



Wipro's Workplace Solution for Frontline Manufacturing Employees

Powered by Wipro's Live Workspace™ Service Portfolio

Understanding the Frontline Workforce experience in the manufacturing world

“A frontline worker in the workplace is any individual—regardless of education or industry—who works directly with customers, clients, or other recipients of services” - Microsoft

Frontline Workers play a pivotal role....

80%

of the world's workforce is made up of frontline workers

22% ↑

increase in **productivity** from providing technology leads to **reduction in cost of turnover and onboarding**

25% ↑

increase in **profitability** in organizations ranked in top quartile in **workforce experience**

Let's explore the critical personas of manufacturing industry....



PLANT SUPERVISOR

Supervises and organizes operations



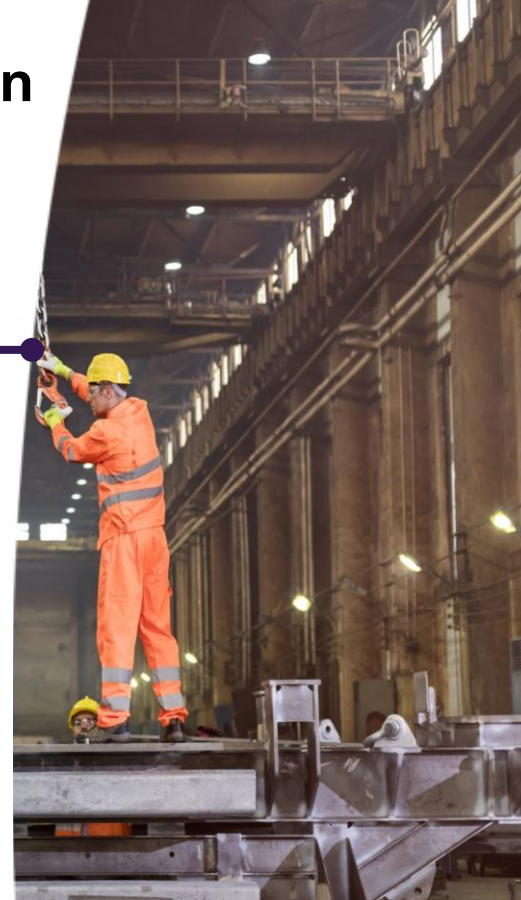
PRODUCTION TECHNICIAN

Schedules activity and troubleshoot issues



ASSEMBLY LINE OPERATOR

Executes production and equipment



Wipro addressing the challenges faced by John with Live workspace™ solution

Navigating the negative employee experience to positive employee experience with innovation

Bottlenecks for Frontline Workers

Fluctuating Schedule & Device Overload

Frequent changes, department silos and multiple device handling

Compliance and Privacy Issues

Sharing of devices

Limited Visibility and Connectivity

Lacking organizational awareness and information

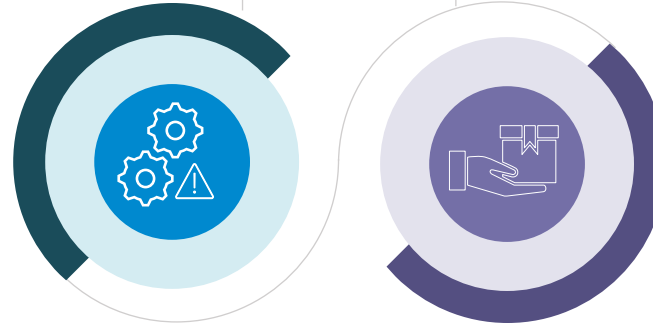
Lack of Training

Absence of skill training to keep up with evolving processes

Manual Process

Tedious and time-consuming processes

Negative employee experience



Live workspace™ Solution Themes

Prioritizing Occupational Wellbeing

Help with mental, emotional and physical wellbeing

Embrace Technological Innovation

Human Digital augmentation with zero-trust security

Strengthen Collaborative Culture

Enabling broader connectivity and visibility

Fostering Continuous Learning

Upskilling and Cross-skilling via latest technology


Empower with Operational Agility


Empower workers to do more enabling proactive approach


Positive employee experience


Wipro Live Workspace™ emPOWERS the Manufacturing Workforce


Embrace new workplace design and manufacturing paradigms to prepare for the future of work with innovation













Proactive Support

- Generative AI powered IVA to facilitate **self-help** for knowledge management and issue resolution
- Self-heal** through automation scripts
- AR/VR-led **remote visual assistance** using Microsoft HoloLens
- Unified directory** of resources with SharePoint




Operational & Process Efficiency

- Shift, schedule, task and approval management facilitated within Teams
- Digitalized Processes** like handover created with Power Apps
- Automated workflows** like quality control using Power Automate can backup inspection personnel




Workforce Communication & Collaboration

- Flexible communication** using Digital Walkie within Teams
- Immersive & Interactive Training** using Viva Learning
- Digital Assistant** as M365 Copilot for writing emails, drafting proposal, offering suggestions, creating presentations and more




