Our Capabilities and Offerings

Our Appian Practice

Premier - Strategic Global Alliance Partner

Incubate

Build your first Appian application in less than 8 weeks

evops and

e on Appian
approach

s support to

Appian Partner Awards
appian | 2021
Value Partner Award

EMEA Partner Awards
appian | 2021
Value Partner Award

Partner Solution Awards
appian | 2021
Revenue Impact: EUC Remediation

Partner Solution Awards
appian | 2022
Business Impact Award

500+
consultants

90%
Consultants Appian Certified

100+
Appian projects delivered

3000+
Business process automated

5+
Key industry solutions

Wipro has helped customers achieve business benefits using Appian

40-50%
increment observed in productivity

10x
Times improvement in process turnaround time

75%
Improvement process efficiency

Why Wipro?

End-to-End Services

- End-to-end services for Appian program implementation
- Provide discovery, architecture support, process AI infusion consulting, infrastructure planning, solution design, UX design, development, and support
- Proven scalability leveraging Appian CoE

Technical Expertise

- Unmatched experience in implementing large end-to-end Appian programs
- Expertise in rapid deployment – Appian Expert Services
- Large pool of Appian certified consultants

Wipro Appian Lab

- Re-usable process libraries, assets, reference architecture, design patterns, Gen AI prompts, administration & upgrade factory
- Cloud infrastructure and continuous R&D on new technologies
- Integration with next-gen product and platforms - AI/ML, Gen AI capabilities, open API driven chatbot

Appian Partnership

- Multidimensional relationship- Partner & reseller
- Premier- Strategic global alliance partner
- Close collaboration with Appian- Faster support for issues' resolution in existing engagements

Our Services

Digital Services

- Cognitive robotic process automation service
- Intelligent business process management
- Context driven business rules management
- Intelligent business operation service
- Dynamic case management
- Digital origination service
- Data & service anywhere
- Digital strategy

Advisory & Consulting Services

- Enterprise strategy
- Roadmap definition
- Product advisory services
- Process modelling & analysis
- Business operations maturity

Implementation Services

- Appian implementation
- Business activity monitoring
- Rules modernization
- Product migrations/updates
- Case management

Support Services

- Appian application support
- 24X7 support
- Governance and change management
- Manage & run BPM CoE

Our Unique Service Offering

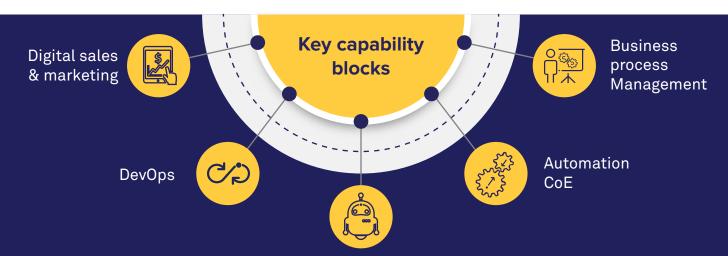| Reimagine	Redesign	Transform
- Reimagine personalization, digital ecosystems, high speed process - Design workshops - Executable interventions with agreed owners - Change portfolio	- Strategic deep-dive workflow design - Business driven quick workflow application design - Experience driven real-time high speed workflow design - Solution & prototyping	- Digital platform implementation - Digitization and automation implementation - Workflow implementation - Dynamic decision implementation

Key capability blocks

- Digital sales & marketing
- DevOps
- Robotic Process Automation
- Automation CoE
- Business process Management

Our Success Stories

Transforming EUCs for banking compliance within a major financial institution:

A large US bank had to transform thousands of EUC's to comply with regulatory deadlines. Leveraging our specialized EUC automation platform developed on Appian, we offered a fully customizable solution that swiftly transitioned EUCs from a manual, email, and spreadsheet-centric process to a robust IT application built on open architecture.

Transforming retirement and settlement management for a leading global insurance corporation based in the UK:

Implemented a customer-centric, digital-first operating model via an Appian-driven orchestration layer across 16 workstreams in pensions, retirement, and settlements, boosting annual productivity equivalent to 85 full-time employees.

Developed an AI-enhanced unified service management system for customer interactions with human oversight. Integrated intelligent automation in customer support, including contact center and claims settlement.

