



servicenow.

TRANSFORMING THE EMPLOYEE EXPERIENCE

Today, attracting and retaining the right talent is more important than ever—and more challenging, as well. Workers have high expectations for everything from flexibility and collaboration to having access to up-to-date technology tools. Younger workers have become well-known for their willingness to change jobs if they are unsatisfied—on average, switching jobs seven times in 10 years. But increasingly, more and more employees share that sentiment, and companies have been struggling with unprecedented levels of attrition across the board.

One of the key reasons employees leave is not the work itself, but rather their day-to-day interactions with the organization, which can be fragmented and complex. Doing something as straightforward as scheduling a medical leave, for example, may require the employee to work with systems not only in HR, but payroll, IT, legal, management and facilities, as well. Those interactions are often vitally important to employees—that is, “moments that matter”—and when they are cumbersome and frustrating, it adds up, and employees become increasingly disaffected, frustrated and unhappy. As these employees leave, their departures impair productivity, drive increased replacement and transition costs, and ultimately undercut business performance.

That reality has prompted many companies to reassess the employee experience—and too often, they find that it is falling short.

MODERNIZING THE EXPERIENCE

Wipro helps companies like yours take a different approach to transforming the employee experience and streamlining interactions to improve employees' work lives. Our approach is based on the Now Platform® from ServiceNow, which works with systems in HR and other functions to automate workflows and let employees easily navigate through complex processes. Building on that foundation, we create journey maps that define the ideal employee experience, and then design, architect and build the right solution for your company.





As we work, we draw on our extensive set of predefined workflows that cover the complete employee lifecycle, from onboarding to separation, tailoring them to meet your company's specific needs. We integrate the Now Platform with relevant systems, from back-end ERPs to front-end productivity and collaboration tools. And we offer ongoing support for the solution to help companies keep getting the most from their investment.

With this solution, your employees no longer have to find their way through a complicated array of systems to manage their work lives. Instead, Wipro provides a single source of access to all the information and tools they need, with one intuitive interface. Rather than having to access several back-end systems of record, they can work with just one "system of engagement" to complete their tasks—creating a simplified, faster and more seamless experience.

Wipro actively manages ServiceNow instances at more 150 companies, and regularly earn high customer-service ratings. We have partnered with ServiceNow for more than 10 years, and bring a range of ServiceNow-focused accelerators and tools to the table. We also partner with major technology vendors in the employee-service technology ecosystem, from Microsoft and Google Cloud to SAP, Oracle, AWS and Salesforce, to name a few. These partnerships help ensure that your Employee Experience solution fits seamlessly into your existing IT landscape, regardless of the technical environment.

THE VALUE OF THE RIGHT EXPERIENCE

Wipro and ServiceNow enable better employee experiences, resulting in a variety of benefits, including:



Higher employee satisfaction and engagement, helping to reduce attrition and transition costs.



Faster onboarding time for employees, helping to increase productivity.



Ability to offer modern workplace tools to meet employee expectations.



Expanded use of existing HR systems, enabling the company to get more value from technology investments.

Ultimately, Wipro's approach helps your organization deliver excellent employee experiences during the "moments that matter" that provide real value to employees—and ultimately, to the customers you serve.

About Wipro Limited

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 220,000 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