Unleashing Intelligent Enterprises

Transforming Business Outcomes with AI-Powered Solutions

In today's digital world with rapidly changing markets, businesses have tons of internal, external, structured, and unstructured information. Manual intervention slows the process of value extraction and decision-making from this information. The meager insights thus generated are not "acted upon," resulting in stifled growth. With systems being incapable of responding to changing market conditions, enterprises are unable to comprehend their customers' experiences and fail to personalise and communicate. To address these obstacles, Wipro is enabling enterprises to infuse artificial intelligence (AI) into their operations and gain greater efficiencies, even as markets are disrupted.

Infusing Intelligence into Your Enterprise

Using the power of AI, an intelligent enterprise leverages every available source of information for decision making and acts on them to drive successful business outcomes, empowering the organization to respond quickly to business challenges.

It enables employees to concentrate on achieving those outcomes by automating processes, providing **hyper-personalised** interactions by understanding customer preferences, and inventing **new business models** with guided business decisions.

An intelligent enterprise adapts to shifting business conditions, stakeholder demands, and ecosystem potential. It envisions an **AI platform of the future (with an intelligence fabric built across various systems and databases)** and incrementally builds capabilities to address enterprise use-cases across the entire valuechain. An IE facilitates its workforce to improve productivity and aids in the development and implementation of ethical and reliable AI applications.