Experience Monitoring & Management

- Total Experience Monitoring** with real-time analytics on Power BI
- Unified Data Fabric** providing actionable insights
- Persona-focused Change Management**
- Connected and engaged workforce** with Microsoft Viva suite




Robust Security & Safety

- Endpoint Management** of diverse devices through session management
- Compliance & Governance** following compliance dashboard for end-to-end visibility
- Health & Safety Management** with handy guidelines and checklists using Copilot



 Experience-led Digital Workplace Transformation Consulting Services

 Business outcomes realized through the solution

Sustainability = Emission Planning + Unified Data + Efficient Operation & Process

Unlock revolutionized EMPLOYEE EXPERIENCE with AI-powered Future of Work

Design your workplace of the future with our consulting support



ADVISORY & CONSULTING

Evangelise and Engage with business users to demo value

- Discovery and envisioning workshops to identify key personas
- Persona-led employee journey mapping
- Assessment of the frontline worker needs and environment
- Design tailored strategy and roadmap
- Ensure compliance to organization governance & standards



SOLUTION DESIGN, BUILD & DEPLOYMENT

Design, develop and implement solutions

- Build custom POCs and test in the customer environment
- Develop reusable end-to-end library of pre-built templates
- Offer end-to-end guidance and support to integrate solution with the existing organizational ecosystem
- Connect people, processes, and technology with digital footprint of manufacturing processes and relationships



ADOPTION & CHANGE MANAGEMENT

Provide ongoing support and easy-to-adopt strategy

- Ensure company-wide adoption with Change Management Strategy
- Follow agile approach to focus on ultimate utilization of services
- Provide personalised training to enable employees for change journey
- Continuous improvement to ensure service quality and performance
- Hypercare support to the Frontline Workers pre and post transition

Delivery Methodology

Robust governance structure to form a feedback loop to continuously meet the evolving business needs

5 Continuous Improvement

Establishing success metrics

4

Establish KPIs/ SLAs to jointly evaluate the success

3-step DesignIT service transformation

- **Discover:** Pain points
- **Define:** Service need
- **Design:** User journey

3 Design-led Thinking Approach

Tech & Process Assessment

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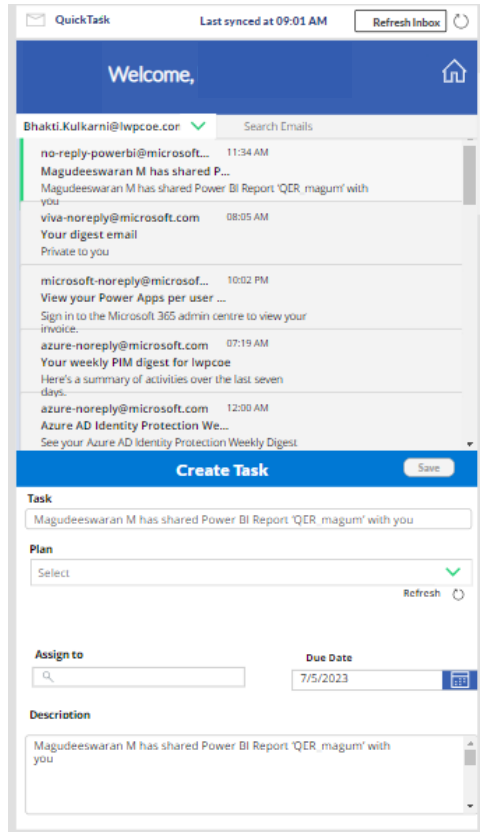
Analysing current landscape in client's environment to identify potential gaps

Context setting through regular sessions to gauge personas and organization readiness

