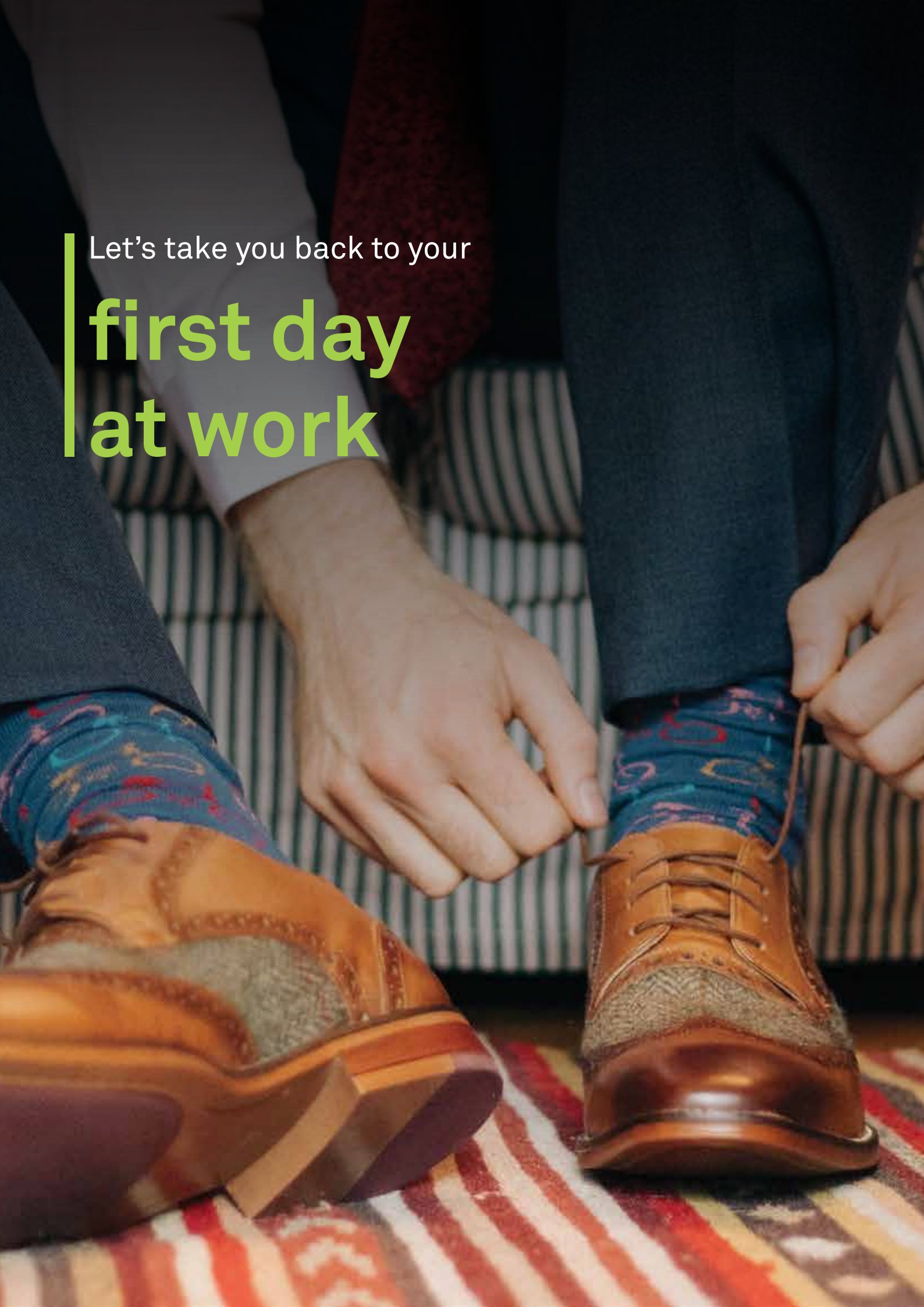


A large, semi-transparent pink circle with a gradient from light pink at the bottom to a darker magenta at the top. It is centered on the left side of the page and contains the main text.


Future of Work is NOW

Are you ready?



Let's take you back to your

first day at work

A group of young people, primarily women, are sitting in modern office chairs in a bright, modern office environment. They are all laughing and raising their arms in the air, suggesting a fun and collaborative work atmosphere. The woman in the foreground is wearing a red and white striped t-shirt and blue jeans. The background shows office furniture and a staircase.

