

Our Solution Offerings



EUC Remediation for Financial Services Companies

End-user computing (EUC) applications such as Microsoft Excel and Access have been an essential part of many operations in the financial services industry, allowing end-users to manage, control and manipulate data quickly and efficiently. While these application features make EUCs appealing and critical to business structures, they pose various challenges and risks including:



High risk of fraud & errors in financial statement or adjustment due to **manual interventions**



Increased cost of operations due to dependence on **desktop-based business applications** & direct and in-direct risks it poses



Regulatory and compliance challenges due to changing regulatory compliance requirements



Lack of recovery, forensic and audit capability



Wipro's EUC Remediation framework enables financial companies to solve their operational challenges with solutions that remediate high-risk EUCs while meeting compliance standards. The framework is built on the following components:

- Advisory expertise: Wipro provides transformation and process simplification consulting services
- EUC automation platform: A proven workhorse for EUC remediation
- Partnership with Appian: IP development and joint go-to-market solutions
- Ability to address buyer needs across the organization – CRO, CDO, CIO

Challenges



Gaps in just-in-time communication between doctors, hospital staff, patient parties, and support teams.



Delays in treatment agreement, discharge process, billing, and patient handover due to communication breakdowns.



Limited hospital staff capacity stretched by discharge planning, follow-ups, and surgical coordination.



Operational bottlenecks caused by manual coordination with finance and medicine procurement teams to support growing patient volume.

Key Benefits

- End-to-end treatment visibility for patient parties with AI-powered patient discharge prediction. Keeps patient party informed of any upcoming expenses/formalities.
- Gen-AI generated patient history briefs and personalized diet plans support informed care planning.
- Operations team dashboard ensures right-sizing during high discharge volumes.
- AI co-pilot accelerates billing and insurance claims for faster processing.
- Discharge alerts help mobility teams prepare logistics in advance.



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.



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 & supplier evaluation. The system smartly routes orders, extracts content & inspects deliverables against benchmarks, optimizing operations and ensuring quality compliance.

Challenges



Delays in production due to manual management of manufacturing orders and raw material procurement.



Inefficient order status monitoring through manual email communications.



Limited visibility and transparency in the manufacturing lifecycle, raw material stock levels, replenishment lead times, & quality assurance processes for pre-shipment equipment inspection.

Key Benefits

1

Automated Document Extraction & Reconciliation – Appian Gen-AI skill classifies & extracts content from uploaded PO documents using advanced prompt engineering.

2

Smart Routing – Leverages AI to analyze manufacturer capabilities and timeliness, automatically selecting and forwarding POs to the optimal manufacturer.

3

Automated Inspection – Utilizes AI-powered rules for intelligent comparison, providing metrics to detect deviations in the manufacturing process from specified standards.

UtiliServ 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.



Challenges



Delays in service lifecycles due to manual onboarding & complaints management processes.



Customer dissatisfaction from inadequate real-time notifications and multiple disjointed front-end touch-points such as registration and service request portals.



Inefficient decision-making and operational inefficiency due to poor analytics and limited audit trails, affecting task prioritization for utility managers.

Key Benefits

1

Gen-AI co-pilot assisted customer portal enables multiple actions, including reporting power outages via Open-AI chat.

2

Gen-AI facilitates classification, ingestion & verification of address proof and identity documents.

3

Field agents update tasks on-the-go through the Appian mobile app.

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 & 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.

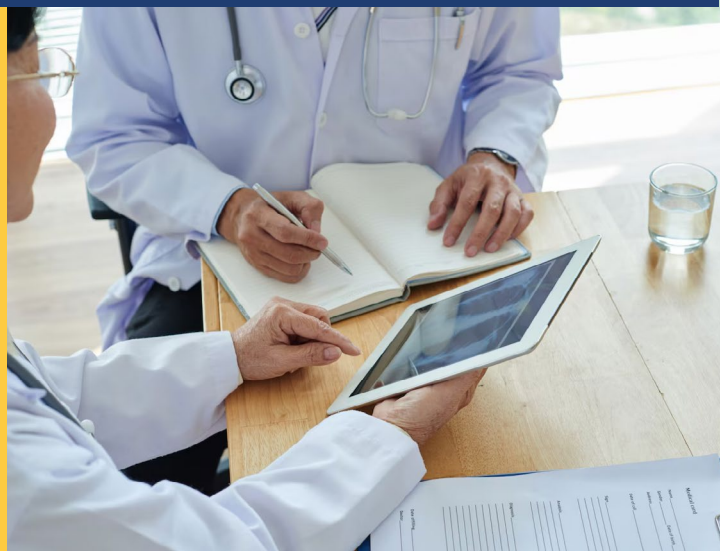
Key Benefits



The Gen-AI powered solution enhances data accuracy by 90-95% and reliability, minimizes manual errors, and efficiently manages large prescription volumes.



