

# The Watershed Moment

Wipro helped UK's Bristol Water transition its managed IT services in 3 months. The outcome was a 27% percent jump in First Time Fix (FTF)

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## Industry landscape

The year 2015 was an important one for the UK water industry. The long tendering phase came to an end and the industry moved into the sixth Asset Management Phase (AMP6), paving the way for contracts worth billions of pounds. As the contracts get signed, the most significant challenge for the industry will be to reduce operational expenditure, billing rates and offer top-notch services at fair prices.

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## Client background

Bristol Water is one of the 10 regulated water-only companies in England and Wales. It has been a provider of drinking water for over 170 years with commendable quality of service to a population that now covers 1.2 million people across 2,400 square km. Bristol Water's operations include extraction, treatment and distribution of water to homes, businesses and other premises. More than 70% of the water it supplies is delivered to domestic customers and 50% of these are metered.

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## The opportunity

With its contract for IT services coming to an end with an existing partner, Bristol Water needed a new provider for managed IT services. The primary goals were to improve the quality of service, reduce costs and have a strong IT partner to address the challenges of business plan. The IT partner would own the infrastructure roadmap, support overall IT strategy and underpin strategic challenges such as Retail Separation.

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## Solution

Wipro adopted a unique rapid transition methodology with minimal business disruption. A phased approach for deliverables with toll gate reviews at each stage was implemented. Wipro worked closely with Bristol Water to understand their IT requirements. Wipro performed data center migration of the client's IT infrastructure end-to-end, which included server migration, application migration and ERP

The solution components included:

- An offshore-based 24X7 dedicated service desk for L1 support
- Setting up of offshore data center services with network connectivity for low-cost, high-quality voice support
- Implementation of ITIL Version 3 best practices and associated service management tools (Remedy On Demand and AppDynamics)
- Consistent, standardized and accessible technical content (SMTD\EPDs) for the applications and infrastructure support environment as part of IT-enabled business improvements
- Implementation of Service NXT™, our next generation Service Management Framework that helps optimize IT operations and infrastructure

## Business impact

- 30% cost savings in support services
- Seamless service operations started from service commencement Day 1 of stabilization phase for managed services (SAP, non-SAP, Service Desk, IT infrastructure)
- 100% SLA met during service stabilization phase. This included SLAs for L1 and L2 incident management for SAP, non-SAP, service desk and infrastructure support activities
- The project consolidated three computer rooms into a state-of-the-art data center
- First Time Fix (FTF) improved from 18% before transition to an average of 45% per month within 3 months of solution rollout
- Implemented multiple channels for service requests (phone, e-mail, AppDynamics, chat tool)
- Self-service capabilities introduced for end users

Wipro acted as a true partner as they have delivered on all their promises made at the start. The service was adopted seamlessly and has been continually invested in to deliver service level improvement and greater levels of customer service. Relationships made at the start have endured and this continuity underpins the successful partnership.

### Ben Newby

Customer Services and IT Director at Bristol Water

## About Wipro

Wipro Ltd. (NYSE:WIT) is a leading information technology, consulting and business process services 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." By combining digital strategy, customer centric design, advanced analytics and product engineering approach, Wipro helps its clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, Wipro has a dedicated workforce of over 160,000, serving clients in 175+ cities across 6 continents. For more information, please visit [wipro.com](http://wipro.com) or write to us at [info@wipro.com](mailto:info@wipro.com)