



appian

Our Capabilities and Offerings



Our Appian Practice

Premier - Strategic Global Alliance Partner



Incubate

Build your first Appian application in less than 8 weeks



Accelerate

Improve your pace of development using devops and other accelerators



Mature

Build enterprise scale on Appian through a POD based approach



Lights On

Intelligent operations support to drive efficiency

Wipro's Wins

Appian Partner Awards

appian | 2021
Value Partner Award

EMEA Partner Awards

appian | 2021
Value Partner Award

Partner Solution Awards

appian | 2021
Revenue Impact: EUC Remediation

Partner Solution Awards

appian | 2022
Business Impact Award

500+

Consultants

90%

Consultants
Appian Certified

100+

Appian projects
delivered

3000+

Business
process
automated

10+

Key industry
solutions

**Wipro has helped customers
achieve business benefits
using Appian**

40-50%

Increment
observed in
productivity

20-30x

Times
improvement in
process
turnaround time

75%

Improvement
process
efficiency

Why Wipro?



End-to-End Services

- End-to-end services for Appian program implementation
- Provide discovery, architecture support, process AI infusion consulting, infrastructure planning, solution design, UX design, development, and support
- Proven scalability leveraging Appian CoE

Technical Expertise

- Unmatched experience in implementing large end-to-end Appian programs
- Expertise in rapid deployment – Appian Expert Services
- Large pool of Appian certified consultants



Wipro Appian Lab

- Re-usable process libraries, assets, reference architecture, design patterns, Gen AI prompts, administration & upgrade factory
- Cloud infrastructure and continuous R&D on new technologies
- Integration with next-gen product and platforms - AI/ML, Gen AI capabilities, open API driven chatbot

Appian Partnership

- Multidimensional relationship- Partner & reseller
- Premier- Strategic global alliance partner
- Close collaboration with Appian- Faster support for issues' resolution in existing engagements





Our Services



Digital Services

- Cognitive robotic process automation service
- Intelligent business process management
- Context driven business rules management
- Intelligent business operation service
- Dynamic case management
- Digital origination service
- Data & service anywhere
- Digital strategy



Advisory & Consulting Services

- Enterprise strategy
- Roadmap definition
- Product advisory services
- Process modelling & analysis
- Business operations maturity
- Manage & run BPM CoE



Implementation Services

- Appian implementation
- Business activity monitoring
- Rules modernization
- Product migrations/updates
- Case management



Support Services

- Appian application support
- 24X7, 24X5, 16X5, 9X5 support
- Governance and change management
- On-call support beyond business hours on customer request

Our Unique Service Offering

Reimagine

- Reimagine personalization, digital ecosystems, high speed process
- Design workshops
- Executable interventions with agreed owners
- Change portfolio

Redesign

- Strategic deep-dive workflow design
- Business driven quick workflow application design
- Experience driven real-time high speed workflow design
- Solution & prototyping

Transform

- Digital platform implementation
- Digitization and automation implementation
- Workflow implementation
- Dynamic decision implementation

Digital sales & marketing



DevOps



Key capability blocks



Robotic Process Automation



Automation CoE



Business process Management

Our Success Stories



Transforming EUCs for banking compliance within a major financial institution:

A large US bank had to transform thousands of EUC's to comply with regulatory deadlines. Leveraging our specialized EUC automation platform developed on Appian, we offered a fully customizable solution that swiftly transitioned EUCs from a manual, email, and spreadsheet-centric process to a robust IT application built on open architecture.

Transforming retirement and settlement management for a leading global insurance corporation based in the UK:

Implemented a customer-centric, digital-first operating model via an Appian-driven orchestration layer across 16 workstreams in pensions, retirement, and settlements, boosting annual productivity equivalent to 85 full-time employees.

Developed an AI-enhanced unified service management system for customer interactions with human oversight. Integrated intelligent automation in customer support, including contact center and claims settlement.

Reimagined customer journeys for quotations, surrenders, withdrawals, transfers, and bereavement services.



Legacy modernization in corrective and preventive action tracking process for a global medical device manufacturer:

Wipro's solution provides a distinctive incident platform for tracking corrective and preventive actions among various users in complex medical device manufacturing. It standardizes quality assurance processes, by utilizing AI-enabled issue tracking, incident creation for collaboration, and monitoring solution turnaround times.

This solution delivers real-time visibility and insights to leadership on prevalent issues, root causes of failures/defects, and unresolved/SLA-breached incidents, facilitating proactive risk management and mitigation planning.





Comprehensive legacy modernization of prescription ingestion & due diligence process for a leading US based specialty pharmaceutical company:

The business challenge involved automating the validation of clinical prescription images for specialty drugs, received via multiple channels such as fax and shared drives. The client required an automated solution for prescription classification, data ingestion, and straight-through processing to enhance quality assurance and authorization.