It ensures streamlining of compliance and process standardization while enhancing collaboration between various strategic business units with AI enabled task routing, SLA management and real-time chatbot enabled dashboard.



Challenges

- Manual prescription data capture is error-prone, leading to issues like misclassification and incorrect entries, and is time-consuming, affecting operational efficiency.
- Subjectivity in manual indexing can cause inconsistencies, and scalability is challenging as it requires additional resources and workload management.
- Manual management of sensitive prescription data raises security concerns, risking unauthorized access and non-compliance with standards like GDPR and HIPAA.

Challenges

Almost every industry in current volatile business environment is facing enormous number of challenges in managing risk around efficient and effective operational service management. The prevalent industry challenges observed in industry are defined below:

- Customer requests/complaints are received via different channels using different technologies
- Duplication of service requests (multiple tickets created)
- Fragmented processes and systems – chatbots, contact center, emails, web forms, mobile app
- Manual/Semi-manual processes – agents having to use multiple systems to find customer information and provide

Key Benefits

- Create a customer first organization through digitally enabled platform and tools through improved – Self Service and Omnichannel Experience.
- Improve risk and control processes through removal of manual errors with end-to-end automation
- Increase automation via Straight Through Processing (STP) via integration with upstream/downstream systems.
- Redesign customer journeys and engagement with online tools and platforms
- **Achieve strategic outcomes:** 15-20% increase in productivity ,20-25% FTE reduction in costs,~ 5-10 Points improvement in Customer NPS ,Improved Transparency and Controllorship.



Universal service orchestration Suite

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 and unlocks unprecedented agility. Let AI-driven automation and robust analytics supercharge your operational service management, breaking down silos and 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.



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 & brand reputation all at once.

Key Benefits



Intelligent Automation: Gen-AI enabled context driven personalized resolution enhances customer experience.



Real-time process insights: AI powered process HQ based status monitoring, bottleneck identification, and simplification of complaints management journey for greater customer satisfaction.



Configurability: Customizable workflows to easily adapt on changing business requirements.



Secure, self-service portal: Secure and intuitive interface to raise the complaints and to complete important tasks assisted with AI driven co-pilot.

Challenges

- Persistent delays and inefficiencies in complaints handling and resolution across industries.
- Lack of unified routing, centralized complaint management, and consistent experience for customers.
- Inability to offer personalized, AI-enabled complaint solutions suited to specific customer needs.
- Traditional COTS systems lack scalability and flexibility to adapt to changing business demands.

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.



Challenges



Existing PLM systems are expensive, highly customized, and slow post- customization.



Absence of end-to-end guided user journeys and integration into quality assurance processes.



Lack of fit for managing high-end, innovative products in niche segments.



Inefficiencies in supporting cutting-edge manufacturing needs due to system rigidity.

Key Benefits

1

Enhanced Efficiency and Productivity: Gen-AI driven chats & co-pilot can facilitate better communication and collaboration among different teams and departments, helps to get contextual information faster ensuring everyone is working with the latest information.

2

Faster time to market: By accelerating product development, improved computer vision & deep learning driven quality assurance reducing errors drastically, and help companies bring products to market faster.

3

Improved Product Quality: AI enabled quality standard guidelines & benchmarks can help identify potential problems early in the development process, reduces rework allowing companies to take proactive steps to mitigate risks.

4

Personalized Customer Experiences: AI can help manufacturing companies understand customer needs and preferences, allowing them to create products that are better tailored to customer needs without compromising with quality and cost constraints.



Wipro Limited
Doddakannelli,
Sarjapur Road,
Bangalore-560 035,
India
Tel: +91 (80) 2844 0011
Fax: +91 (80) 2844 0256
wipro.com

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,
please write to us at **info@wipro.com**