



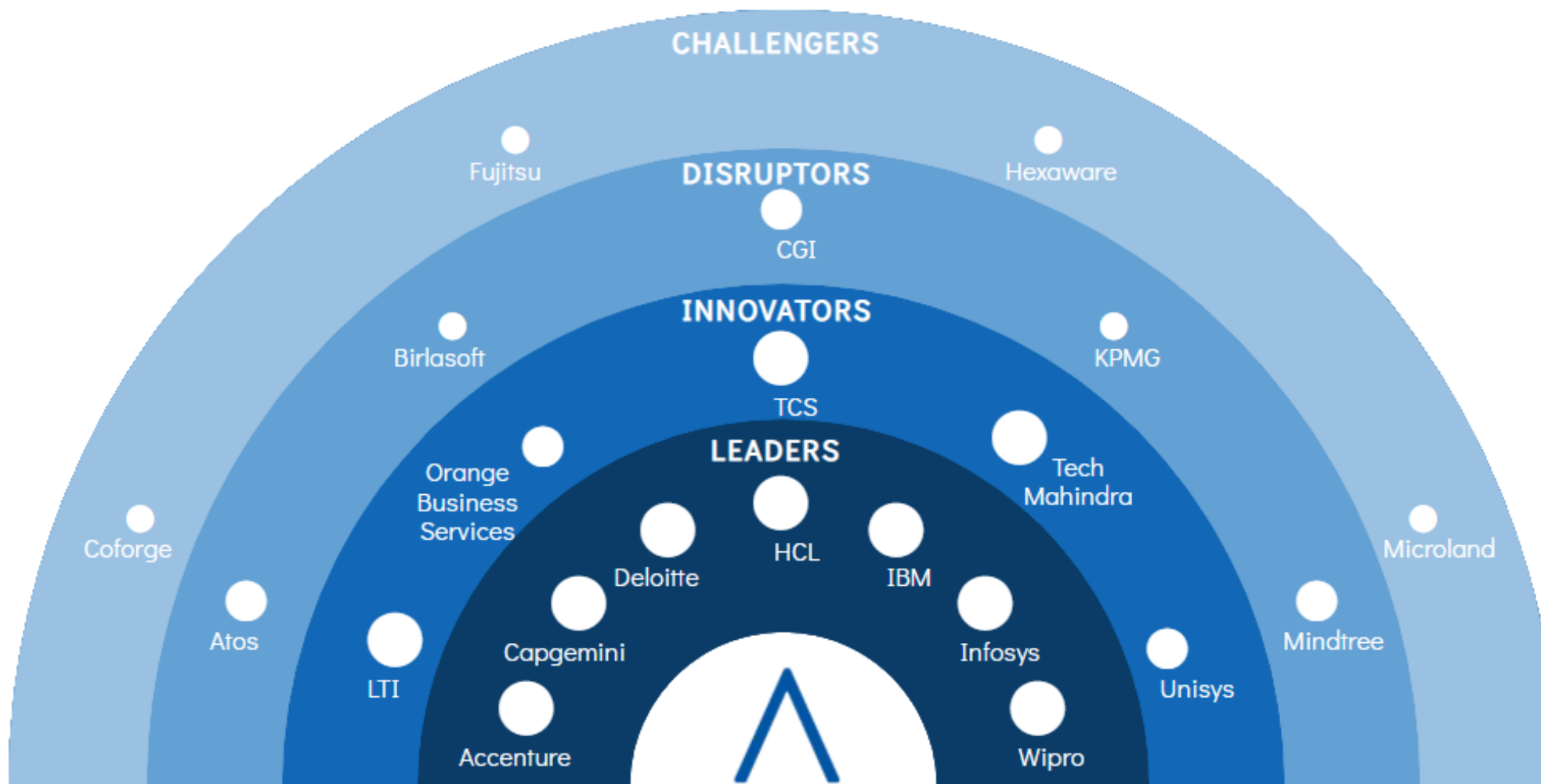
Multisourcing Service Integration 2021–2022 RadarView

Service provider profile

April 2022

Avasant recognizes 21 top-tier providers supporting the enterprise adoption of MSI

Practice maturity 



Wipro: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments and innovation ★★★★★

Uses SIAM 2.0 for providing end-to-end MSI services. Leverages partners' solutions to reduce go-to-market time.

