Our Solution Offerings

EUC Remediation for Financial Services Companies

End-user computing (EUC) applications such as Microsoft Excel and Access have been an essential part of many operations in the financial services industry, allowing end-users to manage, control and manipulate data quickly and efficiently. While these application features make EUCs appealing and critical to business structures, they pose various challenges and risks including:
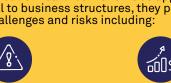
High **risk of fraud & errors** in financial statement or adjust due to **manual interventions**

Increase **cost of operations** due to dependence on **desktop-based business applications** & direct and in-direct risks it poses

Regulatory and compliance challenges due to changing regulatory compliance requirements

Lack of recovery, **forensic and audit** capability

Wipro's EUC Remediation framework enables financial companies to solve their operational challenges with solutions that remediate high-risk EUCs while meeting compliance standards. The framework is built on the following components:

- Advisory expertise: Wipro provides transformation and process simplification consulting services
- EUC automation platform: A proven workhorse for EUC remediation
- Partnership with Appian: IP development and joint go-to-market solutions
- Ability to address buyer needs across the organization – CRO, CDO, CIO

Challenges

Long customer onboarding and servicing time.

Increased risk of data glitch, communication gap and transparency.

Decrease in productivity of front-end and back-office banking and financial executives.

Less management visibility and transparency on individual customer journey.

Limited opportunity in cross selling and upselling based on efficient data mining.

Key Benefits

- Enhanced business growth and customer loyalty through next-gen AI solutions, boosting cross/up-selling opportunities and reducing churn.
- Improved operational efficiency and customer satisfaction with fewer complaints, thanks to AI-driven governance and process acceleration.
- Increased management oversight and seamless customer onboarding and servicing enabled by real-time chatbot technology.
- Reliable customer data integration with zero loss or mismatch, supported by a visual AI-powered data fabric layer.
- Flexible, fully configurable AI co-pilot solutions that adapt to changes, enhancing productivity by 30-50% and reducing manual effort by 40-50%.
- Around 30% reduction in turnaround time & intelligent governance over processes.

Intelligent customer onboarding and servicing

Our AI-powered solution revolutionizes customer onboarding and servicing for financial institutions. It streamlines the entire process, from digital onboarding to KYC, enhancing executive productivity by significantly reducing turnaround times. This platform integrates seamlessly across fragmented systems, utilizing AI to automate document handling and provide actionable insights. It ensures a smooth, efficient customer experience and robust governance through AI-enhanced chat support, optimizing the entire service chain.

Smart order orchestrator

Our AI-powered order orchestration solution streamlines purchase order management in manufacturing. It enhances employee workflows from procurement to delivery, employing AI to ensure timely and accurate order processing & supplier evaluation. The system smartly routes orders, extracts content & inspects deliverables against benchmarks, optimizing operations and ensuring quality compliance.

Challenges

Delays in production due to manual management of manufacturing orders and raw material procurement.

Inefficient order status monitoring through manual email communications.

Limited visibility and transparency in the manufacturing lifecycle, raw material stock levels, replenishment lead times, & quality assurance processes for pre-shipment equipment inspection.

Key Benefits

1 **Automated Document Extraction & Reconciliation -** Appian Gen-AI skill classifies & extracts content from uploaded PO documents using advanced prompt engineering.

2 **Smart Routing -** Leverages AI to analyze manufacturer capabilities and timeliness, automatically selecting and forwarding POs to the optimal manufacturer.

3 **Automated Inspection –** Utilizes AI-powered rules for intelligent comparison, providing metrics to detect deviations in the manufacturing process from specified standards.

UtiliGenie

Our AI-powered utility platform revolutionizes customer engagement for green energy installation requests. It streamlines connection setups and uses an AI powered chatbot for quick issue resolution, such as power outages or billing problems. The AI co-pilot offers easy access to process details via a multi-channel self-service portal. For utility managers, it automates KYC with intelligent document processing for efficient customer onboarding. Enhanced with machine learning, the platform provides detailed monitoring dashboards, task prioritization, and SLA tracking, delivering clear insights to customers on consumption trends and operational KPIs across all service levels.

Challenges

Delays in service lifecycles due to manual onboarding & complaints management processes.

Customer dissatisfaction from inadequate real-time notifications and multiple disjointed front-end touchpoints such as registration and service request portals.

Inefficient decision-making and operational inefficiency due to poor analytics and limited audit trails, affecting task prioritization for utility managers.

Key Benefits

1 AI co-pilot assisted customer portal enables multiple actions, including reporting power outages via Open-AI chat.

2 Gen-AI facilitates classification, ingestion & verification of address proof and identity documents.

3 Field agents update tasks on-the-go through the Appian mobile app.

4 The solution is 100% configurable and supports an omni-channel access experience

Zero-touch prescription ingestion

Our AI-driven platform transforms prescription management by automatically classifying and extracting medical data from both digital and handwritten documents. This zero-touch solution handles QA, scrutiny, and authorization through comprehensive case management. Equipped with advanced AI for intelligent document processing, it enhances data quality for downstream drug discovery and development. By significantly reducing manual data processing times, it boosts the productivity of the patient servicing ecosystem and accelerates the pathway from drug discovery to delivery to patients.
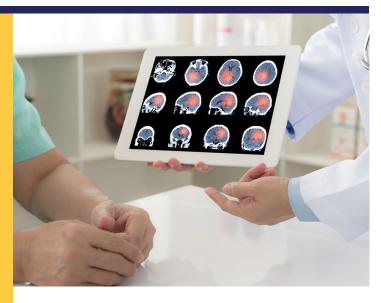
Key Benefits

The Gen-AI powered solution enhances data accuracy and reliability, minimizes manual errors, and efficiently manages large document volumes.

It ensures streamlined compliance through automated workflows and standard processes, while also enhancing collaboration across departments with intelligent task routing and real-time dashboards.

Challenges

- Manual prescription data capture is error-prone, leading to issues like misclassification and incorrect entries, and is time-consuming, affecting operational efficiency.
- Subjectivity in manual indexing can cause inconsistencies, and scalability is challenging as it requires additional resources and workload management.
- Manual management of sensitive prescription data raises security concerns, risking unauthorized access and non-compliance with standards like GDPR and HIPAA.

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