



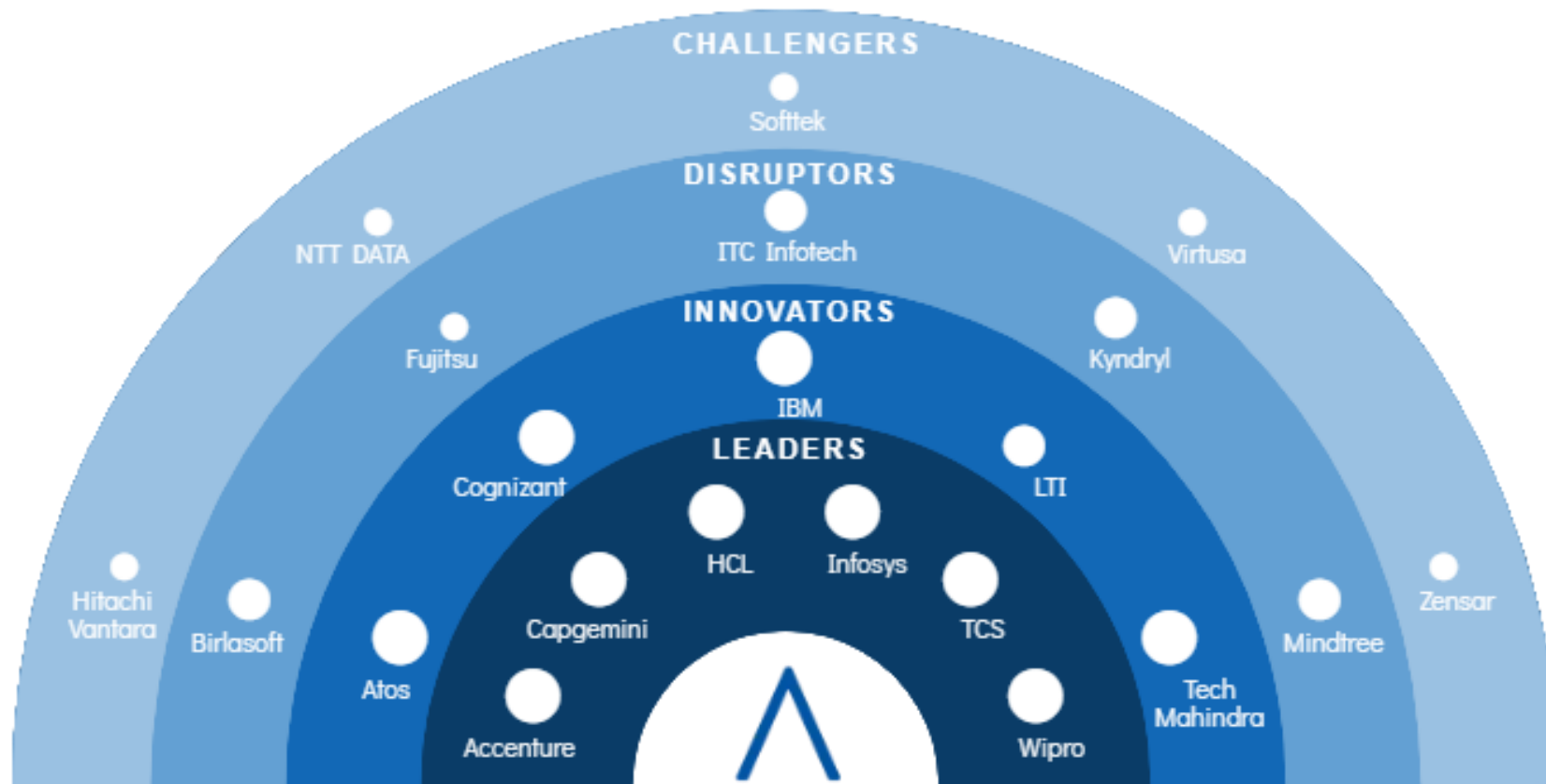
Manufacturing Digital Services 2022- 2023 RadarView™

