

SUCCESS STORY: WIPRO LIMITED



Challenge

Wipro Limited is a leading global information technology, consulting and business process services company, recognized globally for its comprehensive range of IT services. With a strong base in cognitive computing, hyper-automation, cloud, analytics and more, Wipro provides organizations with the opportunity to adapt to a complete digital ecosystem. This has made them a successful entity in the industry, enabling them to constantly build better and bolder solutions for the future.

Wipro was trying to identify solutions that could help automate their global end user support service desk in order to improve their current employee experience. They required enhanced ticket automation, and agent productivity dashboards to seamlessly integrate with their current IT ecosystem and make it available to their agents in one unified console.



Solution

Rescue and Rescue Lens were introduced to enable Wipro to uphold the strength and consistency of their service desk communication. The integration of these tools automated most service desk tasks, such as end-user support and management of IT tickets — thus enabling a better experience for both users and service desk agents.



Industry

Information technology, consulting and business process services

Headquarters

Bangalore, India

Number of Employees

180,000+



Results

Rescue gave the Wipro CIO organization an integrated and reliable medium for end user interactions and improvement in service desk agent productivity. There has been a significant increase in self-service, with the help of the purpose-built remote support tool.

- Service desk agents now invite experts internally and/or externally to collaborate on a support session and resolve issues, thus significantly increasing the First Call Resolution (FCR).
- Rescue Lens has helped in achieving a significant 25% reduction in on-desk visits, with the help of integrated solutions for hardware and peripheral breakdowns.
- Efficient and detailed reporting of remote sessions helped increase productivity among service desk agents.

“Rescue is compatible with our IT landscape and seamlessly integrates with our ecosystem applications, which helps in automation of our helpdesk operations. Reporting and dashboards helped analyze, summarize, and enhance the daily agent productivity.”

SARAVANA KUMAR NAGARAJAN

EUSS Technical Support Group, Wipro



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