Things are a little

different today

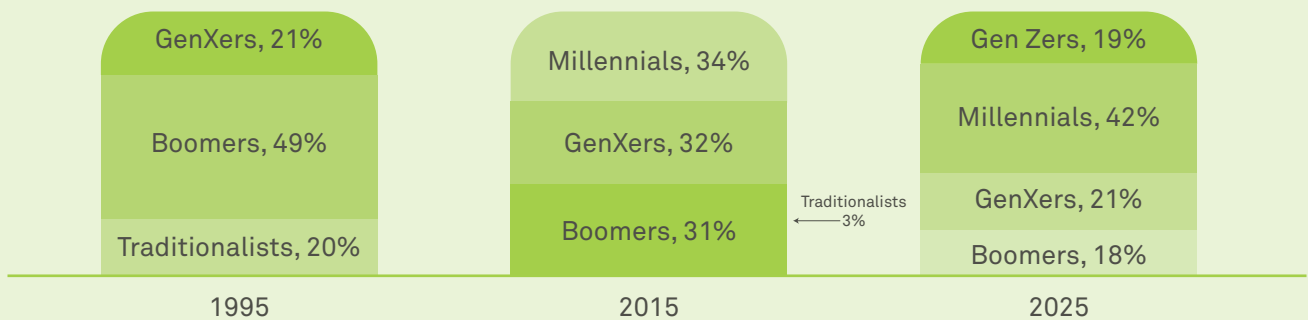
Digital technologies are
redefining the worker experience
& changing the way enterprises
interact with workers.

Changing demography in

workforce today

has made it Multi-generational. With influx of crowdsourcing & gig workers and automation of routine jobs, we have a blended workforce today (AI + Humans)

Labor force composition, by generations



Crowd & Gig workers, US

Segment	%	in #s
Independent workers	36	19.3M
Diversified Workers	26	14.1M
Moonlighters	25	13.2M
Temporary workers	8	4.6M
Freelance business owners	5	2.5M

And there are

varying needs & attitudes

of this modern workforce that must be considered

Generations	Gen Zers	Millennials	Gen Xers	Boomers & Traditionalists
Age As on Jan 1, 2019	10-25	26-37	38-54	55-74,74+
Birth Years	2009-1994	1993-1982	1981-1965	1964-1945, before 1945
Key Abilities	Super tech savvy, embrace diversity, globally connected	Confidence, competitiveness, workplace flexibility advocates	Independent, pragmatic, self-reliant	Strong work ethic, equal rights generations, optimistic
Attitude on education	Questioning value	An expense (may have large student loans)	A way to get there	A birthright
Tagline	“seeking varied experiences”	“its about me”	“help me balance”	“experience of cycles, furthering”
Personal Expectations (L&D)	Deliberate and goal oriented learning	Mentorship	Customization of job and benefits	Opt-in learning and development
Within Teams (Collaboration preferences)	Experimental mindset- trial and error	Synergy of employee affinity groups	Structured development opportunities	Younger manager/ older worker training
From the organization (Support preferences)	Early career connections	Purposeful work and financial support	Future focused career opportunities	Support to work longer.

Employees now demand the

fully-loaded experience

After all, they're accustomed to a certain standard of experiences as consumers in their personal life.



They are the

ambassadors of your business

- Only 13% of Employees are largely satisfied with their work experiences
- By 2022, organizations will have to spend 82% more to achieve the same level of improvement in employee experience satisfaction they currently achieve today.

Only 24% of organizations today are investing in their employee experience, outperforming their competitors that don't.

- Not only do they grow 1.5x faster
- Pay better
- Produce >2x revenue

But are also 4 times more profitable!

These organizations can achieve employees who

- Have 38% higher intent to stay
- Will put in 33% higher discretionary effort
- Are 44% more likely to be high performers

We enable the journey of

experience transformation

By reimagining processes,
systems & space to speak
the new language

Infusing new ways of
working, that are aligned to
our cultural elements

Exploiting emerging
technologies and laying the
foundation to execute the
transformation journey



Future-ready ways
of working



Future-ready
workplace



Future-ready
Workforce

And our approach blends experience, expertise & technology to

build a future-ready digital enterprise

Human centric

Transformation is a change effort. By focusing on employees, we identify opportunities & pain points fuel transformation.

Process & then technology

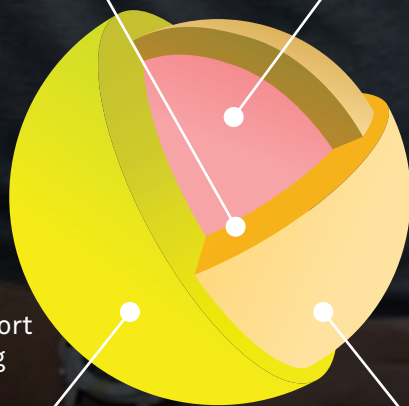
Unlock hidden barriers & useful assets by re-imagining process & enabling new ways of working. Technology comes next.


Productivity & Business outcome

Channelize the discretionary effort & employee potential by aligning transformation intervention to impact productivity & business measures.

