



Transforming Intelligent Automation in Banking

Wipro

Report Abstract

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8 pages

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Who is this Vendor Assessment for?

NelsonHall’s “Transforming Intelligent Automation in Banking” profile on Wipro is a comprehensive assessment of Wipro’s offerings and capabilities for the BFS sector, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of intelligent automation process services and identifying vendor suitability for intelligent automation services in banking RFPs
- 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

Financial services is Wipro’s largest industry practice and generates 36.5% of its overall revenues. It started developing RPA and AI services in 2010 by developing internal capabilities for big data and NLG. In 2014 Wipro launched its HOMES intelligence platform, which delivered NLG functionality to support Wipro’s customer service desk offering. Also in 2014, Wipro implemented an RPA deployment for a financial services client. In 2015 it implemented its first AI deployment at a banking client to address KYC processing.

Wipro has grown its consulting capabilities, primarily by acquisition. The Capco acquisition in 2021 greatly expanded its delivery capabilities for technology consulting and expanded its client base. It has also been rapidly expanding its alliances, IP, and library of use cases. Wipro is using these investments to expand its IA and digital activities across geographies and client processes.

Wipro uses a three-pillar model to differentiate itself, whereby it is:

- People-led: develops talent with training programs to deliver skilled labor at scale and utilizes a “zero-touch change” approach to change management
- Design-led: utilizes a persona-based approach to designing solutions to ensure they are both usable and provide high CSAT
- Outcome-focused: utilizes process discovery and mining tools to automate processes, with guaranteed cost reductions.

Scope of the Report

The report provides a comprehensive and objective analysis of Wipro's BFS-focused intelligent automation offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization, including the location of delivery centers.

Intelligent Automation Services in BFS Vendor Assessments also available for:

Accelirate

Capgemini

Coforge

Datamatics

EY

Firstsource

FIS

Infosys

L&T Infotech

Mphasis

Sopra Steria

TCS

Tech Mahindra

UST.

About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

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About NelsonHall

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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