Engineering, Construction & Operations (EC&O)

Creating a digital culture delivering operational efficiencies while enhancing user experience & safety

The Engineering and Construction sector is undergoing a revolutionary transformation, exploring new ways to improve the accuracy, efficiency and transparency in their key business areas while improving overall performance and user experience.

To address the needs of global infrastructure developers, service providers & operators, Wipro has a dedicated industry vertical Engineering, Construction & Operations (EC&O), focused on the domains of:

- **Engineering & Construction**
- **Real estate**
- **Facilities & operations**

Our deep industry knowledge integrated with our digital services provide clients the ability to lead the industry with technologies, solutions and practices and to 'Be Digital' and 'Build Digital'.

End to end IT and business transformation with our digital and domain capabilities

Our EC&O aligned offerings integrate the three key enablers of 'new ways of working' - Wipro's technology ecosystem, strategic partnerships and industry domain expertise.
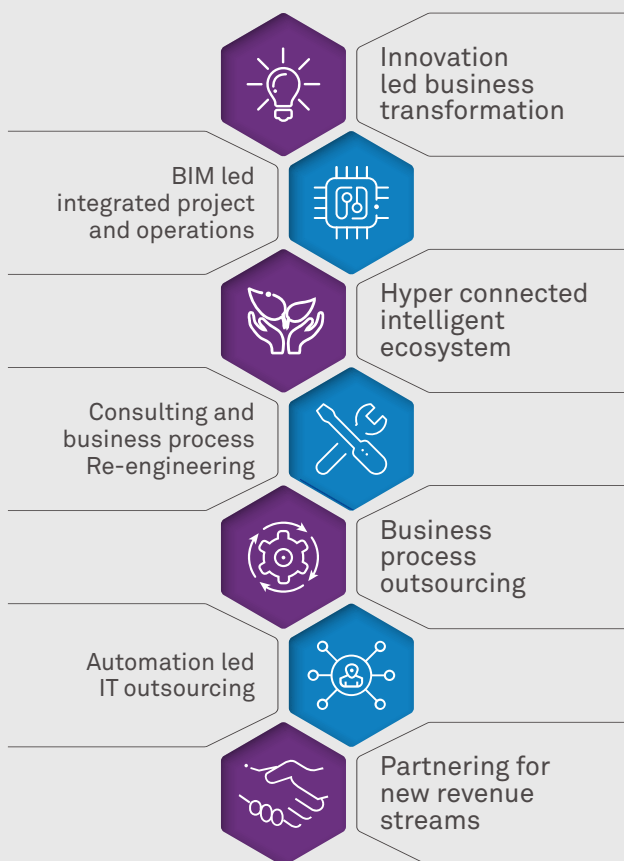

Innovation led business transformation

BIM led integrated project and operations

Hyper connected intelligent ecosystem

Consulting and business process Re-engineering

Business process outsourcing

Automation led IT outsourcing

Partnering for new revenue streams

Fig1: Our suite of services for business transformation

Innovation led business transformation

What - Create innovative digital solution extensions & accelerators, preconfigured industry assets and rapid deployment solutions

How – Leverage our strategic partnerships and expertise in cloud-based enterprise platforms coupled with in-depth knowledge of the domain for rapid modernization of leading business systems across real estate, construction, property management and facilities management

Benefits – Help realize quick return on investments with rapid system implementation and roll out

Case in point

For a large engineering and construction multinational company, we delivered significant productivity improvement by reducing time spent on indirect work and 12% reduction in waiting and manual reporting. This was achieved by implementing user design led field force mobility and digital site solution.

BIM led integrated project and operations

What - Deliver an integrated project management and control platform for transparency, standardization and collaboration across multiple stakeholders in the value chain

How - Integrating key modules across estimation, bidding, procurement, supply chain, finance, schedule management, cost management & asset management overlaid with BIM to enable 5D BIM (time and cost integration into 3D models) and 6D BIM (asset management integration into 3D models)

Benefits - Ensure better control through end-to-end project visibility, monitoring and tracking for on-time and on-budget project execution & operations

Case in point

For a UK based new age modular construction company, we created end-to-end BIM strategy and delivered digital engineering services (BIM++) to redefine their 'design to deliver' business process **reducing the design efforts upto 40% and gaining productivity by 30%** during the design stage.