Think big, and far ahead

We wont stop to imagine wild solutions that will enable you to be differentiated to attract & retain the best talent.





By building a strong

digital backbone

Processes

Identify key employee facing processes, to reimagine

Technologies

Leverage newer technologies to modernize, personalize

Applications

Orchestrate, Repurpose applications to aid outcomes

Transformation

Cultural, enabling change in a structure program management



And bringing together the **entire eco-system**



Helped ourselves

Implement
organization
wide EX for 180+K
employees, worldwide

Actual deployments to
customers and
credible references in
place

Unique Design Capabilities

Solid experience design
expertise across
products & services

Ability to provide
transformation as a
turnkey service – from
concept to commit

CTO Open Innovation

wipro ventures



Ready to deploy

Accelerators & Assets, Orgainc & Partner IPs to accelerate your journey for quick wins

Right mix of customer experience + Industry experience,



An eco-system

Wipro Ventures, Investing in start-ups. Crowdsource – 1.4M+ Members

Complete orchestration:
Design capabilities + Build capabilities, robustness + agility, process + people

Cultivating a

future-ready culture

by adopting a refined set of **practices**, grounded in **values**, that shape employee **actions** & organizational **performance**.

Fail-fast, Rapid sprints

Constantly & systematically experimenting, learn from results, apply insights.

Self-organizing

Collaborating fluidly across functional, geos, structure and boundaries to get things done

Data Driven Decisions

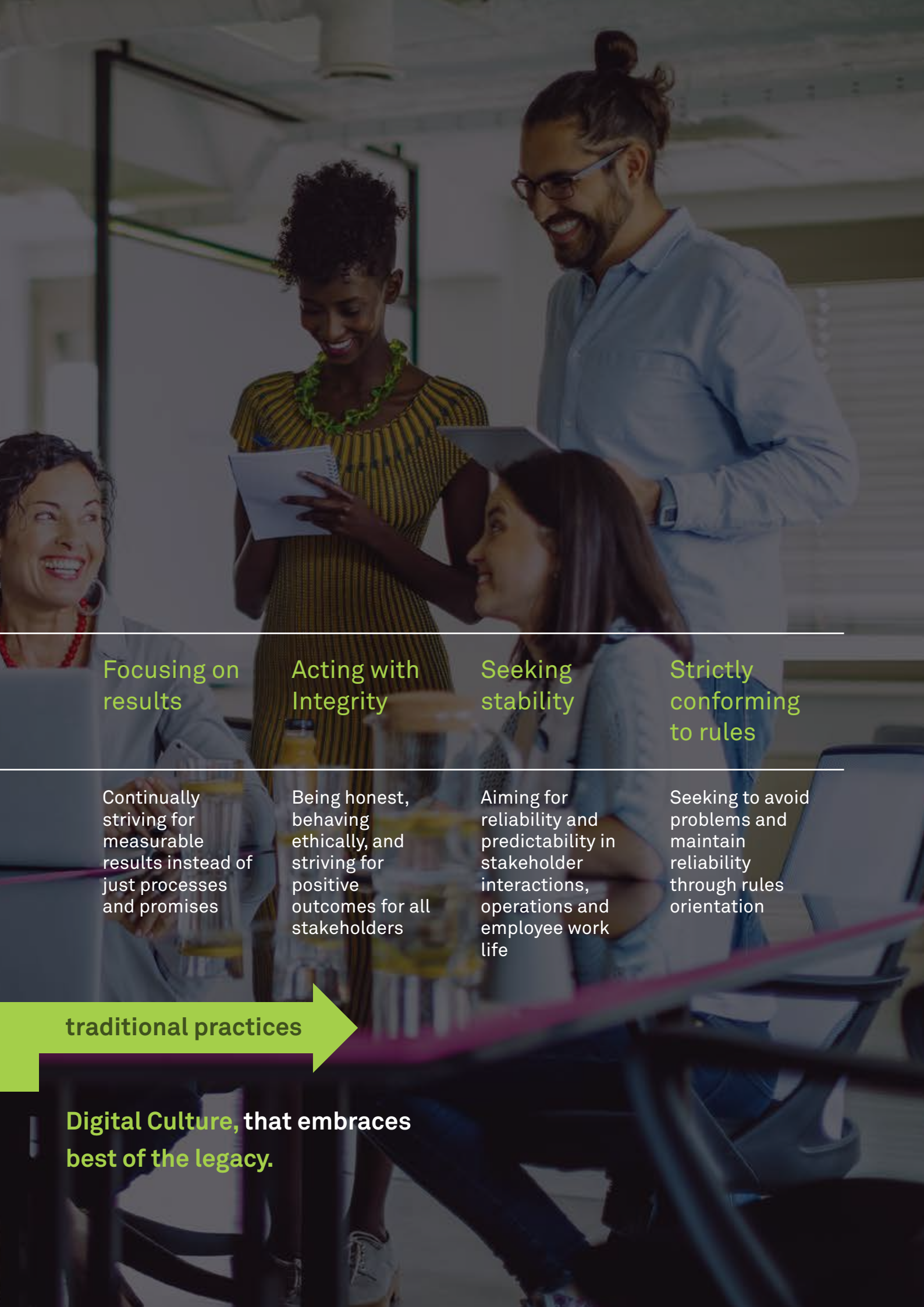
Collect, structured & unstructured data across, to make decisions and solve problems

