



Wipro Holmes[®] Propel

Automate IT & Business Processes

Make AI Your Ally

wipro holmes

Introduction

Every year employees spend hundreds of hours completing tasks that are repetitive, mundane, and do not require any cognitive skills. These tasks are tedious, labor intensive, and prone to human errors. Organizations face difficulty in optimizing resources, leading to high turnaround time and cost for each process. This hinders the improvement in customers experience and causes a drop in retention rate. To tap on to these missed opportunities, organizations require **Intelligent Process Automation** capable of performing complex processes, while eliminating the risk of errors, and allowing companies to improve performance levels & gain edge over the competition.

25-50% of Processing costs are reduced by automating repetitive and high-volume processes or workflows

The Solution

Wipro HOLMES[®] Propel (a Wipro IP) is an Artificial Intelligence powered Automation (IPA) offering that helps manage, automate, and integrate digital processes. It is capable of mimicking user behavior, and over time learns to do it even better.

Propel delivers automation in two ways



Attended Automation

The bots are triggered by the employees to initiate a process. Highly suited for front desk tasks, increasing compliance rate and enhanced customer experience



Un-attended Automation

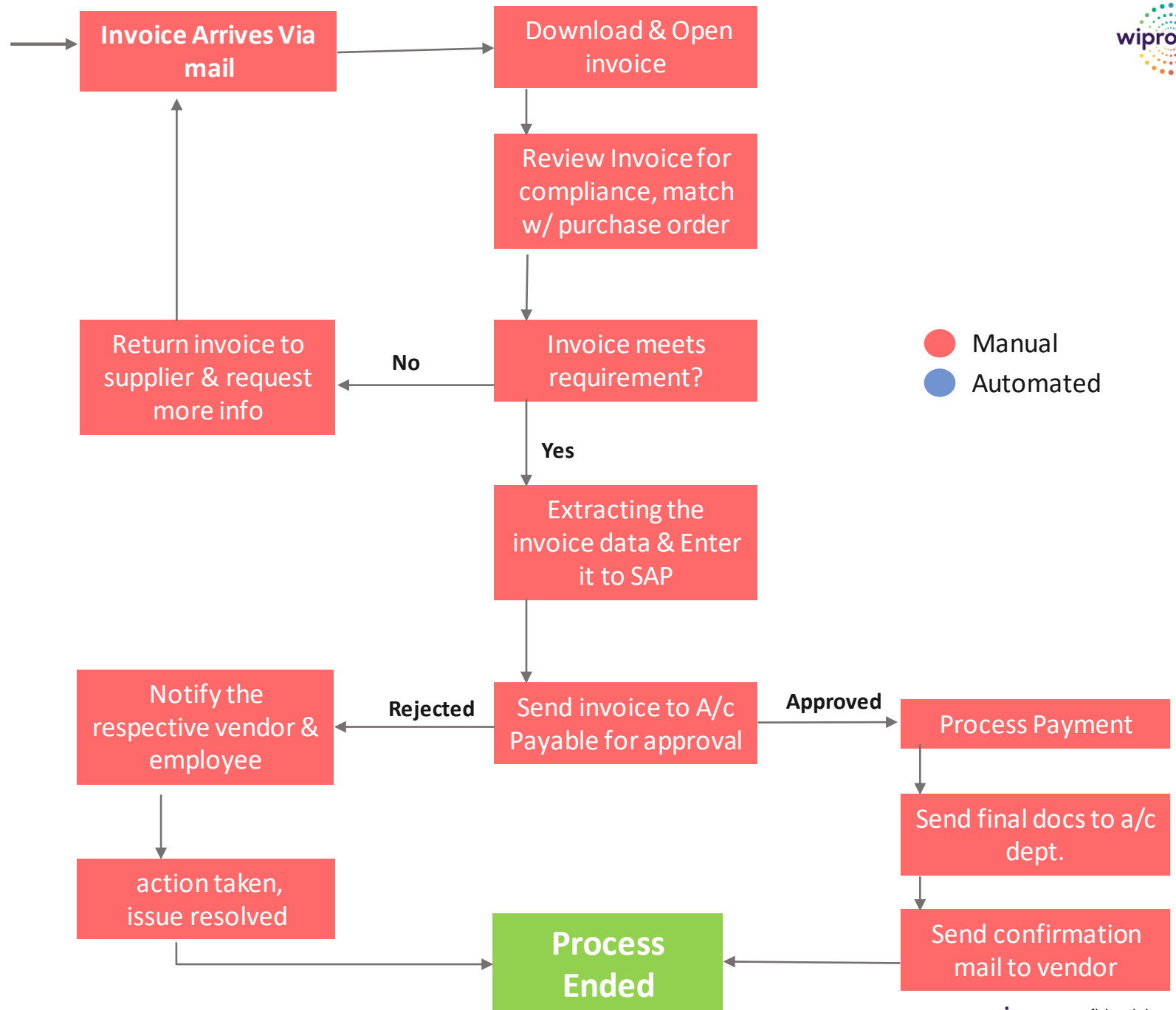
The bots can work uninterrupted 24*7 or as per the pre-set schedule. Highly suited for performing Back-office tasks at scale. Eliminates errors and frees employee's time.

