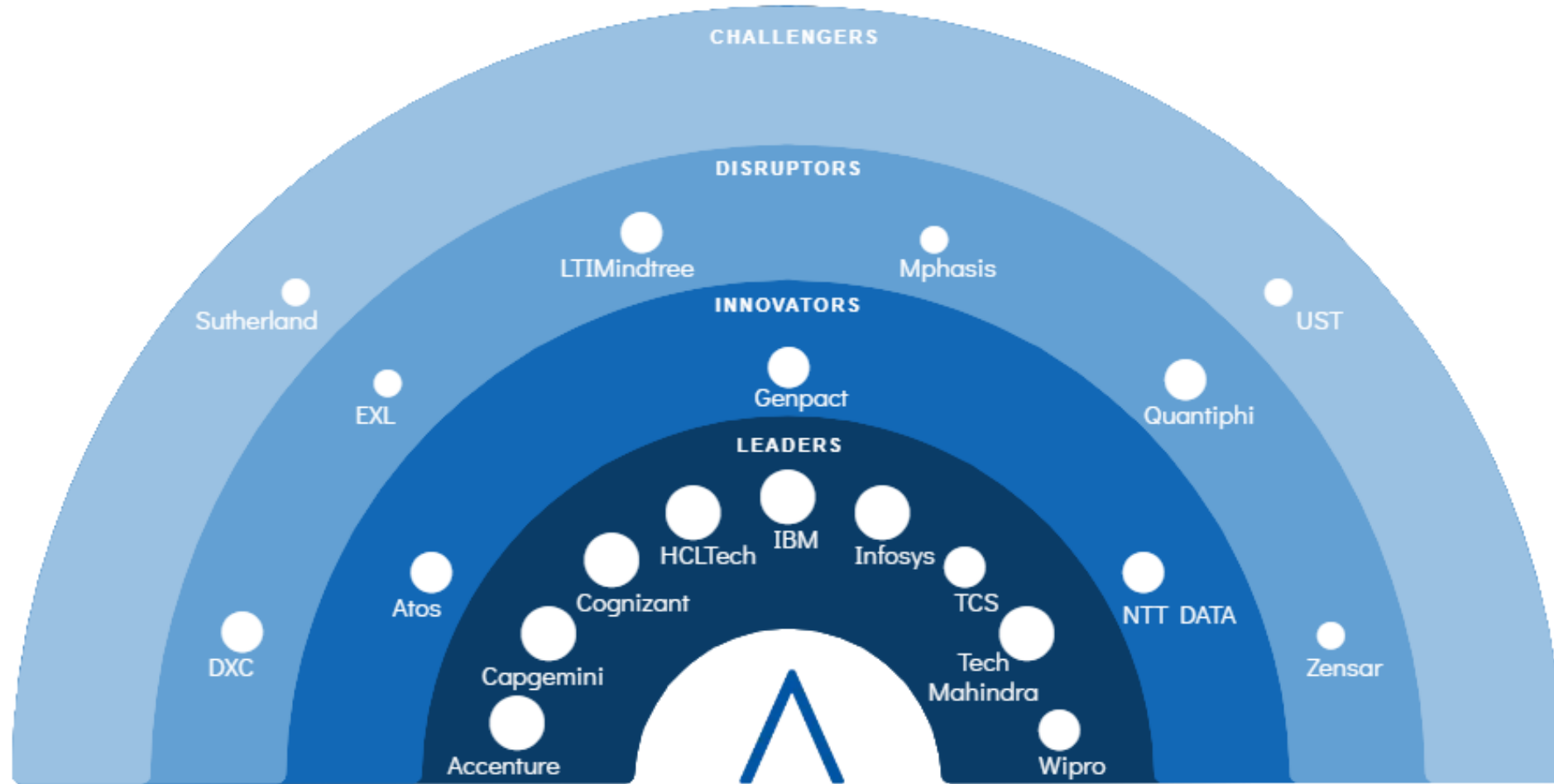# Applied AI Services 2022–2023 RadarView

Service provider profile

May 2023

Avasant recognizes 20 top-tier providers supporting the enterprise adoption of applied AI

Wipro: RadarView profile

AVASANT
RADARVIEW™
LEADER
Applied AI and Advanced Analytics Services
2022

Practice maturity ★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Built strong capabilities around generative AI, NLP, and edge AI with proprietary frameworks and solution accelerators. Investing in AI-specific research and innovation.