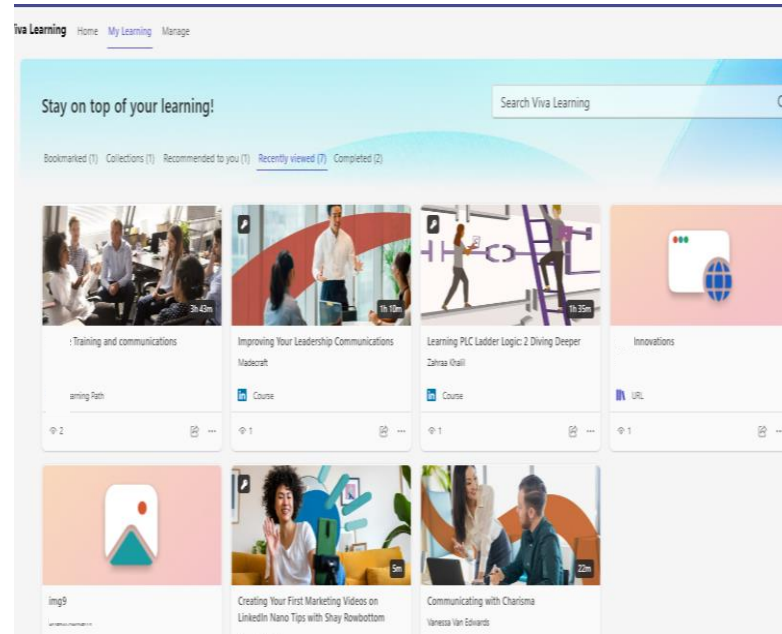
1 Understanding Objectives

Live Workspace™ for Manufacturing Frontline Workers in Action

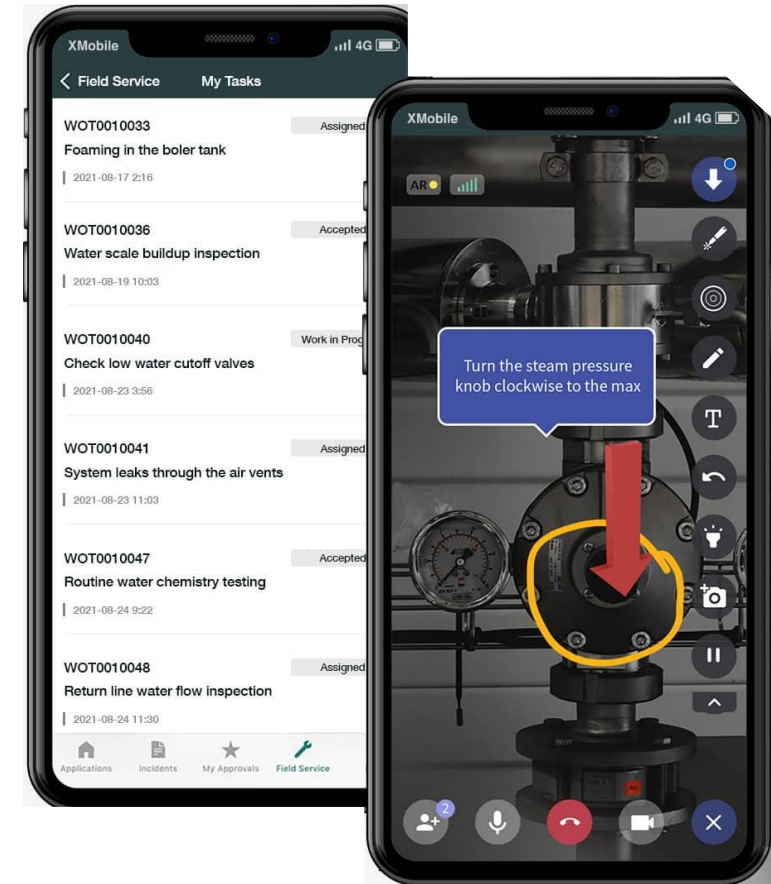
Wipro has created reusable templates which can be customized as per customer's environment



Power App: Create tasks to assign to the team members



Viva Learning: Centralized persona-based learning hub in Microsoft Teams



Realview: Digital Field Service powered by AR/VR for remote visual support optimizing cost

Driving business outcomes with Wipro Live Workspace™ for Manufacturing Frontline Workers

Getting to a unified, modern workplace is a marathon that brings together data unification, collaboration, innovation, support and security to get ahead of competition



Gain Visibility



Improve Productivity



Optimize Operations



Sustainable Manufacturing



Proactive Support improve time to value by reducing resolution time and inquires



Operational & Process Efficiency reduce operation cost with workflow automation and end-to-end visibility



Workforce Communication & Collaboration elevate employee productivity with responsive and dynamic cross-department coordination and flexibility



Experience Monitoring & Management at multifaceted employee touchpoints aiming to improve their experience and retaining valuable talent



Robust Security & Safety to responsibly democratize data instilling trust

A leading global beverage manufacturing organization



Business Challenges

- Manual operations with limited adoption of modern tools and provisioning methods
- Huge variance in SLAs & key metrics/KPIs across the countries
- Disparate service quality with employee experience impact between 100+ locations
- Fragmented communication channel with limited visibility at the corporate offices
- Multiple 3rd party applications leveraged for pointed usage resulting in multiple vendor touch points.
- Cloud based native toolsets leveraged for monitoring and management with limited automation



Ambitions Realized (Wipro's Solution)

Employee experience, service and performance based operating model with XLA-led business outcomes

- Align process harmonization and persona-based end user support for enhanced contextualization and faster resolution (Plant Manager, etc)
- Implement modern collaboration with conference room services enabled by Microsoft Application and Meeting room support
- Equip frontline workers with Zero touch provisioning of **Microsoft Teams** for hassle-free access
- Unified endpoint management with Microsoft Intune for evergreening of the platforms and applications
- Identify and build custom use cases for digitalized process using PowerApps



Results

- Improvement in CSAT from 3.8 to 4.4
- Increased operational efficiency and reduced TCO
- Employee productivity improved through reduction of MTTR from 2 days to 1 day
- High regulatory compliance and reduced security incidents due to adoption of latest trends and tools
- Modern workplace with evergreen and cloud first approach
- Enhanced reporting and analytics to ensure end-to-end visibility
- Enablement of Hybrid ways of working



Thank You!