

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



“With TrueSight Orchestration, we have been able to streamline and automate processes.”

Ramkumar Balasubramanian | General Manager | Wipro BOTWORKS



87,500

event tickets automated



60%

faster MTTR



↓ **Less time**

spent per event

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, added to the burden.

BMC Solution

Wipro used TrueSight Orchestration to create a seamless, centralized automation platform for the bank that orchestrates end-to-end processes across the entire IT service management (ITSM) environment.

Business Impact


With TrueSight Orchestration, the bank is approaching its target of automatically handling approximately 35 percent of the 250,000 tickets generated per month.

- Wipro has already **automated approximately 28 percent** 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 percent** for automated and enriched events combined.
- TrueSight Orchestration 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 ten months.
- Support teams now have **more time to focus on other user-generated incident tickets.**

“ TrueSight Orchestration helps us manage the bank’s expanding needs without increasing the number of support resources required. ”

Ramkumar Balasubramanian | General Manager | Wipro BOTWORKS

Learn more:

 [Visit the TrueSight Orchestration web page](#)