Customer Obsessed

Maintaining continual focus on meeting the stated and unstated needs of current and potential customers

Build digital practices,
Preserve traditional practices,
Reorient Practices for business outcomes

digital practices



Focusing on results

Continually striving for measurable results instead of just processes and promises

Acting with Integrity

Being honest, behaving ethically, and striving for positive outcomes for all stakeholders

Seeking stability

Aiming for reliability and predictability in stakeholder interactions, operations and employee work life

Strictly conforming to rules

Seeking to avoid problems and maintain reliability through rules orientation

traditional practices

Digital Culture, that embraces best of the legacy.

We build momentum, holistically

step-by-step

1. Establish Vision futuristic,
practical,

2. Align to Strategic Business KPI

3. Garner Buy-in from top
commitment, risks, budget, short term
pressures

4. Define roadmap prioritize, holistic

5. Create visibility momentum, quick
wins, empower

6. Involve Interest groups
participation, evangelization

7. Focus on Adoption rubber meets
the road

8. Integrate, Integrate, Integrate

9. Innovate fail fast, iterate

10. Measure what gets measured, gets
done, insights, reviews



And here's how we're

getting you there

01

Assessments

Future ready assessment, to identify opportunities to impact.

Run, Change & Transform roadmap & co-create, co-innovate for idea to prototype.

Journey Maps illustrate an “experience first” view of the service, allowing for employee pain points to be easily visualized, identified and prioritized.

02

Process

Enabled by a range of technology solutions.

Exploit newer employee facing technologies, through the life cycle.

03

Systems

Platform flexibility, VDI, Smart Offices, IT Cafe, high-performance infra, security.

Style-of-work aligned to new gen, morphing.

04

Space & Devices

Outcome based measures, for continuous improvement.

Closely link up experience enhancement to business outcomes

05

Monitor Outcomes

Enterprise Transformation starts with

employee experience

Work, itself

- Employee Journey map
- Automation, RPA & Bots
- Digitalization
- Multi-country standardization
- Operation Process Transformation

Data & insights

- Workforce Analytics
- Labor Optimization
- Sentiment Analysis
- Monitoring & Predictive algorithms

Applications

- Package Implementation
- Applications & tools rationalization
- Architecture & Harmonization
- Cloudification

Collaboration

- Collaboration & Conferencing
- Mobility & Intranet
- Virtualization
- Smart offices, Voice enabled
- Future-ready workplace

Flexibility

- BYOD / CYOD
- DaaS
- IoT & Connected Spaces
- Genius Bar
- Morphing & Personalization

Flexibility

- Shared Services
- Self Heal / Self Service
- Conversational Assistants
- Change Management
- Crowdsourcing & TaaS

And here are some stories where

we've done just that

Just like transformation around the employee...

change begins right at home

A portal that consolidates and allows access of over 150 applications to 174k employees through a single sign-on process – that redefined employee engagement within Wipro.


Supports quicker transactions - Maps employee journeys and user stories

Super-fast processing power is all about

breaking down silos

An easy-to-use digital systems portal mapping current employee experience, across a number of silo divisions to provide seamless and flexible services – for a semi-conductor manufacturer.

Enables transparency and clarity - Eliminates bottlenecks - easy to do business



What's the future of employee experience?

Well, the initial future is first to get companies to **embrace it, to understand it and to start making investments in it.**

While the future of work is uncertain, one thing is clear: your people are the backbone to success. By putting your people at the center of your organization, you'll be better poised to attract and retain new talent, deliver a superior customer experience, and compete in this new world of work.



Possibilities aplenty, but

prioritize, contextualize

being aligned to your strategic objectives.

Let's talk further...

In the meanwhile, we want to leave you with this [Point of View on 'Future of Work'](#) co-authored by Wipro's CHRO [Saurabh Govil](#). Would love to hear your thoughts on it!

How can we help you bridge the future of work, drop in a line at workplace.services@wipro.com



Wipro Limited

Doddakannelli, Sarjapur Road,
Bangalore-560 035, India

Tel: +91 (80) 2844 0011

Fax: +91 (80) 2844 0256

wipro.com

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 175,000 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

