

Our Success Stories



Transforming EUCs for banking compliance within a major financial institution



Business challenge

End-user computing (EUC) presents potential vulnerabilities to fraud and inaccuracies. A regulatory authority highlighted these risks, resulting in non-compliance issues for a major US bank. Consequently, the bank was mandated to transform thousands of EUC applications to meet the compliance standards set by the regulatory deadline.



Solution

Powered by our proprietary EUC automation platform built on Appian, we provided a 100% configurable approach to rapidly move EUCs from a manual, email and spreadsheet- centric process to an open-architecture-based IT application.



Outcome

90%

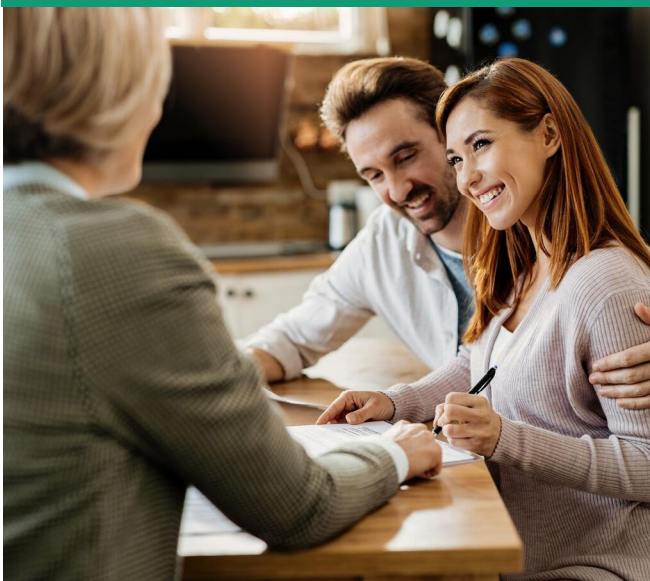
low code development

50%

reduction in SDLC lifecycle

90%

production run compliance



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



Business challenge

The client's focus was to optimize & consolidate their technology service offerings within the retirement & settlement space to boost operational efficiency and productivity, while simultaneously minimizing the redundancy of full-time equivalent (FTE) effort across 16 distinct workstreams involved in manual, repetitive tasks, follow-ups and collaboration.



Outcome

~85

operational FTE effort reduction across 16 different workstreams

30%

better visibility and transparency in transactional case processing

40%

turnaround time reduction due to intelligent contact center automation

Better

agility, scalability and maintenance of complex rule-based applications



Solution

We successfully implemented a customer-centric, digital-first operating model across 16 workstreams using an Appian-driven orchestration layer. This model integrated a unified service management layer that enabled automated processing of service requests, significantly reducing cycle times for handling customer inquiries and complaints while maintaining human oversight.

Additionally, we incorporated generative AI to automate customer support, including contact centre operations and claims' settlement processes.

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



Business challenge

The customer's existing technology ecosystem for corrective and preventive action management (CAPA) in the medical device manufacturing process was plagued by data inconsistencies and technical issues. It lacked real time collaboration capabilities hindering the future expansion possibilities. The system also experienced significant delays with wait times averaging 15 minutes during case progression.



Solution

We automated the entire CAPA process, including event management, record management, CRB process monitoring and approvals through an intelligent workflow system. It ensured SLA adherence and included an escalation mechanism, while an intuitive interface was developed to boost user engagement. We reduced development costs, enhanced scalability and case processing speed, and integrated an AI-embedded data fabric architecture to improve process integrity.



Outcome

Improved

process to reduce 80% of time for event/issue creation; automated process to remove 50% of manual intervention

Intuitive

'one stop' for quality problem solving tool which is engaging and efficient for all stakeholders, including owners, facilitators, leadership and auditors

Better

decision making and management of issues pre-CAPA & clear hand-offs /visibility with key related processes & risks

Wider

stakeholder engagement in CAPA- encouraging cross functional CAPA model



Implemented a standardized digital order management workflow for a multinational tire manufacturing corporation



Business challenge

The client, specializing in custom Engineer to Order (ETO) tires, sought to enhance order visibility and processing efficiency. Their existing manual workflow led to extended lead times and late detection of material shortages, compounded by a lack of a unified tracking system. They needed a scalable, cost-effective solution to address these inefficiencies.



Solution

Wipro thoroughly transformed the ETO process by implementing a comprehensive digital workflow, enhanced with an intelligent rule base and integrated AI ecosystem for anomaly detection during pre-procurement shipment inspections. Additionally, a defined SLA-based escalation matrix & AI-enabled business activity monitoring reports were introduced to significantly improve order visibility & processing speed.



Outcome

75%

reduction observed in order processing cycle time

30%

reduction in manual effort

50%

improvement in efficiency, while delivering quality inspected finished goods

25%

improvement in product quality

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



Business challenge

The business challenge centered on automating the validation of clinical prescription images received through various channels, such as fax and shared drives, particularly for specialty drugs. The client urgently required an automated system for prescription classification, data ingestion, and straight-through processing to ensure efficient quality assurance and authorization.



Solution

Wipro is currently standardizing, simplifying, and automating the end-to-end process by utilizing generative AI for automated prescription classification, zero-touch data ingestion, and intelligent rule-based workflows for seamless case processing. This solution streamlines the pre-QA, authorization, and referral stages of the prescription ingestion lifecycle, significantly reducing manual handling of sensitive patient information. This transformation initiative ensures full compliance with regulatory guidelines, including HIPAA and the PII data protection framework.



Outcome

30%

improvement in operational cycle time patient care journey management

50%

reduction in manual effort in prescription ingestion & processing

Around

45% increase in customer satisfaction due reduction of manual errors and latency



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



Business challenge

The client's full-time employees were predominantly occupied with manually managing collaboration for publications, which hindered the organization's global impact. The process of managing publications, recommendations & copyrights was inefficiently conducted through emails and word document trackers. This manual system lacked comprehensive process visibility, SLA-driven approvals, and collaborative contributions, along with reviews of research articles.



Solution

As a strategic transformation partner, Wipro helped digitize the client's processes within their existing tech landscape. We developed an integrated product management system that ensures workflows are fully documented and digitized from end to end, enabling complete visibility and real-time monitoring through key stakeholder engagement throughout the publication & copyright management lifecycle.



Outcome

Implemented

unified process management & SLA-driven lifecycle tracking for research publication and copyright management processes.

Significantly

reduced technical debt and fragmented case management through integrated unified process management.

Achieved

a 40% improvement in the efficiency of the management lifecycle.



Ambitions Realized.

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