



Tech company undergoes
finance transformation
with a strategy switch



An American technology company realizes 40% productivity benefit and savings of \$2 Million over 5 years by transferring shared services center ownership to Wipro.

Client Background

- **Client:** American multinational technology company
- **Industry:** Technology
- **Products and services:** Network equipment
- **Area of operation:** Worldwide
- **Number of employees:** Over 11,000

Challenge

General accounting at the client's was dependent on accountants, leading to process delays in Book Close and Financial Close. This led to high running cost of operations and affected operational efficiency. Issues related to lack of standardized processes resulted in the need to enable adequate IT systems and transformation tools to simplify processes. The aim was to bring in contingency measures to reduce extended month-end close and manual time-consuming processes. The client needed a partner with expertise in financial planning and analysis (FP&A) to realize benefits through standardization and compliance.

Solution

Wipro deployed Base)))™ Task Management tool, a proprietary business platform designed to enhance process efficiency while addressing cost control in the finance process. The tool supported automated workflow and tracking of deliverables to bring in efficiencies in reporting and compliance. Wipro also took over operations of the client's Global Shared Services, which provides services across USA, Canada, Germany, Australia, Thailand, Singapore, Philippines, Vietnam, Indonesia, and Malaysia. Post initial transition, Wipro added the following operations:

1. Country Accounting process for Japan, Korea, New Zealand, Australia and India
2. GST implementation support in India-based accounting process

3. Coupa and Vertex (Tax engine) implementation support in Asia Pacific
4. FP&A process for Asia Pacific
5. Manual wire payments process
6. Travel and Expenditure audit process
7. Procurement related backend support for global sales organization
8. Transition support for networking business divestiture in revenue assurance and inventory accounting processes
9. Support for RevPro (Revenue Recognition Automation Software) upgrade to higher version

Highlights of the engagement

- Activities including due diligence, financials, statement of work agreements, HR change planning were managed within two weeks
- Rigorous and continuous communication with employees was maintained via open houses, leadership connect, and policy clarification sessions
- Around 2000 operating procedures and process flows were created/updated to meet the objective of process documentation

Additionally, feasibility study towards Robotic Process Automation enablement for processes such as Accounts Payable, Cash Accounting, Inventory Accounting, FP&A and Revenue Assurance was completed.

Business Impact

With effective process controls, the client gained increased efficiencies, which translated to 40% productivity benefits over five years. About 30%

of the client's Finance team and 60% of the Controllershship team were rebadged to Wipro. Top notable business impacts of the engagement are:



Wipro was involved at a stage when minimal process metrics were being considered. We proposed a solution-led transformation plan for all their core functional roles including Controllershship, Revenue Recognition, and FP&A. We are delivering value to the client's CFO organization through comprehensive management reporting.

Ruchin Chandra
General Manager, Corporate Business
Services, Wipro

**Wipro Limited**

Doddakannelli, Sarjapur Road,
Bangalore-560 035,
India

Tel: +91 (80) 2844 0011

Fax: +91 (80) 2844 0256

wipro.com

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

