



Wipro – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of Wipro is a comprehensive assessment of Wipro's automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Wipro BPS has ~43,500 employees, with ~12,000 trained in Lean methodologies, ~9,000 trained in Six Sigma, and ~130 enterprise operations transformation consultants.

RPA and AI services lie within the Enterprise Operations Transformation unit within Wipro BPS, which is targeted with introducing technology enablement into Wipro's BPS services.

The company's EoT framework comprises:

- Simplification, covering lean & six sigma, shared service set-up, and digitization
- Immersive experience, covering Wipro CX, mobile first strategy, and channel optimization
- Automation, covering BPM & workflow solutions, smart scripts & utilities, and RPA
- Intelligence, covering cognitive solutions, data visualization, and predictive & prescriptive analytics.



Scope of the Report

The report provides a comprehensive and objective analysis of Wipro's offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology
- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology
- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts
- Revenue estimates for the company's RPA and AI-centric services
- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology
- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

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Report Length

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Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato
Capgemini
Cognizant
EXL
Genpact
HCL
HGS
L&T Infotech
Mphasis
NIIT Technologies
NTT Data
Sopra Steria
Swiss Post Services
Wipro
WNS