

Reimagining People and Change Operations with WINGS HR

An AI powered execution layer for
intelligent HR outsourcing



Introduction

In today's highly disruptive and volatile global economy, customers are seeking trusted advisors who can enable stable operations, drive forward-thinking strategies for sustained growth and deliver measurable outcomes. Even in the people business, CHROs have a keen lens towards efficiency, effectiveness and empathy. With this lens, Wipro has reimagined its People & Change catalogue to provide "proof over promise"



The integration of data and AI is now an expectation. Helping leaders turn AI adoption into measurable, sustainable impact by addressing the people, change and operating model constraints. Read more on the Wipro - HFS study on [‘AI is Ready, but your Operating Model and Change Muscle are not’](#)

Human Resources Outsourcing (HRO) is leading a strategic, experience driven shift driving this imperative of value creation across the enterprise.

WINGS, Wipro's AI-powered platform for enterprise operations, transforms IT and business processes into intelligent, self-evolving ecosystems by embedding AI at the core of service delivery. Built on this foundation, WINGS HR drives the next generation of people operations through a convergence of autonomous AI, intelligent workflow automation, and enterprise-grade platforms.

Designed to execute, optimize, and govern the entire Hire-to-Retire lifecycle, WINGS HR acts as an intelligent execution layer that translates people strategies into measurable outcomes. It combines Wipro's deep people operations expertise with autonomous AI built natively on the ServiceNow platform.

By combining Wipro's HR transformation expertise with the ServiceNow platform, WINGS HR enables organizations to move from reactive HR operations to proactive workforce intelligence.





WINGS HR is the intelligent execution layer for people operations

The organizations that succeed in the AI-driven talent transformation will be those that treat HR as an intelligence-driven competitive advantage.

WINGS HR: The Intelligent Execution Layer for People Operations on ServiceNow

Structured around four lifecycle stages, WINGS HR enables organizations to **Run, Build, and Reimagine** their people and change operations through autonomous execution, intelligent decisioning and predictive insights. Designed to deliver an end-to-end, agentic HR transformation, WINGS HR leverages ServiceNow's AI platform powering intelligent autonomous AI across all four stages.

Governed by Wipro's Responsible AI Framework, WINGS HR is an AI library for HR processes that puts people at the center.

The WINGS HR Imperative

1

Native AI Execution at the Core

WINGS HR is designed as an agent-driven execution layer, where AI is embedded at the core of process orchestration. It drives autonomous execution of HR processes such as hiring, onboarding, talent insights, and exit intelligence, enabling real-time decision-making, predictive outcomes, and explainable actions across the lifecycle.

2

Built on ServiceNow

Powered natively on the ServiceNow platform, WINGS HR brings together workflow orchestration, data integration, and AI agents within a secure, scalable, and governed enterprise environment. This ensures seamless cross-functional workflows, auditability, and compliance, making it production-ready for large global enterprises from day one.

3

Unified Hire-to-Retire Execution

Unlike fragmented HR tools, WINGS HR covers the entire employee lifecycle from Talent Acquisition to Offboarding within a unified execution framework. It enables organizations to run, build, and reimagine people operations holistically, eliminating silos and delivering consistent employee experiences at scale.

4

Responsible AI with Built-In Governance

WINGS HR is governed by a Responsible AI framework, ensuring every AI-led decision is fair, transparent, explainable, and auditable. This embedded governance layer enables organizations to adopt AI in HR confidently, meeting regulatory, ethical, and compliance expectations while preserving trust.

WINGS HR across the Employee Lifecycle

1

Talent Acquisition (Hire)

WINGS HR enables faster, fairer, and insight-driven hiring, reducing time-to-hire while improving quality of hire. It automates recruitment from requisition to shortlist. Job descriptions, interview question banks, resume screening, and candidate ranking are generated autonomously, with explainable AI ensuring transparency, traceability, and compliance across every hiring decision.

2

Onboarding (Empower)

The employee experience begins on day one, and WINGS HR ensures it is seamless, personalized, and proactive. New hires receive guided support through a virtual employee assistant that answers onboarding queries, tracks task completion, resolves payroll and policy questions in real time, and captures sentiment throughout the onboarding journey. HR teams gain continuous feedback to improve onboarding effectiveness at scale.

3

Talent Development (Grow)

WINGS HR enables proactive talent management driven by intelligence, not instinct. It aggregates signals across performance, engagement, learning, and skills data to surface actionable insights. Employees are matched to internal opportunities and mentors, while managers receive predictive retention risk indicators, enabling early intervention and informed workforce planning.

4

Offboarding (Retire)

The exit experience is as critical as the entry experience. WINGS HR automates exit workflows, provides a virtual exit assistant, generates contextualized interview questions, and analyzes employee sentiment throughout the offboarding journey. Organizations capture structured intelligence to understand attrition drivers and improve future retention strategies.



Expected Business Outcomes with WINGS HR

WINGS HR translates AI-led HR transformation into measurable, enterprise-scale outcomes across the entire employee lifecycle from hire to retire. By combining agentic AI, intelligent workflows, and the ServiceNow platform, organizations can unlock tangible improvements in speed, quality, experience, and workforce intelligence.

Run HR Better

Reduce hiring cycle times through AI-led requisition support, automated shortlisting, and interview orchestration. Improve recruiter productivity by automating screening and scheduling activities leading to a 60–70% reduction in manual effort and 35–40% faster hiring cycles.

Enable consistent, explainable, and bias-mitigated decision-making. 40 – 50% improvement in quality-of-hire and stronger assessment consistency.

Align Workforce to Strategy

Reimagine Onboarding Experiences

Deliver AI-guided onboarding journeys with virtual assistants and real-time issue resolution. Capture employee sentiment and proactively address friction points, leading to a 30–35% reduction in early attrition and faster time-to-productivity.

Continuously monitor workforce signals using AI agents to predict attrition risks before they materialize. Enable managers to take timely, data-driven interventions resulting in a 20–25% reduction in avoidable attrition and improved workforce stability.

Lead Change and Transformation

Actionable Exit Intelligence

Convert unstructured exit feedback into quantified sentiment and trend insights using AI. Identify systemic drivers of attrition and feed those insights back into talent strategy, leading to a 35–40% improvement in the actionability of exit insights and enhanced retention planning.

The Future of People Operations

The future of people operations is intelligent, experience-led, and AI-enabled. Organizations that continue to rely on fragmented, manual HR processes will face compounding challenges in talent acquisition, retention, and workforce planning.

WINGS HR built on ServiceNow and delivered by Wipro helps CHROs translate bold people strategies into tangible outcomes across the entire employee lifecycle. It provides the architecture, AI library, and execution expertise required to make intelligent HR outsourcing a reality.

Next Steps

Request a live WINGS HR demo to experience the full AI-powered Hire-to-Retire lifecycle in action.





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