Hyper-Connected Intelligent Ecosystem

What - Ideate, incubate and deliver digital interventions for experience led, high velocity disruptive outcomes at scale

How - Enable AI-driven operations, analytics-based asset & workforce management, IoT enabled operations and maintenance, drones-based physical inspection, AR/VR enabled collaboration and mobility led field force productivity coupled with building information modeling enabled facilities that enable visual-eye for operations

Benefits - Bring agility in operations through user centric experience and deliver overall business productivity gains

Case in point

A large North American Airport partnered with Wipro to re-examine their decision making strategy with a focus to develop untapped insights from the large amount of data captured by fragmented systems. With an end-to-end data transformation initiative, the Wipro team re-architected the entire technology landscape including data extraction, data warehouse, data processing and data representation aligned with business KPIs, not just from the existing systems but even from edge devices like IoT sensors and videos that **catapulted the airport to No.1 in ASQ rankings.**

Consulting and business process re-engineering

What - Identify and develop future technology and process roadmaps aligned to the strategic objectives of the client

How - Design, re-engineer and implement front office (bidding, project initiation, project planning, execution and closure) and back office (finance, HR, payroll, procurement, supply chain and contracting) processes

Benefit - Drive transformations across the technology and process space combining our industry domain capabilities with deep business process knowledge

Case in point

For a leading global engineering and construction company, we re-engineered complete business processes to standardize and integrate fragmented project execution functions, across geographies ensuring not just statutory compliance but also delivering an **operational efficiency of 20% enabling better visibility, scalability and integration across business.**

Business process outsourcing

What – Modernize business by creating a foundation platform to enable future growth and adoption of digital technologies with next gen delivery models

How - Leverage Wipro's core competencies in industry business processes to drive significant cost optimization, operational effectiveness and superior user experiences

Benefit – Deliver operations cost savings to fund transformations and innovations

Case in point

For a UK-based construction and facility management services company, we delivered 30% reduction in overall TCO through the integrated delivery of IT and BPO services across their finance and human resource value chain through multiple intervention of digital platforms like Wipro Holmes and other IPs.

Automation led IT outsourcing

What - Provide integrated delivery across applications, infrastructure, security, Cloud and end user computing

How - Leverage our platforms and hyper automation tools like Holmes™ and BASE™ to drive high levels of integration, automation, agility, standardization and predictability in IT operations

Benefit- Enable increased availability and superior performance of IT processes

Case in point

We have partnered with multiple large construction enterprises to transform their technology service delivery from a traditional IT service model to an on-demand catalog-based managed services model driving **significant improvements in operational performance, employee experience, agility and cost savings to the tune of 40%**

Partnering for new revenue streams

What - Create market differentiation through an integrated suite of offerings

How- Assist EC&O companies in taking bigger turnkey projects by including IT, telecom, smart applications and IT systems integration in new building and plant infrastructure contracts

