions, get updates on important organizational announcements and view relevant metrics, all in one place. It provides users with role-based updates on various parameters like leave balance, number of hours clocked, average utilization metrics, expense reports, sales pipeline, delivery updates etc. If the user is a manager or above, it also gives him/her a detailed view of his/her team members and other important project metrics to facilitate informed decision-making.

3. Mobile-First & Cloud-Native

All the apps hosted in myWipro have been designed with Mobile-First design principles to ensure that the users get a rich experience, regardless of the form factor used, and are able to transact and securely access information from any device, any time. This platform has been hosted on cloud to ensure scalability and speed without additional investment on storage.

4. Next Gen: BOT, NLP, voice-enabled transactions

Transactions have been made easier by bringing in conversational user experience through Ella, a voice-based virtual assistant in myWipro which enables users to interact with the system in a natural language through voice and text inputs.

5. Process re-imagination

Wipro's processes were envisioned by eliminating redundancies in workflows, manual handoffs and SLA debt, establishing straight through processing by automation, making the front-end applications intelligent and contextual, and digitizing policies and business rules. Some of the major

simplification initiatives are:

- **Employee-friendly claims process –** Deployed a new version of myClaims application to replace manual and paper-based processes, and enable easier and more transparent claims management.
- **Minimizing touchpoints during employee onboarding and exit–** Both our onboarding and offboarding processes had a number of manual handoffs leading to long turnaround time, offline follow-ups and low employee satisfaction. In the new onboarding application, we digitized the entire workflow - from the offer letter management, document submission and verification to the final onboarding formalities. By leveraging technologies like OCR and NLP, we ensured minimal inputs by the users. Similarly, the offboarding process, which was earlier broken and manual, was simplified and automated. Earlier the final statement process used to be very time-consuming as various data points for completing the final statement formalities had to be manually fed in to the system. A mobile app was subsequently launched through which the employee can track the status of his/her no-dues and final statement.



Business Impact

The transformative solution helped Wipro in the following ways:



Increased productivity and quality

- By integrating the reimbursement system with the fraud management solution, the ability to detect fraud was improved by 52% and the manual intervention required for receipt verification has been completely eliminated.
- By removing manual interventions and simplifying the offboarding process, the timeline for final settlement has been reduced from 14 days to 24 hours, leading to 10x efficiency.



Improved user experience

- The reimbursement application made the entire process paperless and reduced the transaction time by 80%. Processing time has been reduced from 20 days to 3 days.



Cost optimization

- Reduced cost of operation, mainly due to headcount optimization, was made possible because of automation and removal of manual handoffs. The new reimbursement process has made redundant the team of 110 people whose main job earlier was to scan hardcopies of claim forms and receipts, and manually validate each form after checking for fraud. The whole automation initiative has brought down the operation cost in this process by 48%.

For delivering exceptional digital experiences to our customers, it becomes imperative that our employees experience it first. This motivated us to relook at the traditional definition of employee experience. What we achieved, as a result, was way beyond expectations. myWipro, our digital platform for employee self-service, simplifies user transactions and combines the power of enterprise data and analytics with a great user experience. It completely re-imagines the way employees can be empowered to transact, learn, connect, and perform. Our employees have experienced and validated this transformation and we are confident that our external customers will love it as much.

Shravanti Chaudhuri

General Manager

Employee Experience



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

