



# Manufacturing

Creating new digital strategies for  
operational excellence and superior  
customer experience





The manufacturing industry has faced several challenges in controlling process complexity, managing human error, reducing waste, eliminating inefficiencies and improving the skills required for modern manufacturing.

Wipro works with our clients to create innovative solutions and business models that address volatile markets, tight margins, tighter regulations, compliance pressures, a large talent gap, and other workforce issues. The manufacturing unit at Wipro's Digital Operations Platform helps leading manufacturing organizations across the globe drive enterprise and business transformation and accelerate revenue. By combining our digital and domain expertise across industrial and process manufacturing, automotive and aerospace and defense, we help our customers transform processes, product design, supply chain, and aftermarket/services to achieve digital transformation. Our ongoing investments in emerging technologies like autonomous

systems and robotics, Industry 4.0, blockchain and industrial IoT are helping customers innovate faster and maximize their business value.

Leveraging our team of over 58,000 dedicated professionals in more than 35 global delivery centers with diverse workforce and local supply channel knowledge, we stand out as the best choice for manufacturers on their process transformation and consolidation journey

This enables Wipro deliver benefits like reduced demand-supply gap, decreased procurement costs and improved time-to-market to manufacturers.

With our extensive experience within Digital Operations Platform - Manufacturing, we have delivered various benefits to our customers, including:

**10**  
Mn+

Annual  
transactions

USD  
**500**  
Mn+

Benefits  
delivered

**500**  
+

Six Sigma &  
Lean projects  
executed

**4000**  
+

Core offering  
specialists

**20+**

Global  
languages  
support

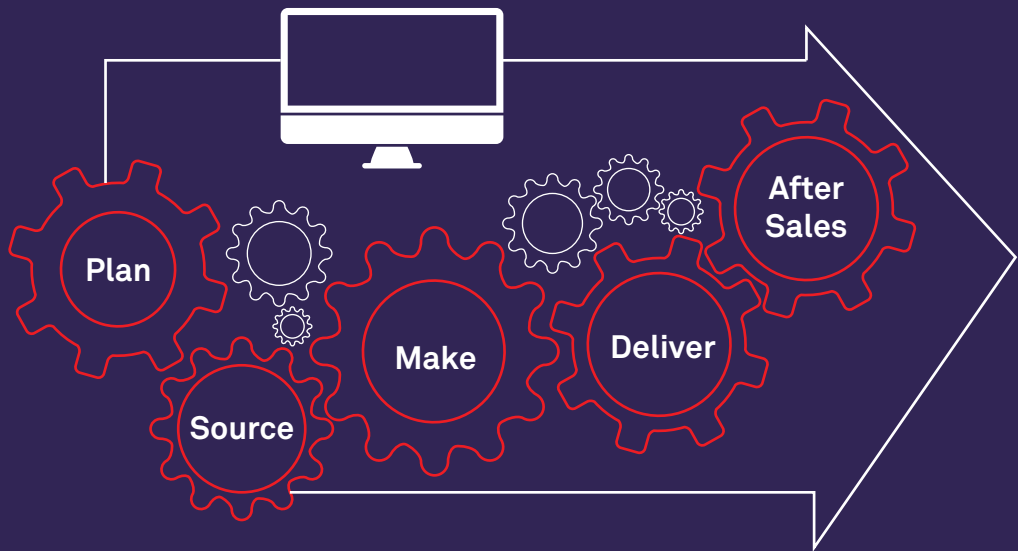




# Key capabilities

We offer end-to-end enterprise services for our manufacturing customers across the supply chain landscape.

enablement, service excellence and productivity improvements.



- Sales and fulfillment
- Finance and Accounting
- Human resources
- Sourcing and procurement
- Knowledge services/ legal process
- After-market services (TechPubs)

# Key benefits

Manufacturers are looking to optimize costs through value engineering and process transformation. While keeping the focus on core operations, manufacturers are engaging with partners to improve their operational support process.

Our solutions use advanced technologies and platforms such as Wipro Base)))™ to streamline processes, Robotic Process Automation (RPA) to improve efficiency and analytics to determine how low-cost channels can be exploited to improve business outcomes and speed-to-market. These proven solutions have delivered over USD 500 Mn benefits to manufacturing customers through cost avoidance, revenue

# Features

-  **Master data management:**  
Vendor master, product master, customer master
-  **Reporting, analytics:**  
Reporting supply chain analytics, compliance support
-  **Compliance:**  
Product, environmental, legal
-  **Content:**  
User manual, localization
-  **Finance & accounting:**  
Accounts payable, accounts receivable, record-to-report
-  **Hire to retire:**  
Recruitment, employee management, wellness



# Highlights

- Over 10 years of strong relationship with a European customer with over 100 FTEs supporting the engagement
- Successfully running operations with more than 160 FTEs for an European customer for over 3 years
- Supporting multilingual queue (German, Portuguese, Norwegian, Dutch, Danish, Spanish, Swedish and French)
- End-to-end support on Accounts Payable, Accounts Receivable, Record-to-Report, Treasury, Collections, Credit Management, Plant Accounting, FP&A and Master Data and Order Management
- Working with a global customer supporting APAC, EMEA and Latin America geos for more than 2 years
- Running record-to-reports operations with more than 120 FTEs with multilingual capabilities (English, Spanish, other Latin American languages, German, Dutch, French, Mandarin, Korean, Thai and Japanese)

**Wipro enables manufacturing organizations overcome uncertainty, enhance performance, and stay competitive in digital transformation space**





## Success story

### Client:

Leading global steel producer

### Challenges:

The client had several non-standardized and manual processes across the globe. The technology was not utilized to the full capacity and process-centric and business-centric metrics were not being monitored to provide business insights. The client also experienced high DSO (Days Sales Outstanding) due to inconsistent debt collection attempts with multiple instances of duplicate payments. Additionally, there was a high volume of vendor queries, resulting from high query resolution cycle time.

### Solution:

Wipro addressed the challenges by implementing a combination of tools, process re-engineering and process optimization methods that included:

- RPA (Robotic Process Automation) to automate manual process of billing and invoice payments
- OCR (Optical Character Recognition) optimization, using digital process maps with Wipro Base)))TM Harmony, Power BI enabled dashboards for real-time reporting on business metrics and duplicate payments check tool
- Shared Service Center re-designing
- Process reengineering to reduce transport inventory backlog, DSO, vendor queries and auto VAT determination
- Language neutralization cheat sheets for better TAT (Turn Around Time)

**Wipro implemented RPA to several of client's non standardized, manual processes thereby delivering business value of around USD 15 Mn**

### Business impact:

The solution and initiatives enabled real-time reporting of business metrics with following benefits:

- 60% process standardization across the board
- USD 12.4 Mn duplicate payments identified
- 82% reduction in transport inventory backlog
- 40% productivity benefits to client
- 36% increase in end customer satisfaction
- 98% automation of billing process
- Business value delivered till date is close to USD 15 Mn



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Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services,

strong commitment to sustainability and good corporate citizenship, we have over 220,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information,  
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