Invoice Processing in SAP

Industry: FMCG

Business Problem

- FMCG Clients receive **hundreds** of invoices from vendors with varying formats.
- Data extracting from each invoice and data entry into ERP applications like SAP is **repetitive, time consuming** and prone to **human error**.
- Manual processing is time and **labor-intensive** and **tedious**
- **Exceptions** need to be handled by employees responsible for the respective vendor on a case-by-case basis

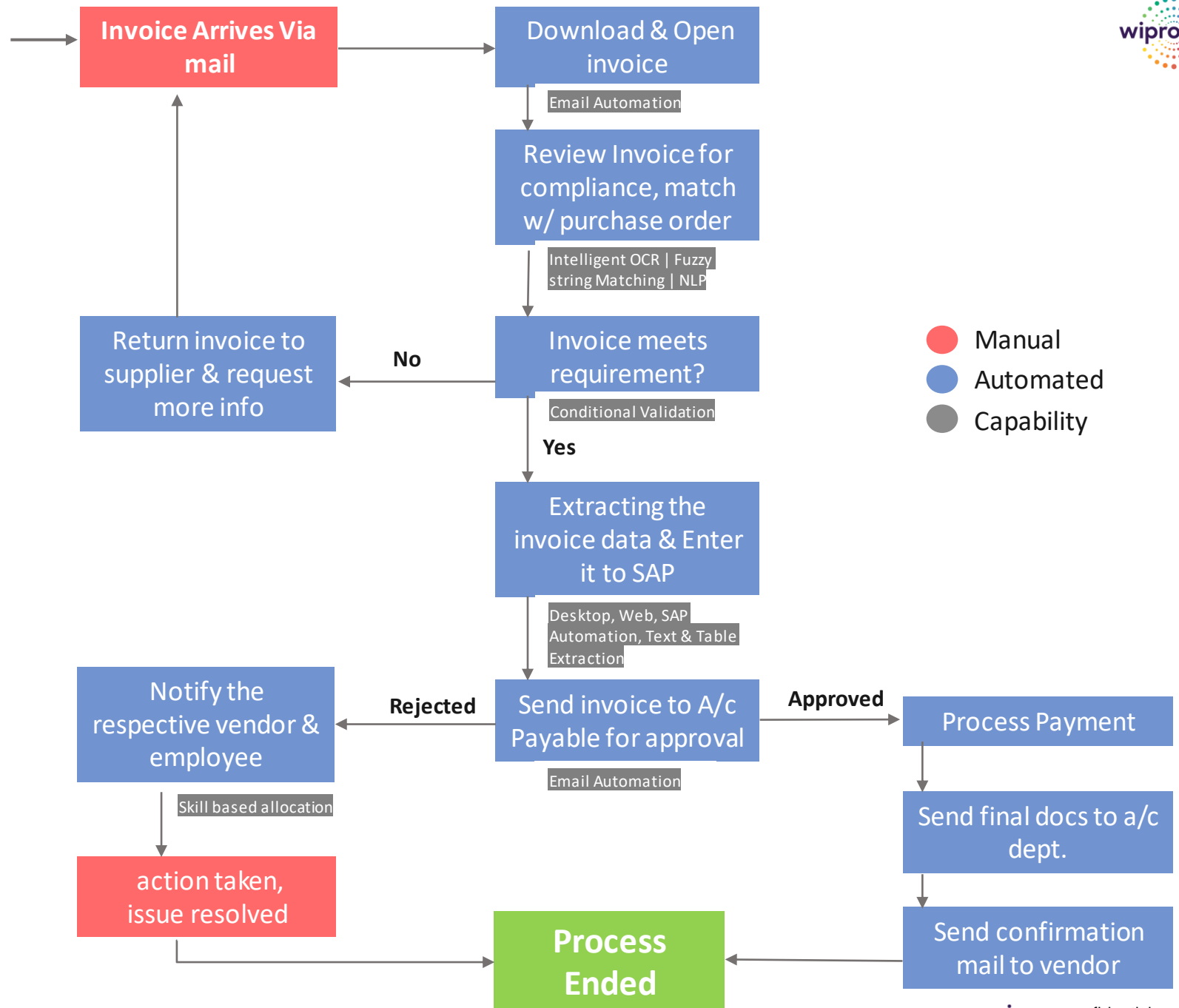


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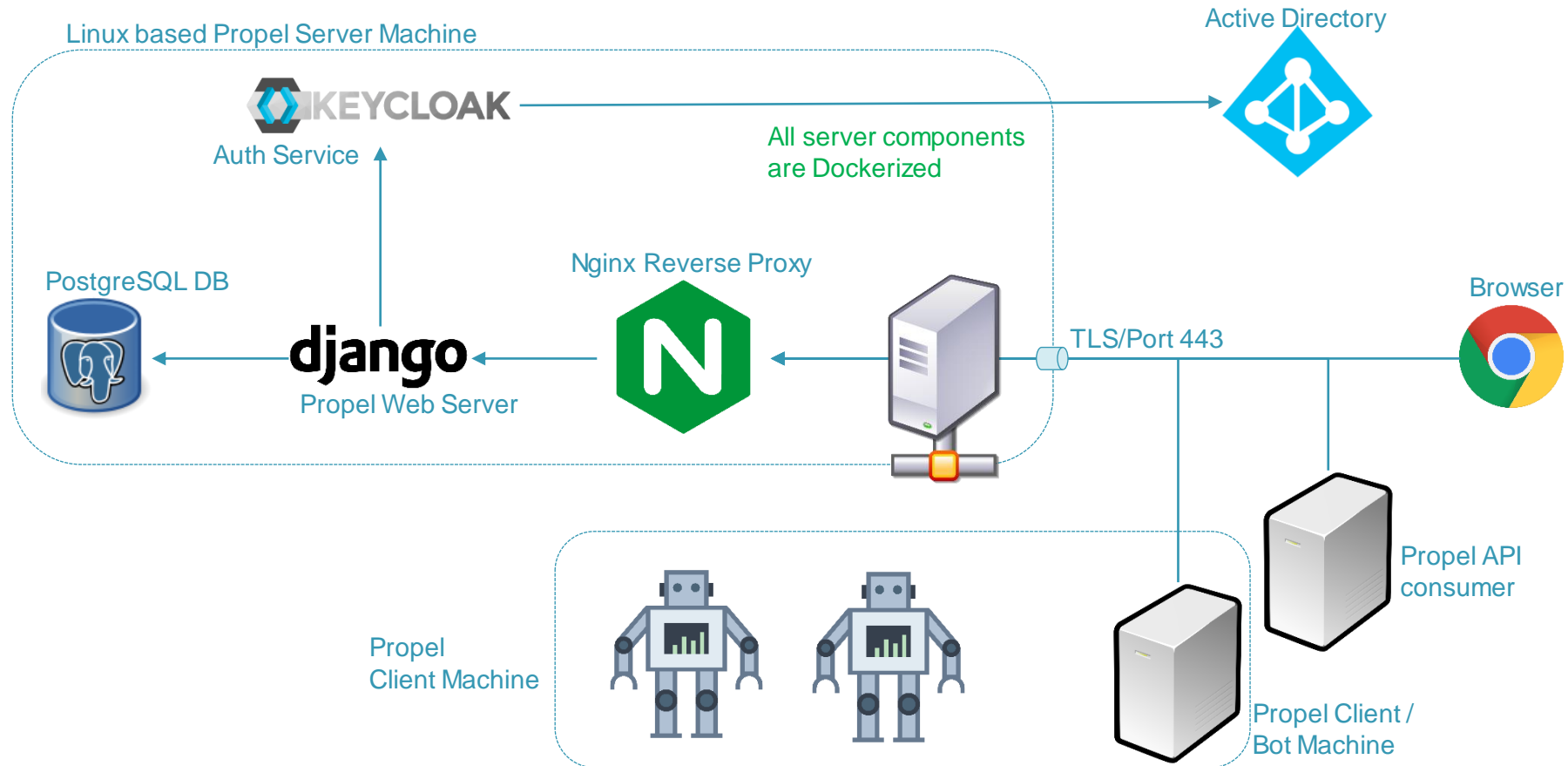
Business Benefits