Practice overview

- Practice size: 39200
- Active clients: 1155
- External certifications: 4,000+
- Delivery highlights: 19 digital pods, two innovation centers, and four AI labs

| 20+ Prebuilt AIOps scanning packages | 288+ Patents filed in AI and ML |

Client case studies

- Partnered with Ontotext to deploy an intelligent document processing solution for a global pharma firm to streamline data extraction. It saved time by over 75%, reduced manual effort by 60%, and enhanced the knowledge management process 30-fold.
- Deployed Holmes Contract Intelligence at a Europe-based fintech company to streamline the legacy contract management process. It migrated over 700,000 legacy contracts from over 40,000 users, digitized 16.5% of them, and enhanced the metadata extraction process.
- Implemented a generative AI-powered, context-based document summarization solution at a US-based media monitoring company. It automatically identified keywords and generated consistent summaries reducing the total cost of operations by 33%.
- Deployed a generative AI-powered document processing solution at a US-based human capital solutions provider. It processed over 200 unstructured document types, reducing manual efforts by 60% and improving process efficiency by 50%.

Key IP and assets

- Wipro Holmes: An AI automation platform comprising the following AI solution accelerators:
  - Holmes Converse: A conversational AI accelerator
  - Holmes Contract Intelligence: An AI contract management solution
- Wipro Enterprise Generative AI (WeGA): A framework for building generative AI solutions
- Inspect AI: A predictive asset management system

Key partnerships

Technology partners

aws | Microsoft | NVIDIA
IBM | ThoughtSpot | dataiku
OctoML | squirro | Google Cloud

Universities/academia

TEL AVIV UNIVERSITY | Duke UNIVERSITY | Carnegie Mellon University
iit-b | TEXAS The University of Texas at Austin | SWINBURNE UNIVERSITY OF TECHNOLOGY

Sample clients

- A global pharma firm
- A Europe-based fintech company
- A US-based media monitoring company
- A US-based human capital solutions provider
- A US-based food ingredients company
- A UK-based rail company
- A US-based pharmaceutical firm

Industry coverage

Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Professional services
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services ●●●●

