

OPTIMIZED OPERATIONS BY LEVERAGING MASTER DATA

Wipro is delivering the back office transformation across multiple operating countries through a multi-domain MDM implementation for a Telecom major in Africa and Middle-East

CLIENT BACKGROUND

The client is a telecommunications leader focused on the African continent with >75 million subscriber based across countries in Africa and the Middle East.

INDUSTRY LANDSCAPE

Telecom communication service providers are stressed due to dipping call rates and reducing call volumes requiring them to look at improving efficiencies in operations. Several leading companies are looking at standardizing their back office operations across multiple operating countries and setting up central shared services to provide better control of the operations and costs across the enterprise.

CLIENT NEEDS/OPPORTUNITIES

The client was experiencing extreme cost pressure in several markets across due to several factors like limited growth opportunities in mature markets, rising competition from OTT players like Skype, demanding customers, limited decline in fixed-costs and rising bandwidth requirements needing CAPEX (> \$10 billion in past 5 years).

These business challenges were aggravated further with inconsistent, incomplete and incorrect master-data across the enterprise leading to challenges like:

- Limited capability in securing volume-based discounts from suppliers, searching the correct item in the inventory, performing preventive asset maintenance and tracking
- Multiple fraudulent/disqualified registered suppliers
- Uncontrolled maverick spend

As a result, the group company embarked on a broad transformation initiative across multiple operating companies involving a back-office transformation program across divisions. It includes an ERP & MDM implementation to support divisions and a common shared service center to ensure consistency across business functions and operating companies in 18 countries.



EXPECTED BUSINESS IMPACT



3 – 5 % savings in CAPEX



40% reduction in procurement lead times



Strategic cost-savings across 18 operating countries



Significant reduction in month end closing time

THE SOLUTION

Wipro is the partner for this strategic back office transformation program with a responsibility to implement a global template solution utilizing Oracle E-business suite products and rolling out the solution to 18 operating countries. As part of this program, Wipro implemented an ERP solution to automate SCM, Enterprise Asset Management (EAM), Finance and HR Management Processes. In order to ensure consistent, complete and correct master data to these business processes, Wipro implemented a multi-domain Master data management (MDM) and Data Governance (DG) solution.

- Wipro was responsible for providing advisory and implementation services and used multiple assets to ensure best-in-class solution and faster deployment. Provided advisory services to review and validate the MDM business processes and evaluated Oracle MDM products against clients requirement, leveraging Wipro's PCEF framework(a MDM Product evaluation framework)
- Designed a global template MDM architecture based on Wipro's patented MDM reference architecture
- Centralized master data management of Items, Suppliers, Site and Chart of Account by implementing Oracle MDM hubs. Consolidated master data into MDM hubs utilizing Wipro's patented Data Migration Methodology

KEY HIGHLIGHTS



Implemented the first Oracle Site hub implementation in Africa

Designed an Integrated Site hub enabling asset tracking to identify sites installed at all internal locations and integrated with google maps for better search and visualization



Implemented Oracle Supplier Hub to register master suppliers in a central repository.

Standardized supplier registration, evaluation and communication processes, in turn, enhancing the Spend Analysis process too.



About Wipro Ltd.

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