WIPRO
Applying Thought

Base)))™ - THE TECHNOLOGY AUGMENTATION ROUTE
TO RESOLVE BUSINESS PROBLEMS AND UNLOCK TRUE VALUE FROM OUTSOURCING

Technology Enablement - a Business Process Transformation Driver

With convergence of IT and BPO shaping up the future look of BPO, the combination is bound to free up organizations for more strategic functions. This is evident in the diverse ways in which businesses today make the best use of BPO technological tools to run their multichannel service organizations. Playing that fine role between balancing the many IT systems that customers currently run and maintaining absolute control over processes spread across multiple locations with multiple data formats has its own challenges. It only gets tougher when effectiveness, governance and efficiency of outsourced processes come under the radar. Wipro provides the shortest route to solving business problems and enabling outsourcing with Base)))™.

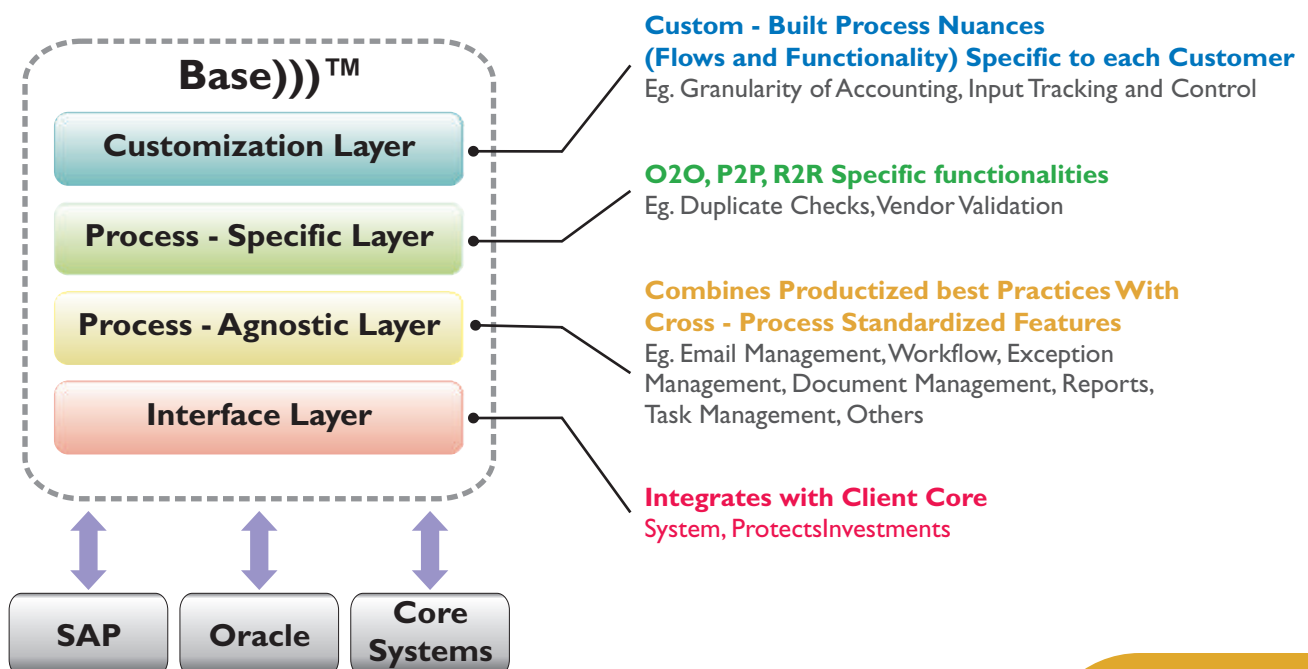## Base)))™ Fits in Your Scheme of Outsourcing

Wipro BPO complements its customer engagements with an agile technology lever - Base)))™.

Base)))™ is a technology-enabled process layer to empower Wipro BPO customers with enhanced process effectiveness, improved governance and control and increased process and people efficiency. It's integrated process layer augments with existing customer core systems and processes and is a catalyst in accelerating value delivery. If your organization is not looking at disruptive changes to its existing technology landscape, however is keen to find solutions for specific business problems by leveraging existing technology investments with absolute visibility into outsourced processes, it is bound to reap benefits from its outsourcing relationship with Wipro, using Base)))™.

