



Communications Fulfillment Services

Leveraging Wipro's expertise
in fulfilment services

Wipro's unified digital order management powered by multi-layered analytics enhances end customer experience and delivers best-in-class services. We help organizations to automate business processes, connect stakeholders seamlessly, gain insights around end-to-end transactions, get to the market faster and have a 360-degree view of supply value chain. Our solution in this area enables enhanced customer, vendor and employee experience through portals, intelligent chat bots and real time insights into historical orders and preferences. It also leads to incremental cost savings for organizations by utilizing robotics and hyper automation, predictive analytics, business process digitization and proactive monitoring of automated workflows.

Our fulfillment practice uses analytics-driven reporting and provides end-to-end visibility from order-to-activation with a 50% increase in productivity.

Wipro has significant experience and vast robotics capabilities in fulfillment process as well. The benefits of robotization include – faster order entry times, lower operational costs through error reduction, reduced fines from regulatory bodies, better customer satisfaction and increased revenue.

Wipro's digital order management solution is aimed at manufacturing, CPG, telecom and technology companies to manage their order management operations end-to-end, including order capture, order entry, order validation, order processing, invoicing, etc.

Key capabilities

Our service offerings span across end-to-end value chain aligned to the eTOM framework. Our key capabilities for fulfillment services:

Pre order

- Customer credit review
- Contract management
- Quotes management
- Design planning and support
- End-to-end channel CPE procurement management
- Pricing/discounts
- Network design
- Sales support

Order management

- Receive and validate orders
- Validation of contracts/PO
- Order entry
- Order configuration
- Sales support
- Service setup
- Customer query handling
- Order confirmation process

Fulfillment

- Resource allocation
- Port allocation
- Tracking on-time delivery
- Project management
- Configurations
- Test and turn up
- User testing
- Handover to maintenance

Customer master data

- Material master
- Customer master

Key benefits

Some of the key benefits we have delivered to our customers include:

- 60% reduction in order management lead time
- Up to 25-30% re-work reduction - First Time Right
- 90% straight through processing
- 60% reduction in manual effort
- 60% reduction in cycle time
- Over USD 500Mn benefits delivered to customers
- 1.5Mn+ orders processed annually
- 130 countries serviced globally
- Over 30Mn annual transactions
- Over 1,200 FTE effort automated

Features

Products supported include:

Data: Broadband, CPE, ethernet, hosted services, IP, ISDN, MPLS, WAN

Voice: Featureline, hosted services, ISDN, PSTN, reverse migration

Mobile: Mobile phone, reverse migration



We offer services covering end-to-end order fulfilment:

- Designing
- Design planning and support
- End-to-end channel CPE procurement management
- Number allocation
- Internal planning allocation
- Quotes management
- Sales support

Order fulfillment process that not only delivers an innovative and cost reducing model, but also provides a progressive and de-risked approach to operations



Order management

- Order validation
- Order entry
- Order placement
- Supplier management
- Tracking on-time delivery
- Field support services



PE/CE configuration

- PE & CE base and custom configuration build
- Turn-up, configuration and full-service testing
- Legacy network migrations to NGN
- Switch management and support

