

Wipro Holmes® Propel

Automate IT & Business Processes

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.