Service Provider Profile

November 2022

Manufacturing Digital Services 2022–2023 RadarView

Practice maturity ○ ○ ○



Wipro: RadarView profile



Practice overview	Industry-specific solutions/offerings		Sample clients																	
<ul style="list-style-type: none"> Practice size: 7,000+ Active clients: 200+ Delivery highlights: 31 global delivery centers 	<p>AutoInsights</p> <p>SCM Brain</p> <p>Process in a Box</p> <p>Looking Glass</p>	<p>An IoT and analytics platform to maximize vehicle lifetime value</p> <p>A supply chain management solution for better decision-making and reducing inventory cost</p> <p>An Industry 4.0 accelerator to enable real-time visibility and governance in plant operations</p> <p>An industrial IoT solution to provide operational efficiency using real-time analytics</p>	<ul style="list-style-type: none"> A US-based car manufacturer An aluminum manufacturer A steel manufacturer A global automotive manufacturer A chemical manufacturer A US-based aircraft manufacturer A network equipment manufacturer 																	
<p>27% Q4 FY 2022 YOY manufacturing revenue growth in North America</p> <p>6.8% FY 2022 share of revenue from manufacturing</p>	<h3>Partnerships/alliances</h3> <table border="0"> <tr> <td> <p>Used its platform to develop supply chain management solutions</p> </td> <td> <p>Used its technologies to enhance the customer car buying experience</p> </td> </tr> <tr> <td> <p>Leveraged its ThingWorx IoT platform to enable connected assets in plants</p> </td> <td> <p>Used its smart glasses to implement a warehouse management solution</p> </td> </tr> <tr> <td> <p>Used its platform to reduce sales efforts for customer data management</p> </td> <td> <p>Leveraged its platform to deliver customer service and field service management</p> </td> </tr> <tr> <td> <p>Codeveloped multiple 5G products to enhance product development</p> </td> <td> <p>Used its AR capabilities to deliver contactless car buying solutions</p> </td> </tr> </table>		<p>Used its platform to develop supply chain management solutions</p>	<p>Used its technologies to enhance the customer car buying experience</p>	<p>Leveraged its ThingWorx IoT platform to enable connected assets in plants</p>	<p>Used its smart glasses to implement a warehouse management solution</p>	<p>Used its platform to reduce sales efforts for customer data management</p>	<p>Leveraged its platform to deliver customer service and field service management</p>	<p>Codeveloped multiple 5G products to enhance product development</p>	<p>Used its AR capabilities to deliver contactless car buying solutions</p>	<h3>Value chain coverage</h3> <table border="1"> <tr><td>Product design & development</td></tr> <tr><td>Strategy & planning</td></tr> <tr><td>*Supply chain</td></tr> <tr><td>Manufacturing</td></tr> <tr><td>Distribution</td></tr> <tr><td>Warehousing</td></tr> <tr><td>Sales & marketing</td></tr> <tr><td>Aftermarket</td></tr> <tr><td>Customer engagement</td></tr> </table>	Product design & development	Strategy & planning	*Supply chain	Manufacturing	Distribution	Warehousing	Sales & marketing	Aftermarket	Customer engagement
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Practice maturity ★★★★★

Investments & innovation ★★★★★

Partner ecosystem ★★★★★

Has deep sectoral focus in the North American region. Leverages a robust partner ecosystem to deliver digital solutions for its manufacturing clients. Has expertise in the automobile industry.

