

A Business Partner Solution for the Industrial Sector

A Solution for Enterprise Quality Improvement

Wipro Technologies

WiQTr



Solution Description

Cost of Warranty is a significant area of concern for the global auto industry. Automotive industries require an enterprise quality improvement solution that enables quality inputs apart from warranty claims, and offers analytical capabilities for structured and unstructured data.

Automotive OEMs lose millions of dollars annually by employing antiquated procedures and systems to manage complex warranty processes. The WiQTr (pronounced "victor") solution utilizes all field failure information and provides insight to the core of the problem. The WiQTr solution facilitates proactive design and production quality improvement for next generation products – leading to reduced failure rates.

Features & Benefits

- Ability to capture a wide spectrum of quality inputs from the field
- Uses text analytics to extract useful information from unstructured data
- WiQTr can be customized to the needs of the customer
- Impacts an organization across its entire value chain from Product Development to Service

Value Proposition

The WiQTr solution addresses the transformational aspect of quality across the entire value chain, from product development to service. The solution facilitates the effective capture of field failure inputs, its subsequent analysis and corresponding actions, which drive next generation product quality improvement. WiQTr can lead to the reduction of failures and warranty claims, thus offering time and cost efficiency, and enhanced service productivity.

Company Description

Wipro Technologies, a division of Wipro Limited (NYSE:WIT) is the first PCMM Level 5 and SEI CMM Level 5 certified global IT services organization. Wipro Technologies was recently assessed at Level 5 for CMMI V 1.2 across offshore and onsite development centers. Wipro is one of the largest product engineering and support service providers worldwide. Wipro provides comprehensive research and development services, IT solutions and services, including systems integration, information systems outsourcing, package implementation, software application management, and datacenter managed services to corporations globally.

IBM Segment

- Enterprise Content Management

Business Function

- Production Quality Improvement

Target Industry

- Automotive

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