Intelligent Enterprise

01 Data
02 Information
03 Insight
04 Decision

Actions & Outcomes

New Revenue Streams

Scalable Technology Platform

Hyper- personalized products/services

Enabling Workforce Development

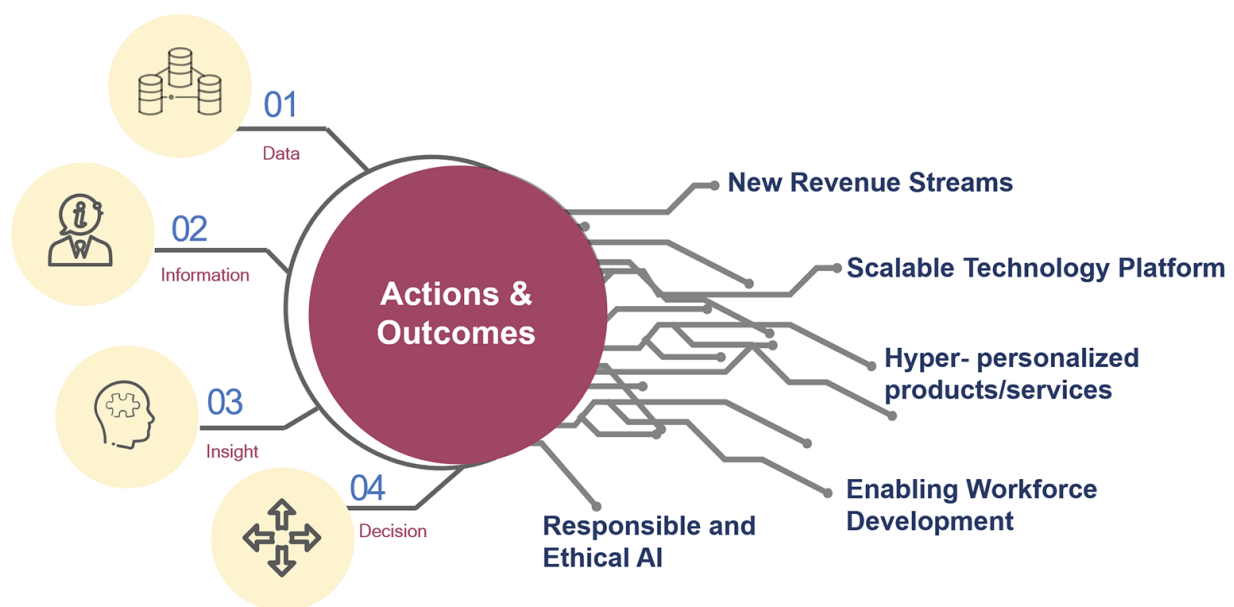**Responsible and Ethical AI**

Figure 1: A look into the foundations of an intelligent enterprise

Get Ahead of the Curve with E-IQ

When assessing human intelligence, we often use the Intelligence Quotient (IQ) as a benchmark. Likewise, Wipro's framework, **Enterprise Intelligence Quotient (E-IQ)**, measures the IQ of an organization's business processes. E-IQ assesses an enterprise's current intelligence infusion level and provides capabilities for stepping up its intelligence quotient.
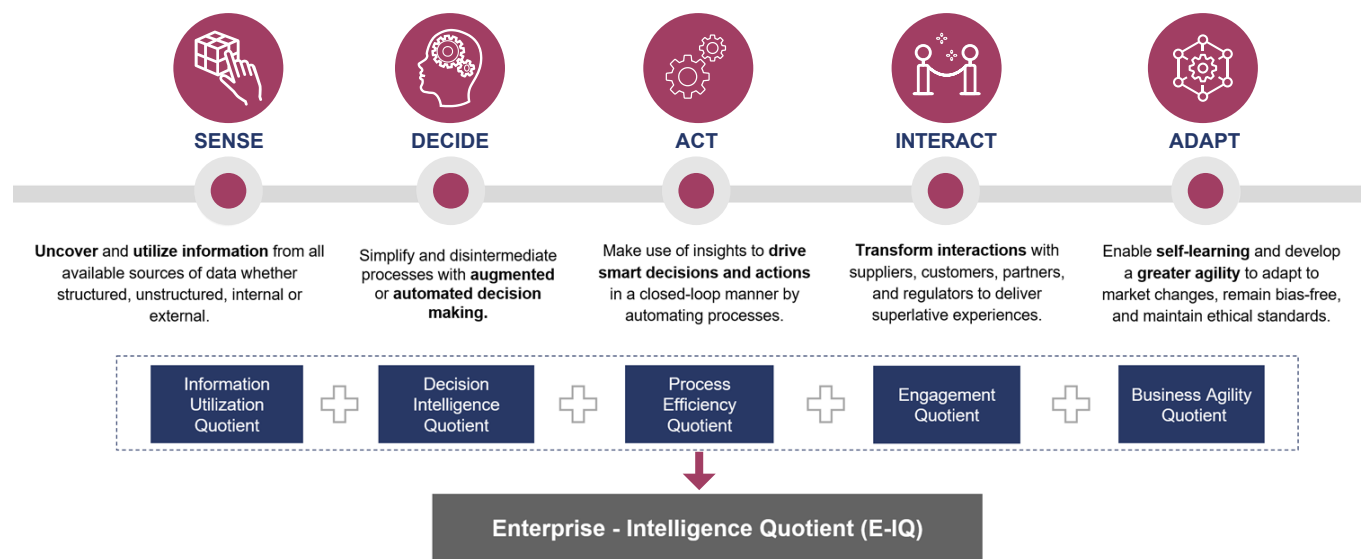

SENSE	DECIDE	ACT	INTERACT	ADAPT
Uncover and **utilize information** from all available sources of data whether structured, unstructured, internal or external.	Simplify and disintermediate processes with **augmented** or **automated decision making.**	Make use of insights to **drive smart decisions and actions** in a closed-loop manner by automating processes.	**Transform interactions** with suppliers, customers, partners, and regulators to deliver superlative experiences.	Enable **self-learning** and develop a **greater agility** to adapt to market changes, remain bias-free, and maintain ethical standards.
Information Utilization Quotient	Decision Intelligence Quotient	Process Efficiency Quotient	Engagement Quotient	Business Agility Quotient

Enterprise - Intelligence Quotient (E-IQ)

Figure 2: The five dimensions of Wipro's E-IQ framework

The Intelligent Enterprise in Action

Wipro's holistic methodology transforms organizations from their **current enterprise state** to an **adaptive intelligent enterprise** by envisioning their desired state and infusing it with intelligence across a list of identified use cases. Following an **E-IQ assessment**, we assess the readiness of the customer's technology stack and recommend an optimal architecture to support artificial intelligence use cases.