Base)))™ - a Technology-Enabled Process-Layer

The breadth of functionalities covered by Base)))™ cuts across processes and is almost unmatchable. We take the approach of assessing your business problems to suggest optimum solutions, rather than attempting to fit a standardized, off-the-shelf product into your environment. Wipro's expertise in IT, Outsourcing and Verticals, come together to power Base)))™. Process agnostic components such as Workflow Management, Case Management and SLA Management are topped with process specific vertical solutions such as Order-to-Cash, Procure-to-Pay and Record-to-Report.

Base)))™ is already a success at 19 organizations across eight countries and is used by 2200 end users.

Base)))™

Customization Layer

Process - Specific Layer

Process - Agnostic Layer

Interface Layer

↕ **SAP**   ↕ **Oracle**   ↕ **Core Systems**

Custom - Built Process Nuances (Flows and Functionality) Specific to each Customer
Eg. Granularity of Accounting, Input Tracking and Control

O2O, P2P, R2R Specific functionalities
Eg. Duplicate Checks, Vendor Validation

Combines Productized best Practices With Cross - Process Standardized Features
Eg. Email Management, Workflow, Exception Management, Document Management, Reports, Task Management, Others

Integrates with Client Core
System, ProtectsInvestments

Base)))™ Benefits

Base)))™ is a unique blend of abilities powered by technology that sorts out business challenges and enables outsourcing. It resolves process issues making them more effective and brings transparency into outsourced processes.

Enhances Process Effectiveness

Base)))™ has the ability to directly impact business outcomes by meeting varied process improvement needs and scores high on various measures of process effectiveness, Business metrics such as vendor and customer satisfaction, accuracy and time-to-resolution, cost of operations, processing time and control over revenue leakage show positive trends when processes are powered by Base)))™.

Improves Governance and Control

Base)))™ provides a single version of the truth on SLA and process performance with complete transparency and control over outsourced processes. Reports are in real time and can be customized to facilitate better decision making.

Increases Process and People Efficiency

The right mix of automation and human involvement helps Base)))™ - enabled processes significantly reduce process errors, minimize manual intervention and reduce turn-around-time.

Reduces Risks and Protects Technology Investments

Technology augmentation is proven to be one of the leanest methods of empowering customers with required levers to address specific business problems and shortening the time taken to realize benefits. Base)))™ with interchangeable business process building blocks, adds on to the clients' existing core systems and provides consulting-led process outsourcing and analytics services. Also, as an integrated process-layer, Base)))™ avoids the need for deploying multiple systems to resolve specific business problems and enables them to effectively interact with each other.

Base)))™ Features

Workflow, Case management and allocation engine, Auto escalation and reminders, Portal based access for customer users, Email integration and management, Input data management, Work Item management, Quality control and assurance, Integrated helpdesk query management, Audit trails, SLA reporting, Business analytics reports, User management, Input-output control, Archival, UI ease-of-use, Mass updates, Export to excel, Non-process tasks management

Base)))™ Implementation

Value Assessment

An important phase in kick-starting Base)))™ implementation, is to understand our customer's pain points. The value assessment framework identifies performance gaps, quantifies and prioritizes benefits and proposes the transformation roadmap. We also propose a plan to track success of initiatives targeted to value realization.

Customization and Configuration

Every organization is comfortable with running business processes their way, for which, a one-size-fits-all approach often fails. Accounting nuances, approval flows, input tracking and control are some instances where organizations prefer to follow their own protocol. We therefore provide levers to allow rapid customization of Base)))™ to fit across processes, operating procedures and business rules.

Deployment and Maintenance Support

Wipro takes care of end-to-end implementation, hosting, maintenance and support of the Base)))™ deployment.

Power of Base)))™ Realized by Customers Across Industries

- **A US-based electronics manufacturing organization:** improved working capital by reducing exceptions by 50% and improved on-time payments

- **A UK based utilities organization serving a customer base of 52 million:** increased productivity and process visibility

- **A US based Fortune 50 retail organization:** achieved digitization and outsourcing enablement

For Review

Call Wipro BPO Sales at **+91 9739049815** or email: **base-sales@wipro.com** to arrange for an assessment of your business environment. Discover how Wipro can resolve your business problems and enable outsourcing with a lean and effective BPO engagement model, powered by Base)))™.

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