Wipro is developing a solution that uses advanced AI for precise prescription classification, zero-touch data ingestion, and an intelligent, rule-based workflow to streamline case processing.

Transformative digital automation of research publication collaboration for an international healthcare regulatory body:

The client's employees previously dedicated a significant portion of their time to manually managing collaboration for publications.

Wipro utilized the Appian platform to develop an integrated product management system, ensuring that processes were thoroughly documented and digitized from end to end.



Implemented a standardized digital order management workflow for a multinational automotive manufacturing corporation:

The Engineer-to-Order (ETO) process for the German auto parts manufacturer was becoming inefficient due to extensive paperwork, numerous follow-ups, and disjointed information on raw material stocks.

Leveraging Appian's workflow capabilities, Wipro thoroughly revamped the ETO process by implementing a comprehensive digital workflow.



Our Solutions



CureTrack Patient Care Solution

Experience a transformative leap in patient care with this AI-powered Patient Care Solution—an end-to-end gen-AI enabled patient care platform that drastically reduces wait times, ensures compliance, and enhances overall hospital efficiency. By automating critical discharge tasks like treatment decisioning communication with patient parties, effective communication with finance team, documentation to follow-up scheduling, the system frees medical professionals to focus on patient well-being rather than paperwork and formalities. With real-time analytics, intelligent workflows, and secure data handling, your hospital can seamlessly transition patients out of the ward while boosting satisfaction and operational excellence.



Universal Service Orchestration Solution

Experience a new era of operational excellence with this universal service management solution—an intelligent orchestration layer that elevates every facet of your business processes. By dynamically uniting disparate systems, streamlining workflows, and harnessing real-time insights, it slashes inefficiencies & unlocks unprecedented agility. Let AI-driven automation & robust analytics supercharge your operational service management, breaking down silos & empowering teams to focus on innovation, not administration. Transform chaos into efficiency and complexity into simplicity—embrace a future-proof platform that drives your organization's evolution.



Smart Order Orchestrator

Our AI-powered order orchestration solution streamlines purchase order management in manufacturing. It enhances employee workflows from procurement to delivery, employing AI to ensure timely and accurate order processing and supplier evaluation. The system smartly routes orders, extracts content and inspects deliverables against benchmarks, optimizing operations and ensuring quality compliance.



Zero-touch Prescription Ingestion

Our Gen-AI driven platform transforms prescription ingestion by automatically classifying and extracting medical data leveraging prompt engineering from both digital and handwritten documents. This zero touch solution handles data quality assurance, appropriate data scrutiny by stakeholders, authorization through comprehensive case life-cycle management. It enhances data quality for downstream drug discovery and development. By significantly reducing manual data processing times, it boosts the productivity of the patient servicing ecosystem and accelerates the pathway from drug discovery to delivery to patients.



Factory IQ PLM Automation Suite

Step into the future of manufacturing with an intelligent quality control solution that revolutionizes your Product Lifecycle Management (PLM) process. By seamlessly integrating AI-driven insights with automated workflows, it streamlines design revisions, accelerates approvals, and monitors production for potential issues—all in real time. Eliminate bottlenecks, reduce rework, and bring products to market faster than ever before. Whether you're innovating on the factory floor or coordinating global teams, this next-level platform ensures consistent quality, frees up valuable resources, and sets new standards in operational excellence.



DeviceFlow Complaints Management

Experience the next generation of complaint management with a cutting-edge, AI-driven solution tailored for the medical device industry. This intelligent platform seamlessly connects R&D teams, customer support, and investigators, ensuring timely resolutions and continuous improvement. By automatically analyzing feedback and identifying trends in real time, it speeds up corrective actions and minimizes risk. Transform siloed processes into a cohesive, high-impact workflow—enhancing customer satisfaction, regulatory compliance, and brand reputation all at once.



UtilieServ Genie

Our AI-powered utility platform revolutionizes customer engagement for green energy installation requests. It streamlines connection setups and uses an AI powered chatbot for quick issue resolution, such as power outages or billing problems. The AI co-pilot offers easy access to process details via a multi-channel self-service portal. For utility managers, it automates KYC with intelligent document processing for efficient customer onboarding. Enhanced with machine learning, the platform provides detailed monitoring dashboards, task prioritization, and SLA tracking, delivering clear insights to customers on consumption trends and operational KPIs across all service levels.



Ambitions Realized.

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Wipro Limited (NYSE: WIT,

BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services,

strong commitment to sustainability and good corporate citizenship, we have over 220,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information
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