Benefit- Enable clients increase their wallet share in large infrastructure projects
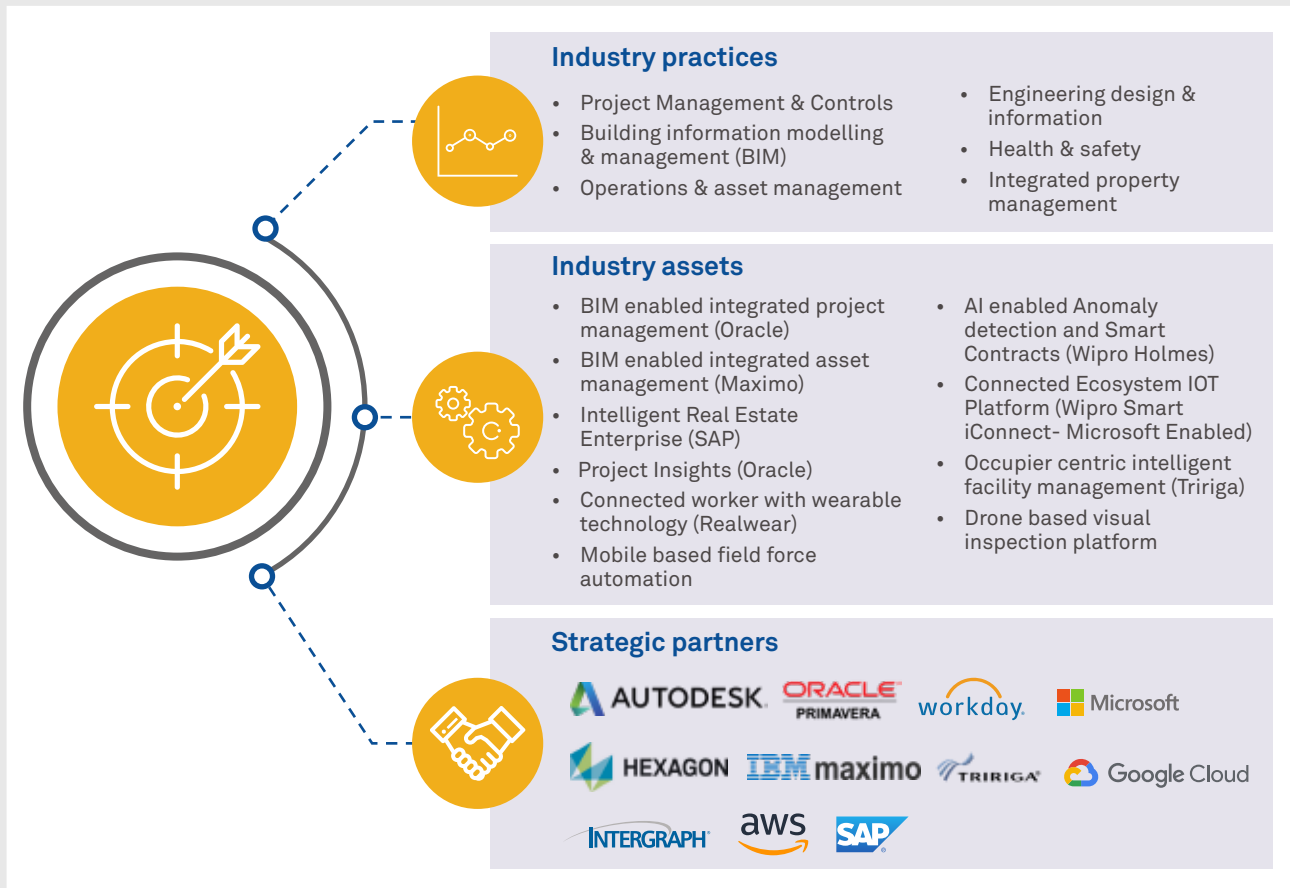
Case in point

A global Urban Infrastructure company partnered with Wipro to design and execute **end to end technology roadmap to deliver the state of the art Smart City spread over 900 Sq KM**

Features and differentiators

Our EC&O industry capabilities bring together our investments in domain-aligned practices, solutions and accelerators and partner ecosystem. This strengthens our ability to integrate and deploy solutions at velocity for tomorrow's EC&O enterprise.

Industry practices

- Project Management & Controls
- Building information modelling & management (BIM)
- Operations & asset management
- Engineering design & information
- Health & safety
- Integrated property management

Industry assets

- BIM enabled integrated project management (Oracle)
- BIM enabled integrated asset management (Maximo)
- Intelligent Real Estate Enterprise (SAP)
- Project Insights (Oracle)
- Connected worker with wearable technology (Realwear)
- Mobile based field force automation
- AI enabled Anomaly detection and Smart Contracts (Wipro Holmes)
- Connected Ecosystem IOT Platform (Wipro Smart iConnect- Microsoft Enabled)
- Occupier centric intelligent facility management (Tririga)
- Drone based visual inspection platform

Strategic partners

AUTODESK. ORACLE PRIMAVERA workday. Microsoft

HEXAGON IBM maximo TRIRIGA Google Cloud

INTERGRAPH aws SAP

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For more information, please write to us at **info@wipro.com**