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Wipro: RadarView profile

Analyst insights

Practice maturity ★★★★

- Wipro has built a strong suite of AI services focusing on themes such as industry 4.0, metaverse, 5G, edge computing, sustainability, and industry-specific AI solutions. These services are backed by an equally strong suite of solution accelerators focused on technologies such as generative AI, conversational AI, edge AI, computer vision, and intelligent document processing.
- It has built a dedicated CoE around generative AI for assisting clients across healthcare, banking, media, retail, and manufacturing industries. It has initiated pilot projects around critical business use cases such as synthetic patient data for medical simulation, interactive digital assistants for customer onboarding, content generation and moderation, product image and description, and predictive model for supply chain optimization.
- To reduce biases in AI-related decision-making, it has built Holmes for Trustworthy AI, a model assessment framework. This is built on the three parameters of decision explainability, historical data influence, and model fairness to bring transparency to decision-making. The framework is used in sectors such as insurance (for claim approval), legal (for bail grants), and healthcare (for clinical trials).
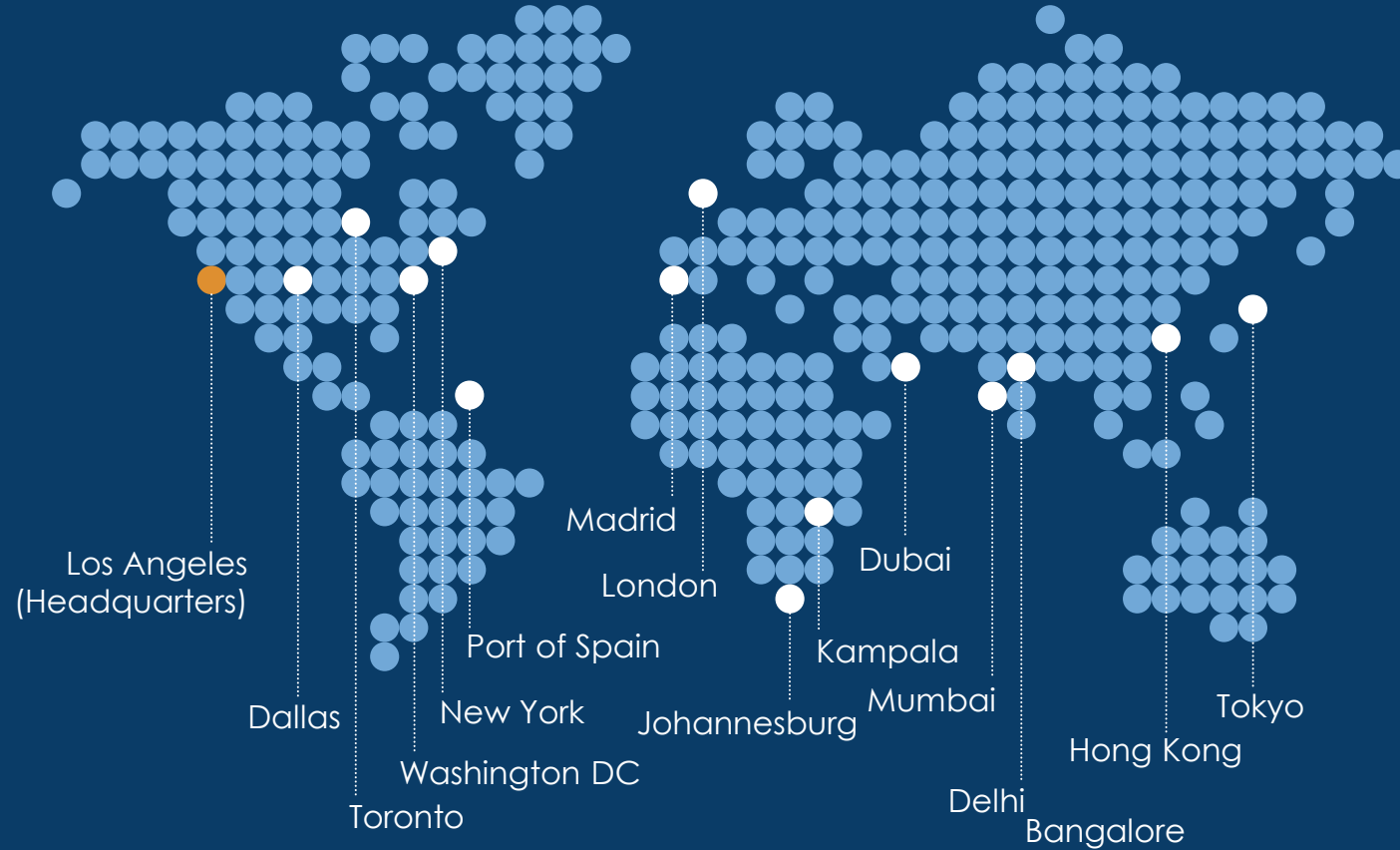
Partner ecosystem ★★★★★

- To expand its portfolio of solutions around computer vision, edge AI, and generative AI, Wipro has collaborated with tech companies such as Nvidia, Pix4D, Precision Hawk, IBM, and Google. Additionally, it is one of the first companies to partner with Microsoft to launch two generative AI-powered solutions, including WeGA-enabled conversational assistant and Wipro Legacy Modernization solution on the Microsoft marketplace.
- To explore innovative AI use cases, it has built an academic partner ecosystem of over 22 universities, such as Tel Aviv University, Carnegie Mellon University, and the University of Texas. It is also jointly working with the University of South Carolina and IIT Patna to build healthcare-specific large language models for generating drug-related insights, with plans to expand this partnership to the legal sector.

Investments and innovation ★★★★★

- Wipro invests heavily in AI research and innovation, with its research team comprising over 300 AI practitioners and product managers and supporting over 60 AI-focused research initiatives. It plans to expand this resource pool by training employees through joint AI Ph.D. programs with universities.
- Through Wipro Ventures, it invests in new-age startups such as Incorta, Vectra, and Avaamo. For instance, in February 2023, through a seed funding round, it invested in Kognitos, a technology company that provides a generative AI-powered business automation platform.
- To expand its AI footprint in the retail industry, Wipro launched a suite of intelligent solutions named Retail Innovation Experience in December 2022. It includes an AI product highlight solution that captures images of products and detects anomalies such as missing items.