Our Success Stories

Transforming EUCs for banking compliance within a major financial institution

Business challenge

End-user computing (EUC) presents potential vulnerabilities to fraud and inaccuracies. A regulatory authority highlighted these risks, resulting in non-compliance issues for a major US bank. Consequently, the bank was mandated to transform thousands of EUC applications to meet the compliance standards set by the regulatory deadline.

Solution

Powered by our proprietary EUC automation platform built on Appian, we provided a 100% configurable approach to rapidly move EUCs from a manual, email and spreadsheet-centric process to an open-architecture -based IT application.

Outcome

90%
low code development

50%
reduction in SDLC lifecycle

90%
production run compliance

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

Business challenge

The client's focus was to optimize & consolidate their technology service offerings within the retirement & settlement space to boost operational efficiency and productivity, while simultaneously minimizing the redundancy of full-time equivalent (FTE) effort across 16 distinct workstreams involved in manual, repetitive tasks, follow-ups and collaboration.

Solution

We successfully implemented a customer-centric, digital-first operating model across 16 workstreams using an Appian-driven orchestration layer. This model integrated a unified service management layer that enabled automated processing of service requests, significantly reducing cycle times for handling customer inquiries and complaints while maintaining human oversight.

Additionally, we incorporated generative AI to automate customer support, including contact centre operations and claims' settlement processes.

Customer journeys were redefined in key areas such as quotation management, surrender and withdrawal processes, savings transfers, and bereavement scenarios, aiming to streamline experiences and improve overall service delivery.

Outcome

~85
operational FTE effort reduction across 16 different workstreams

30%
better visibility and transparency in transactional case processing

40%
turnaround time reduction due to intelligent contact center automation

Better
agility, scalability and maintenance of complex rule-based applications

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

Business challenge

The customer's existing technology ecosystem for corrective and preventive action management (CAPA) in the medical device manufacturing process was plagued by data inconsistencies and technical issues, lacking real-time collaboration capabilities due to its nature as a custom-built legacy solution. This hindered the essential flexibility and scalability, necessary for accommodating future expansion.

Additionally, the system experienced significant delays, with wait times averaging 15 minutes during case progression, among other performance issues. This inefficiency further compounded the challenges faced in managing CAPA effectively.

Solution

Powered by our proprietary EUC automation platform built on Appian, we provided a 100% configurable approach to rapidly move EUCs from a manual, email and spreadsheet-centric process to an open-architecture -based IT application.

Outcome

Improved
process to reduce 80% of time for event/issue creation; automated process to remove 50% of manual intervention
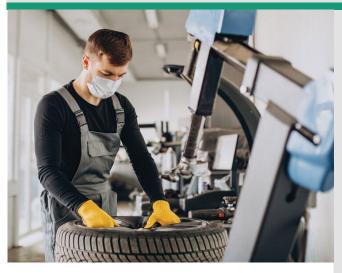
Intuitive
'one stop' for quality problem solving tool which is engaging and efficient for all stakeholders, including owners, facilitators, leadership and auditors

Better
decision making and management of issues pre-CAPA & clear hand-offs /visibility with key related processes & risks

Wider
stakeholder engagement in CAPA- encouraging cross functional CAPA model

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Implemented a standardized digital order management workflow for a multinational tire manufacturing corporation

Business challenge

The client, specializing in custom Engineer to Order (ETO) tires, sought to enhance order visibility and processing efficiency. Their existing manual workflow led to extended lead times and late detection of material shortages, compounded by a lack of a unified tracking system. They needed a scalable, cost -effective solution to address these inefficiencies.

Solution

Wipro thoroughly transformed the ETO process by implementing a comprehensive digital workflow, enhanced with an intelligent rule base and integrated AI ecosystem for anomaly detection during pre-procurement shipment inspections. Additionally, a defined SLA-based escalation matrix & AI-enabled business activity monitoring reports were introduced to significantly improve order visibility & processing speed.

Outcome

75%
reduction observed in order processing cycle time

30%
reduction in manual effort

50%
improvement in efficiency, while delivering quality inspected finished goods

25%
improvement in product quality

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

Business challenge

The business challenge centered on automating the validation of clinical prescription images received through various channels, such as fax and shared drives, particularly for specialty drugs. The client urgently required an automated system for prescription classification, data ingestion, and straight-through processing to ensure efficient quality assurance and authorization.

Solution

Wipro is currently standardizing, simplifying, and automating the end-to-end process by utilizing generative AI for automated prescription classification, zero-touch data ingestion, and intelligent rule-based workflows for seamless case processing. This solution streamlines the pre-QA, authorization, and referral stages of the prescription ingestion lifecycle, significantly reducing manual handling of sensitive patient information. This transformation initiative ensures full compliance with regulatory guidelines, including HIPAA and the PII data protection framework.

Outcome

30%
improvement in operational cycle time patient care journey management

50%
reduction in manual effort in prescription ingestion & processing

Around
45% increase in customer satisfaction due reduction of manual errors and latency

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

Business challenge

The client's full-time employees were predominantly occupied with manually managing collaboration for publications, which hindered the organization's global impact. The process of managing publications, recommendations & copyrights was inefficiently conducted through emails and word document trackers. This manual system lacked comprehensive process visibility, SLA-driven approvals, and collaborative contributions, along with reviews of research articles.

Solution

As a strategic transformation partner, Wipro helped digitize the client's processes within their existing tech landscape. We developed an integrated product management system that ensures workflows are fully documented and digitized from end to end, enabling complete visibility and real-time monitoring through key stakeholder engagement throughout the publication & copyright management lifecycle.

Outcome

Implemented
unified process management & SLA-driven lifecycle tracking for research publication and copyright management processes.

Significantly
reduced technical debt and fragmented case management through integrated unified process management.

Achieved
a 40% improvement in the efficiency of the management lifecycle.

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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.

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