

## FROM PRINT TO PROFITS

Wipro helped a leading manufacturer and supplier of printing and imaging solutions increase reliability of its set of critical applications.



### INDUSTRY LANDSCAPE

The printing and imaging business is evolving from the traditional hardware-oriented printing solutions to end-to-end printing services for enterprises. The requirement is to refine business processes and thereby add greater value to customers. The challenges multiply for printing businesses serving global customers giving rise to the need for agility and the ability to meet customer demands globally.

This demands a shift in the way IT applications are structured and manufacturing data is handled. A more efficient data analysis through applications reduces incidents, enables quicker manufacturing and swift processing of services to customers.

### THE OPPORTUNITY

The client needed a partner capable of increasing the reliability of its set of applications for running its critical production planning processes. Also, system instabilities because of earlier transformational changes needed to be eliminated. We were engaged to help them with system enhancements and to provide real value along with sustainability.

### CLIENT BACKGROUND

The client is a leading manufacturer and supplier of printing and imaging solutions. Headquartered in US, the client provides managed print services, managed software services and professional services globally across industries like banking, education, government, healthcare, insurance and manufacturing.

**100%**

REDUCTION IN  
INCIDENTS OF DELAY

**96%**

POSITIVE END USER CSAT

**50%**

REDUCTION IN BACKLOG  
OF SERVICE REQUESTS

## SOLUTION

Wipro redesigned and re-architected the client's data extraction and transformation applications to increase the reliability of critical business applications.

### HIGHLIGHTS OF THE ENGAGEMENT INCLUDE:

- Putting in place a combination of best practices and performance tuning exercises to handle the load on the applications used, inhibiting production delays and frequent high severity incidents
- Bridging knowledge gaps within the team, thereby improving team motivation through workload balance
- Resource leveling and cross skilling leading to reduction of MTTR
- Conducting Pareto Analysis to enable effective problem management which led to significant reduction in high severity incidents
- Proactive analysis of 7000+ tickets followed by 235+ break-fixes across towers

As a result of this reduction in incidents and outages, the team was able to spend more time on value-adds leading to positive end user CSAT.

We also focused on improving operational excellence through value stream mapping and automation. This led to reduction in backlog of service requests. As part of root cause analysis and continuous improvement drive, there were more permanent fixes for high severity issues.

## BUSINESS IMPACT

The engagement delivered operational excellence through proactive improvements, thereby delivering cost efficiency and enabling the client to achieve:

- Reduced instances of delay from 20 per month to ZERO for the daily planning process
- MTTR reduction to 2.78 hours per ticket from 3.66 hours in the previous year
- Reduction in recurring incidents by a factor of 3
- 40% reduction in high severity incidents
- Reduced duration of planning run by 50%
- Diminishing cost for added scope
- 20% more permanent fixes for high severity issues

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