Practice overview

- Practice size: 2,500+
- Active clients: 45+
- Certified/trained resources: 500+ ServiceNow
- Delivery highlights: Center of Excellence for ServiceNow

>20%
MSI services active client growth, 2021

30%–40%
MSI services revenue YOY growth, 2021

Client case studies

- Transformed Vestas' single supplier outsourced accountability to a multisource ecosystem. This enabled integration of vendors with the client's process, integration of sourced services, and enhancement of governance and compliance.
- Established standardized processes across services for AstraZeneca to reduce the cost to serve customers. The vendors were benchmarked to CMMI and ITIL V3. This transition reduced the recurring incidents by around 56% and high severity incidents by about 17%.
- Created a road map through a top-down approach with governance at different levels for FrieslandCampina. This enabled improvement of maturity rating levels across the process by at least 0.5 and improved the service catalog.
- Designed a collaborative ecosystem for JLB to overcome the limitations of legacy systems in establishing the next-generation capabilities. The engagement was changed from SLA to XLA. The new ecosystem improved productivity by approximately 15%.

Key IP and assets

- Process automation assessment kit: An accelerator for identifying areas across information technology infrastructure library (ITIL) process for automation
- User experience monitoring: An accelerator for monitoring user experience and predicting how it is impacting technology
- Service catalog design framework: Used to discover and build a service catalog through its centralized IT service portfolio and services list

Key partnerships

Solution providers

Sample clients

- ABB
- ADM Montreal Airport
- AstraZeneca
- EON
- FrieslandCampina
- JLB
- Mitie
- Royal DSM
- RSA
- SHIRE
- Takeda
- Vestas

Industry coverage

Aerospace & defense
Banking
Financial services
Government
Healthcare & life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail & CPG
Telecom, media & entertainment
Travel & transportation
Utilities & resources

Darker color indicates higher industry coverage through digital services ●●●●●

Analyst insights

Practice maturity



- Wipro provides end-to-end MSI services, from strategy and consulting to implementation and managed services. The strategy and consulting services include evaluating supplier ecosystems across operating model, governance, process, tools and technology, interactions, and metrics using the SIAM assessment framework and toolkit.
- Its SIAM 2.0 model or framework is aligned with the ITIL®V3/ITIL®4 practices. It integrates services across different IT towers, enables standardization across multivendor environment, and assesses and achieves end-to-end service-level agreements. Its dashboard uses business analytics to help identify key performance indicators across its service management processes. The digital command center offering enables enterprises to design and run infrastructure and applications for monitoring IT processes.
- It has developed multiple tools, frameworks, and accelerators to provide MSI services. Its catalog design framework is used to build a centralized list of services for customer use, including development, deployment, and retirement services from the IT service portfolio.

Partner ecosystem



- Wipro collaborates with Evolven for leveraging its solutions for helping organizations reduce incidents, improve IT performance using change analytics, and reduce go-to-market time.
- It has built a strategic partnership with BMC to leverage BMC Cloud Lifecycle Management in its ServiceNXT™ Cloud Operations Center to deliver cloud services across private, public, and hybrid environments. It leverages BMC's TrueSight Orchestration to create a centralized automation platform for the banking industry that orchestrates end-to-end processes across the complete ITSM environment. Its BMC CoE is used for beta testing and development of accelerators that help reduce the time to market the solutions.

Investments and innovation



- Wipro is currently shifting its focus towards SIAM 3.0 framework. The framework will include new offerings across cloud service management and business SIAM, including HR and supply chain business towers. The intent behind the offering is to deliver greater supplier management synergy. It will increase its investment in SIAM for Digital, SIAM for Business, and SIAM for Cloud to provide combined SIAM services to IT and non-IT business functions.
- It launched the Wipro-Google Cloud Innovation Arena in India in September 2021 to use Wipro FullStride Cloud Services and Google Cloud capabilities for codeveloping solutions and enabling integration of different teams and businesses processes with platforms.

AVASANT



Empowering Beyond

GET CONNECTED



www.Avasant.com