- Reduced **40%** of back-office costs by reducing manual effort by **85%**
- Elevated **accuracy** and **lesser risk**
- Boosts employee morale
- Reduced cycle times by **75%**
- Improved communication thereby reducing complaints
- Increased vendor **satisfaction**



- Manual
- Automated
- Capability

Deployment Architecture



Note: Microsoft Azure VMs will be used as key component for product deployment.

Key features

Attended & Unattended Automation

- Intelligent bots capable of working with or without human intervention, 24*7 availability

Visual Workflow Creation

- Drag and drop function to allow robot script generation with minimal coding

Low-No Code Solution

- Intelligent automation tool, ready to be used with minimal coding knowledge

Record & Replay

- Capable of recording user task as set of mouse clicks and keyboard event, to self-create robot scripts

Analytics Dashboard

- In built dashboard for real time monitoring of successful, completed, and active Bots, processes, tasks

Multilingual

- 32+ language support including English, Arabic, French, German, Dutch, Spanish Portuguese

Key Benefits

Reduced Cycle Time

Reduced Turn Around Time leading to increased efficiency and saved hours of Manual efforts

Accurate Results

Eliminated risk of human errors with near perfect accuracy

ROI Realization

Realize ROI by **reduced operational costs** by faster process execution

Enhanced Customer

Increased **compliance** leading to enhanced customer experience & elevated satisfaction

Enhanced Visibility

Identifies the right process for automation with **enhanced visibility** in processes & **bottlenecks**

Scalable

Ability to train tens, hundreds, or thousands of robots with absolute **consistency in performance**

Case Study 1: Invoice Processing in SAP



Business Problem

- A leading FMCG enterprise was receiving increasing number of invoices everyday with **varying formats** from hundreds of vendors.
- The existing process involved **manual data extraction** and entry to SAP, making it repetitive, tedious, prone to **error** and led to **revenue leakage**.
- Additionally, handling exceptions on case-by-case basis led to **an increased average handling time**.
- This slowed down the overall invoice processing and payment process.



Results

- Holmes® Propel reduced the invoice processing errors & allowed employees to focus on higher value added activities



Holmes Propel Approach

- Holmes analysed the complexity of the process and implemented an **intelligent RPA** solution, to **automate** the **end-to-end business process** of invoice processing in SAP.
- With the power of Holmes **Intelligent OCR** technology and **natural language processing** capabilities, Intelligent Process Automation extracted structured data from unstructured invoices.
- The RPA processed the invoices to the company's ERP system, **eliminating human intervention** in the process

40% Reduction in back-office costs by reducing manual effort

75% Reduced **cycle times** and improved communication thereby reducing customer complaints and increasing vendor satisfaction

Case Study 2: User Access Management



Business Problem

- A biopharmaceutical industry leader was facing difficulty with **User access management requests**. The requests were processed manually by L1 team, and were **error prone**.
- Meeting SLAs was becoming challenging as request submissions were bulking.
- Involvement of **multiple stakeholders** in the request fulfilment led to **excessive MTTR** time. The **high turnaround time** negatively impacted business user's experience and overall enterprise operations.



Results

Zero downtime of bots deployed in production & Bot efficiency till date has been 100%.

Bot governance is enabled via Bot Govern which is providing automated reports of success & failures



Holmes Propel Approach

Holmes® Propel implemented intelligent RPA bots, to automate the **end-to-end UAM** requests handling process and successfully implemented the following usecases:

1. Offboarding Use Cases –
 - Remove MFA for the devices
 - Revoke the user certificate
2. UAM Use Cases -
 - Workday Use Case
 - Security Group Use Case
3. SRM Use Cases –
 - Software Installation
 - Ticket Assignment

45% faster request execution time across three use cases deployed.

800 Hours of manual efforts saved every month by 5 Bots overall.

>99% Accuracy achieved in closures & tickets resolved within 4 days of ticket arrival time.



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