Intelligent Enterprise

ADAPT
04
Integrate systems, validate processes, and enhance governance of operations

DELIVER
03
Implement best practices and efficiencies with an agile approach

ARCHITECT
02
Adopt AI-based technologies & infrastructure to enhance business decisions

ENVISION
01
Assess E-IQ and the enterprise's desired state
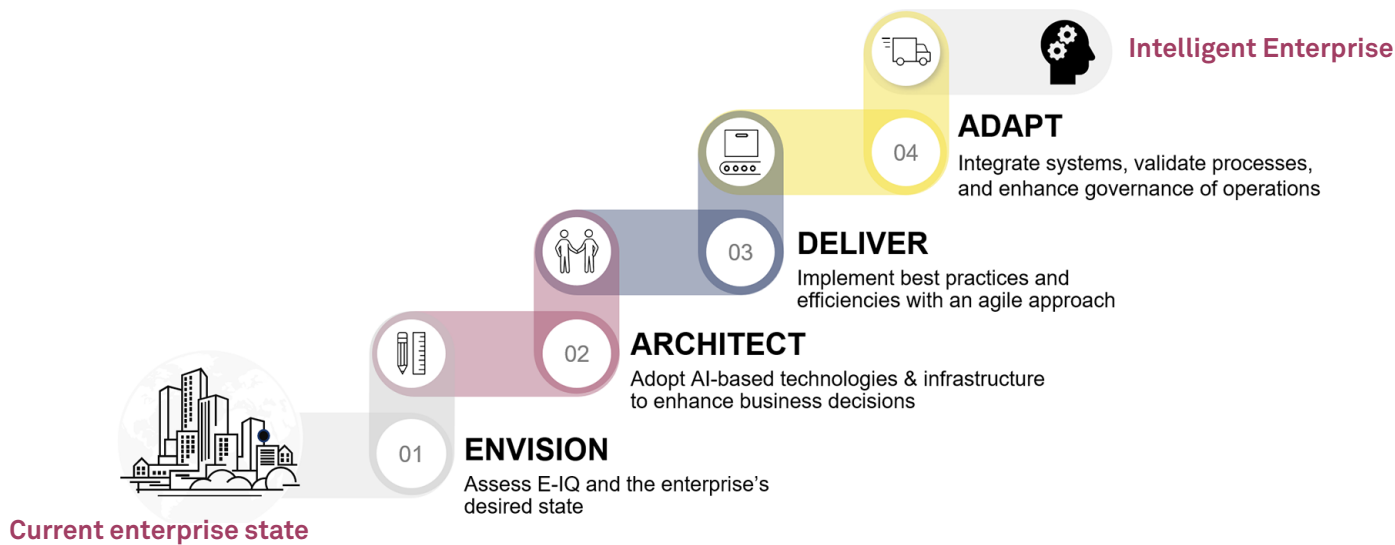
Current enterprise state

Figure 3: The intelligent enterprise journey

Wipro's expertise in rolling out AI solutions has led to multiple best practices, which reduces the implementation cycle time. Our Responsible AI with Design for Trust solution ensures that these models are transparent and unbiased. Once the models are deployed and in development, we monitor, validate, and recalibrate them to ensure optimum accuracy and efficiency.

Delivered Outcomes

- **New revenue streams**
  Gain market advantage by using intelligence to develop new business models.

- **End-to-end digitized operations**
  Significantly reduce operational cycle times by integrating intelligence into business processes.

- **Hyper-personalized customer experiences**
  Use AI to develop effective engagements with just the right incentives for customers.

- **Favourable Outcome-Shaping**
  Simulate business outcomes with valuable AI-driven insights to bridge the gap between prediction

An IE Success Story: Touchless Automation of Wipro's HR

Due to extraordinary volumes and process variations for each country we work in, Wipro's Human Resources Shared Services department (HRSS) was facing a series of challenges. To combat this, we evaluated the entire HR value chain and shortlisted a list of use cases using an AI-first approach. We improved our E-IQ from 3 to 7 and generated $25 million in business value. Learn about the other results we achieved at our blog.

Wipro's AI expertise has also been recognized by The Hackett Group in the 2021 Digital Awards, where we won in the AI-led automation category for the "Hire-to-Retire - Employee Onboarding and Engagement" solution that embodies our transformation of HRSS infusing intelligent technologies.

Our Partner Ecosystem

Take the next step and start your intelligence enterprise journey with Wipro to grow, innovate, and transform.

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