*Supply chain includes procurement and logistics

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

Case studies

Client	Capability	Summary	Business impact
An aluminum manufacturer	<ul style="list-style-type: none"> Analytics Internet of Things (IoT) 	<ul style="list-style-type: none"> The client had isolated OT and IT systems and lacked visibility across the plant, causing low yield and high downtime. Wipro developed an industrial IoT solution that integrated multiple systems, enabling data-driven decision-making and insights into production efficiency and optimization. 	<ul style="list-style-type: none"> Improved throughput by 2% Increased asset utilization by 5% Reduced rejection rate by 30%
A global automotive manufacturer	<ul style="list-style-type: none"> Analytics Automation 	<ul style="list-style-type: none"> The client faced issues with its production control system across 19 plants globally, hindering production planning, order management, and inventory management. Wipro developed an automated service delivery system across all its manufacturing plants to automate checkpoint monitoring and report generation and reduce resolution time. 	<ul style="list-style-type: none"> Delivered savings of USD 15M in nine months Optimized cost by 40% Reduced incidents by 48%
A steel manufacturer	<ul style="list-style-type: none"> Analytics IoT Machine learning (ML) 	<ul style="list-style-type: none"> The client wanted to improve its quality inspection process as the current process was human-driven and inconsistent. Wipro developed an IoT and image analytics solution to identify defects using models trained through ML algorithms. 	<ul style="list-style-type: none"> Increased productivity by automating the inspection process Reduced quality issue returns by customers
A network equipment manufacturer	<ul style="list-style-type: none"> Analytics 	<ul style="list-style-type: none"> The client wanted to digitalize its order-to-cash process across suppliers and incorporate supply chain planning, forecasting, and real-time analytics on the value chain. Wipro designed and developed a supply chain solution to manage risks across the value chain and improve operational efficiency. 	<ul style="list-style-type: none"> Anticipated revenue leakage savings of up to USD 1B

Analyst insights

Practice maturity



- With 33% of the manufacturing revenue coming from the automobile industry, Wipro has strengthened its digital portfolio for automotive enterprises. It includes Connected Car Parts E-commerce (for real-time car updates for predictive maintenance), AutoInsights (a connected car platform to increase a car's lifetime value), and Cloud Car platform (an integrated cybersecurity and cloud solution to enhance product development).
- It enables the digital transformation journey of its manufacturing clients, primarily in the North American region. It has developed a mobile application for a US-based auto OEM to live track service vans for aftermarket services using ML models to enable customer convenience.
- Aligning with the overall company strategy, it focuses on driving sustainable goals for its clients by reducing carbon emissions. For a chemical manufacturer, it implemented an ERP-based truck dispatch management system, which helped reduce carbon emission and fuel consumption.
- It is focused on building industry solutions that offer tangible business benefits. It has developed a service delivery management system to improve warehouse operations, saving USD 15M. It has also developed a supply chain solution to increase operational efficiency, which helped in reducing revenue leakage by USD 1B.

Investments and innovation



- Wipro has been aggressively investing in acquisitions to strengthen its domain and technological capabilities. In 2022, it acquired Rizing, an SAP consulting firm, to leverage its asset management expertise. In 2021, it acquired LeanSwift for its expertise in integrating Infor products in manufacturing, supply chain, and warehouse management.
- It is heavily investing in its network of over 20 innovation labs, cloud arena, and digital pods. It has developed a Technovation Center in Bangalore to demonstrate smart manufacturing techniques through actual machines using IoT and physical automation.
- It has invested more than USD 300M in its startup ecosystem to develop solutions in AR/VR and computer vision for quality inspection.

Partner ecosystem



- Wipro has partnered with niche players to deliver industry-specific services. It partnered with Cloudleaf to develop a connected supply chain solution, HFCL to engineer 5G products in autonomous vehicle and robotic precision manufacturing, and Google to use its smart glasses for delivering warehouse solutions.
- It has also partnered with multiple technology partners to deliver collaborative solutions to its clients. It partnered with PTC to leverage its IoT platform to develop industry solutions. It also partnered with ServiceNow to utilize its Now platform to enhance customer service operations.
- It partnered with Intel to accelerate chip design, develop solutions for automotive enterprises, and achieve faster time to market.

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