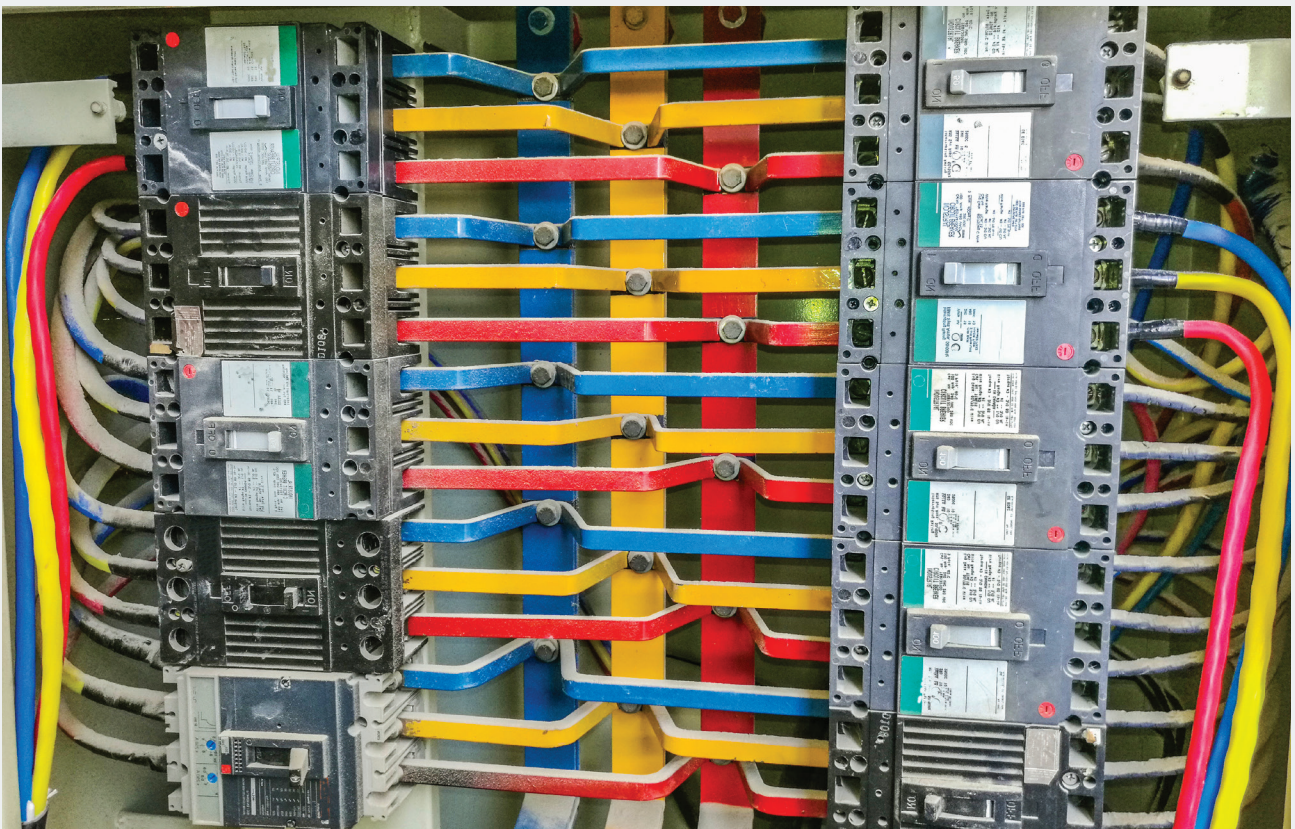
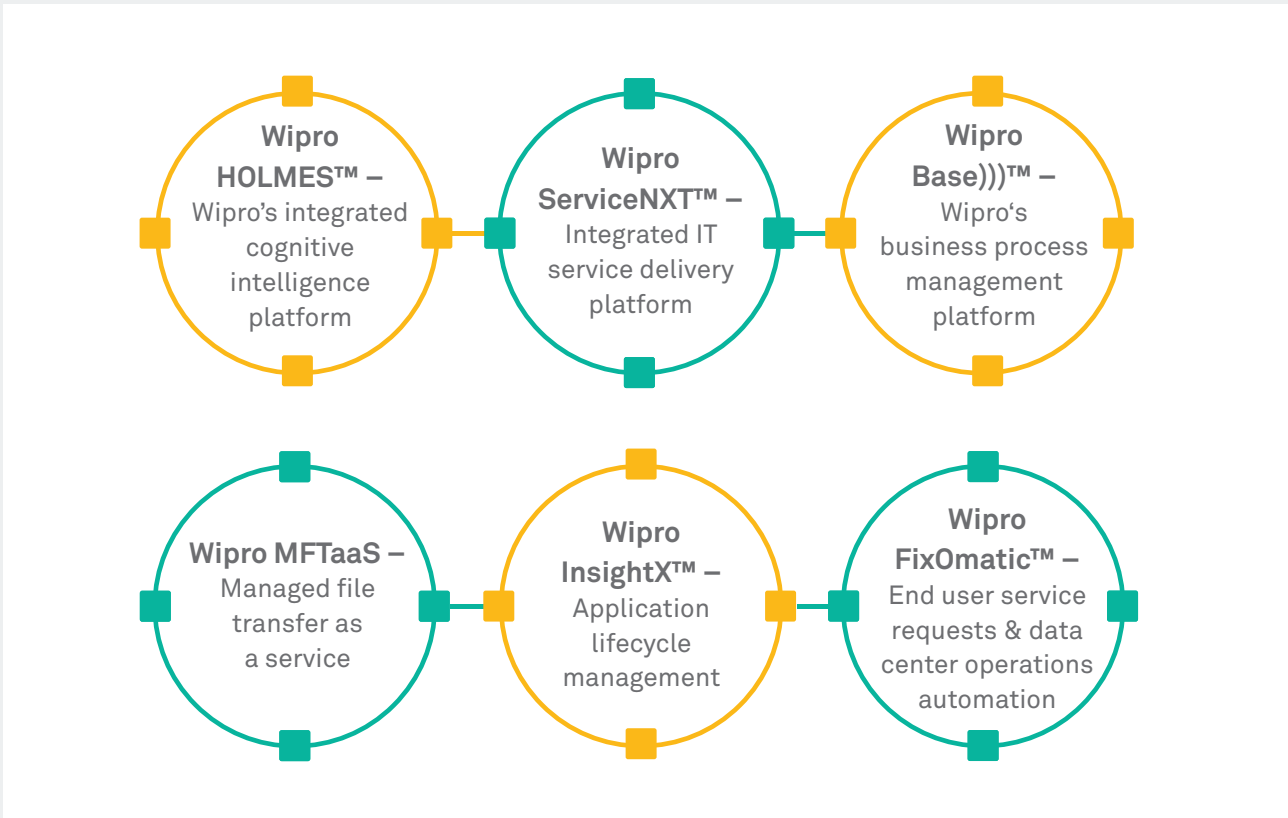


