

Application Management service for an American multinational ride-hailing company

Wipro has taken over the AMS part from third-party SI/ implementation to support the on-going AMS



Client background

- **About client :**
American multinational ride-hailing company
- **Industry:** Transportation
- **Services:** Peer-to-peer ridesharing, ride-hailing, food delivery and micro-mobility systems
- **Geography or areas of operations:** Multinational (60 + countries)
- **Gross total annual revenue:** \$14 billion USD (2019)
- **Number of employees:** 22263

Challenge

- The client's current e-procurement set-up was not configured properly and had integration issues with ERP leading to PO sync issues.
- Reducing the bulk load of L1 tickets due to entity and role assignments.
- Change management and end-user training were missing, which causes the low adoption rate.
- Daily manual user management.
- The above issues led to best practices not being adopted during the implementation and AMS support phase.

Solution

The following steps have been taken to reduce the total ticket count and increase adoption rate:



Setup and configuration changes in Coupa Business Spend Management.



Automation for L1 tickets for User role creation, role assignment, business group assignment, and activation/deactivation of users.



Our root cause analysis suggested that the client create a private API for automatically re-opening of PO in ERP.



Empowering client's employees through dedicated user training for compliance according to the client's Global Business Organization policy.

Business impact

- We were able to reduce the e-procurement ticket count globally by 50 % in 4 weeks of time.
- 24% annual reduction in tickets through automation for L1 tickets.
- 19% annual reduction in tickets reduced through use of private API for PO opening.
- 7% annual reduction in tickets through setup and configuration changes in Coupa Business Spend Management.
- Optimized the current e-procurement landscape.
- Increased end-user adoption and satisfaction.

Wipro took over this engagement from a third party AMS that brought along its own challenges but the ingenious solution approach of the Coupa practice team@ Wipro reshaped the current e-procurement landscape for the client through automation, re-configuration and end user empowerment, there by reducing the annual AMS ticket count by 50%. Manual jobs which required more than 3 hours of efforts could now be done in less than 30 minutes. Not only did the team resolve the issues being faced by the client but also delivered value in terms of enhanced end user adoption, experience and satisfaction.”- **Venkatesh Yogeswaran, Managing Consultant, CEP, Wipro**





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