Reimagined customer journeys for quotations, surrenders, withdrawals, transfers, and bereavement services.

Legacy modernization in corrective and preventive action tracking process for a global medical device manufacturer:

Wipro's solution provides a distinctive incident platform for tracking corrective and preventive actions among various users in complex medical device manufacturing. It standardizes quality assurance processes, by utilizing AI-enabled issue tracking, incident creation for collaboration, and monitoring solution turnaround times.

This solution delivers real-time visibility and insights to leadership on prevalent issues, root causes of failures/defects, and unresolved/SLA-breached incidents, facilitating proactive risk management and mitigation planning.

Comprehensive legacy modernization of prescription ingestion & due diligence process for a leading US based specialty pharmaceutical company:

The business challenge involved automating the validation of clinical prescription images for specialty drugs, received via multiple channels such as fax and shared drives. The client required an automated solution for prescription classification, data ingestion, and straight-through processing to enhance quality assurance and authorization.

Wipro is developing a solution that uses advanced AI for precise prescription classification, zero-touch data ingestion, and an intelligent, rule-based workflow to streamline case processing.

Transformative digital automation of research publication collaboration for an international healthcare regulatory body:

The client's employees previously dedicated a significant portion of their time to manually managing collaboration for publications.

Wipro utilized the Appian platform to develop an integrated product management system, ensuring that processes were thoroughly documented and digitized from end to end.

Implemented a standardized digital order management workflow for a multinational automotive manufacturing corporation:

The Engineer-to-Order (ETO) process for the German auto parts manufacturer was becoming inefficient due to extensive paperwork, numerous follow-ups, and disjointed information on raw material stocks.

Leveraging Appian's workflow capabilities, Wipro thoroughly revamped the ETO process by implementing a comprehensive digital workflow.

Our Solutions

User defined application for end user computing remediation

Wipro's EUC Remediation framework, powered by Appian, enables financial companies to solve their operational challenges with solutions that remediate high-risk EUCs while meeting compliance standards. Our strategic interventions deliver comprehensive transformations of how companies govern, manage, prevent, and eliminate EUC risks and inefficiencies.

Smart Order orchestrator solution

Our Smart Order Orchestrator revolutionizes purchase order management in the manufacturing sector by enhancing workflows from procurement to delivery. This solution supports business users with an end-to-end process, leveraging generative AI to classify documents, extract content, and perform real-time analysis on manufacturers' credibility and specialty.

It intelligently routes purchase orders to suitable manufacturers and uses deep learning to inspect deliverables, ensuring timely delivery and compliance with quality benchmarks. This AI-driven approach streamlines operations and optimizes both efficiency and accuracy.

Intelligent customer onboarding and servicing solution

Our AI-powered solution revolutionizes the onboarding and servicing of both institutional and retail financial customers by streamlining the entire process from digital onboarding to KYC, significantly reducing turnaround times and enhancing executive productivity.

This platform seamlessly integrates across fragmented systems with an AI-infused data fabric, automating document extraction and classification, and providing actionable insights with co-pilot assistance. It ensures a smooth customer experience and robust governance through AI-enhanced chat support, optimizing the entire service chain.

Zero-touch prescription ingestion

Our AI-driven platform transforms prescription management by automatically classifying and extracting medical data from both digital and handwritten clinical documents. This solution streamlines QA, scrutiny, and authorization through end-to-end case management, employing advanced Gen AI for intelligent document processing.

It enhances data quality essential for drug discovery and development, drastically reducing manual processing times. This boosts the productivity of the patient servicing ecosystem and accelerates drug delivery to patients.

UtiliGenie solution

Our AI-powered utility platform revolutionizes green energy services, streamlining electricity connection requests and customer onboarding through automated KYC document processing.

It features an AI-enabled chatbot for immediate resolution of issues like power outages or billing anomalies, and an AI co-pilot that provides process information through a multi-channel self-service portal.

The platform enhances operational efficiency with machine learning-driven dashboards for business activity monitoring, task prioritization, and SLA adherence, offering utility managers and customers clear visibility into consumption trends and operational KPIs.

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Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs.

Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 230,000 employees and business partners across more than 65 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.

For additional information, visit us at **www.wipro.com**