Network integration management

- Device details and configuration upload
- Network topology diagram documentation
- Activation of LAN monitoring
- Hand over to assurance

Highlights

Driving efficiency and speed through IP & frameworks:



Case study: World's leading communications services provider

Challenge

The client was receiving high amount of unclean orders (>25%) and the cycle time was 5 to 7 times higher compared to a clean order. Around 50% of orders were failing straight through processing resulting in increased volumes and affected delivery timelines. Service introduction and deployment management activities were significantly cut down by around 60%.

Solution

Wipro partnered with the client helping them to:

- Automate/error proof the workflow to establish continuous flow
- Analyze the root cause of unclean orders to understand the major points of failure. Unclean orders were sent back to upstream processes

Wipro enables a leading CSP improve its cycle time and drive efficiency through cost-optimization

- Create flex pool (by cross training various resources) to tackle bottlenecks in production
- Amalgamate teams to create a common workforce for demand fulfillment

Business impact

The benefits delivered included:

- 63% reduction in rework on orders
- 70% reduction in average lead time for delayed orders



Case study: Spanish multinational telecommunications company

Challenge

The client's installation success rate was very low at 57%, leading to customer dissatisfaction, escalations, rework, delay in RFS (Ready for service) +MRC (Monthly recurring charges) and extra costs incurred for engineer revisits. Other challenges included - lack of real time monitoring mechanism and limited ability to distribute employee work load based on their competency, no end-to-end reporting on agent productivity and transaction status, multiple sources of truth on case status leading to high task backlog, low productivity and lead time.

Solution

- Streamlined end-to-end order management and introduced Process Manager tool. Process Manager is a completely configurable process workflow management tool that helped manage operations through role-based delegation and substitution mechanism

Wipro enables a leading Spanish multinational telecom improve its productivity by 23%

- Transaction monitoring introduced for all queues
- Installation status being published every 2 hours for mitigation
- Instructions for top errors displayed across floors to prevent recurring failures
- Pull methodology used for allocation of tasks
- Cross-skilling of installation resources on assignment tasks helped in optimum utilization of installation resources

Business impact



Enhanced customer satisfaction as a result of improvement in installation success rate from 57% to 72%



Helped the team lead in real time monitoring of the queue



Automated work allocation



Helped to get a deep insight on order journey thus helping in more closures



Productivity improvement of 23% & improvement of 11 days in task lead time



Wipro Limited

Doddakannelli, Sarjapur Road,
Bangalore-560 035,
India

Tel: +91 (80) 2844 0011

Fax: +91 (80) 2844 0256

wipro.com



Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 175,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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

