

## GETTING IT RIGHT THE FIRST TIME

Implementing change to suit  
revenue control.



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## INDUSTRY LANDSCAPE

The telecommunications industry is characterized by new technologies, services, and huge capital investments to make content accessible through any device anywhere. About 2 to 5 percent of all the services delivered by the world's largest telecom providers is unbilled because of inefficient or misaligned processes. Despite significant investments in new and upgraded solutions, order-to-cash processes remain inefficient.

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## THE OPPORTUNITY

The client was receiving high amount of unclean orders (>25%) and the cycle time was 5 to 7 times higher compared to a clean order. Around 50% of orders were failing straight through processing, that resulted in increased volumes and affected delivery timelines. Service introduction and deployment management activities were significantly cut down by around 60%. Savings were not made from labour arbitrage but from better management of processes.

Wipro enabled 63% reduction  
in Order rework; from 40% to  
less than 15% and improved  
the average lead time by 70%.

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## CLIENT BACKGROUND

The client is one of the world's leading communications services providers, headquartered in UK catering to the needs of customers in over 170 countries worldwide. Their main activity is provisioning of fixed-line services, broadband, mobile and TV products and services as well as networked IT services.

## CHALLENGES

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- Unclean orders in different formats as per the ordering regions
- Upstream processes were missing the critical steps required for downstream processes to perform
- Around 50% of failed right-first-time checks on an end-to-end cycle lead to increased volumes and affected delivery timelines

## SOLUTION

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- Automated / error proofed the workflow to establish continuous flow
- Root cause analysis on unclean orders done to gather the major points of failure. Unclean orders sent back to upstream processes
- Creation of Flex Pool (by cross training various resources) to tackle bottleneck in production
- Amalgamation of teams to create a common workforce for demand fulfilment

## BUSINESS IMPACT

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- 63% reduction in rework from 40% to less than 15%
- 70% reduction in average lead time for delayed orders from 23 days to 7 days

## About Wipro Ltd.

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Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of "Business through Technology" - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation, and an organization wide commitment to sustainability, Wipro has a workforce of 140,000 serving clients across 57 countries.

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## DO BUSINESS BETTER

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