



Global IT leader Wipro automates service management for a major bank, reducing time spent per event by 83%

87,500 event tickets automated

60% reduction in MTTR

Less time spent per event



Wipro

INDUSTRY

Information Technology Services

CHALLENGE

Reduce service support workload by automating incidents raised by multiple monitoring tools.

SOLUTION

BMC Atrium Orchestrator enabled Wipro to create a seamless automation platform across disparate tools in support of the client's globalization strategy.

BUSINESS CHALLENGE

Wipro is a global information technology, consulting, and outsourcing company with over 160,000 employees. Wipro leverages its industry-specific experience, technology expertise, and vertically aligned business model to help clients achieve exceptional business results. An example of its success is the use of automation to create a significant business impact for one of the world's largest banks. The bank's IT staff was grappling with a large number of manual tasks, which were placing a huge burden on support teams. Consequently, highly skilled support people spent too much time on mundane manual tasks instead of complex technical issues. The large number of tickets generated—approximately 1.5 million—by both monitoring tools and users, as well as the disparate, siloed nature of the bank's helpdesk environment, both added to the burden.

BMC SOLUTION

Wipro used BMC Atrium Orchestrator to create a seamless, centralized automation platform for the bank that orchestrates end-to-end processes across the entire ITSM environment.

BUSINESS IMPACT

With Atrium Orchestrator, the bank is approaching its target of automatically handling approximately 35% of the 250,000 tickets generated per month.

- Wipro has already automated approximately 28% of tickets raised by monitoring tools, saving time, minimizing the risk of human error, and **reducing mean time to repair (MTTR) by up to 60% for automated and enriched events combined.**
- Atrium Orchestrator automates previously manual checks and compiles a complete picture of issues, **reducing administrator time spent per event from 30 minutes to five** and contributing to a **savings of 20,000 staff hours** within the first 10 months.
- Support teams now have more time to focus on other **user-generated incident tickets.**

“With Atrium Orchestrator we have been able to streamline and automate processes, which helps us manage the bank's expanding needs without increasing the number of support resources required,” says Ramkumar Balasubramanian, General Manager, Wipro BOTWORKS.

BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage.

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