

**Transforming employee
collaboration and
upgrading ease of
operations for a
Japanese origin
custodian bank**



Client background

Client: A Japanese origin custodian bank, based in USA.

Industry: BFSI

Products or services: Asset management, real estate management, financial services and consulting services.

Geography or areas of operations: USA

Challenges

The client was facing a number of issues that needed to be addressed so as to ensure increased efficiency for the client at an organizational level. The employees were spending a lot of time in identifying correct documents across differently managed processes thereby decreasing efficiency at a business level. Most of the information was decentralized, so it was difficult to cross-train and upgrade processes. A number of parallel projects had an enormous list of tasks, backlogs, resources and reporting needs. Therefore, the client wanted a centrally organized project portfolio management for project management and cost control.

Solution

The client selected Wipro as its IT solutions and services partner. Wipro helped with identifying the key use cases, business service prioritization, product evaluation consulting, solution roadmap and indicative cost projections. Wipro took the following approach in delivering the solution:

- Assess – Interviewing and assessing the existing services and listing an expected list of services
- Prioritize - Providing a weightage and timeline priority

Increased ease of operations with IT project management, business operations and CXO visibility across processes.

- Validate – Revalidating our understanding of the issues
- Score – Scoring as per primary and secondary research
- Recommend roadmap – Recommending a cost and solution roadmap



Business impact

The benefits reaped by the customer were as follows:



Wipro helped define the optimal solution architecture for the client in order to inculcate our vision into the solution.



The client was also able to swiftly upgrade employee experience and increase productivity with an all SaaS collaboration and PPM platform integrated architecture.



Wipro Process & Enterprise Transformation (PET) consulting team worked closely with customer stakeholders to understand their as-is people, processes and project management modus operandi at a leading Japanese custodian bank; and helped bring in thought leadership for the right technology solution selection in collaboration and project portfolio management space.

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