With business environment becoming increasingly competitive, organizations are looking for transformation through re-design of processes, organizational structure and technology. Wipro's Enterprise Operations Transformation (EOT) is a modular framework based on the concepts of ‘Simplification’, ‘Automation’, ‘Intelligence’, and ‘Immersive Experience’ that can significantly lower a client’s capex and deliver rapid ROI.

EOT evaluates the front, middle and back office changes in a single framework that can help in achieving a long term impact within stipulated timeframe and costs.

**EOT helps organizations recognize, prioritize and respond to digital disruption**

**EOT framework consists of four levers**

- Simplification for process excellence
- Automation of manual processes
- Intelligence to drive actionable insights
- Immersive Experience to enhance customer satisfaction
EOT reduces cost of service delivery, improves revenue and enhances customer experience

EOT framework overview

Key benefits
- Significantly higher straight through processing
- Enable digitization with speed and flexibility
- Control over upstream and downstream processes (with mobile enabled actionable dashboards)
- Create bandwidth to manage core business

Key features
- Managed services through end-to-end operational transformation ownership
- Incremental ROI
- Single framework for better control and transparency
- Outcome driven approach
- Facilitates right investment to manage “change”

Automation
- Proprietary solutions
- Workflow solutions
- Smart script and utilities
- RPA

Intelligence
- Data visualization
- Predictive and prescriptive analytics
- Cognitive RPA

Immersive Experience
- Wipro’s CX
- Mobile first strategy
- Channel optimization

Simplification
- Lean & Six Sigma
- Shared service setup
- Digitalization

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EOT framework diagram

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