

TIMED TO CAPTURE

Wipro partnered with a global investment bank to build an application that enables the client to book corporate actions within 24 hours of the notifications globally



INDUSTRY LANDSCAPE

Globally, the volume of corporate actions has increased as a result of new technologies, more efficient systems and processes, and improved market practices targeted towards market standardization. The industry is also witnessing an increase in cross-border holdings of securities which has added to the complexity of corporate actions. Over and above this, corporate actions execution is becoming more time sensitive as the securities industry continues to evolve and as more sophisticated instruments are created.

CLIENT BACKGROUND

The client is a large global investment bank, widely recognized for the trading, custody and settlement systems it provides to institutional investors, fund managers, and private clients. The company has presence in over 50 countries and provides investment banking, asset management, and wealth management services for private, corporate, and institutional clients worldwide.

THE OPPORTUNITY

The client faced the challenge of holding actual physical shares in safe vaults and ensuring reconciliations of withheld securities for different trade cycles. To keep track of the withheld securities and ensure effective physical reconciliations, the client wanted to develop a robust application to capture corporate actions, and process and relay the relevant information to shareholders within 24 hours.

Portfolio managers need to be intimated of voluntary corporate actions, which impacts the net profitability of their funds, in order to decide whether to hold or sell the security - while companies are not obliged to ensure that voluntary corporate actions information reach portfolio managers or traders. It was therefore incumbent on the investment bank to capture notifications on corporate actions, process that information and apprise shareholders of the net impact within 24 hours.

For the client, given the challenges of manual storage and reconciliation of securities, managing voluntary corporate actions information had assumed critical importance. Some key challenges faced while setting up this system included:

- Asset servicing processes were disbursed under various business verticals and regions
- Synergies had to be mapped to explore potential productivity gains

We managed the business transformation and developed an application to effectively book corporate actions within 24 hours. Our BPO team took over all the manual interventions.

SOLUTION

Wipro managed the end-to-end business transformation of the client's asset servicing arm for both products (equities and fixed income) and developed an application that enabled the client to process a corporate action within 24 hours. The overall approach was aimed at:

- **Process Improvement** – through identifying processes with idle time, small automation at low cost, value stream mapping of identified processes, and load leveling
- **Optimum Resource Utilization** – through cross-skilling for common processes and markets across products
- **Process Standardization** – by clustering common processes across products and regions

BUSINESS IMPACT

Key benefits realized by the client included:

- Capacity to capture, process, and deliver corporate actions information within 24 hours across global markets
- Resource rationalization leading to major cost savings – Wipro helped achieve an approximate 45% FTE workforce reduction over 5 years
- Process standardization

ENGAGEMENT HIGHLIGHTS

- Wipro demonstrated its capability to develop applications and offshore processes that facilitates corporate actions booking within 24 hours of notifications globally
- Wipro also successfully managed six subsequent dividend seasons for the client, where booking of corporate actions assumes critical proportions
- With this engagement, Wipro effectively assisted in processing 100% of mandatory corporate actions for the client from offshore

About Wipro Ltd.

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of "Business through Technology" - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation and an organization wide commitment to sustainability, Wipro has a workforce of 140,000 serving clients across 57 countries. For more information, please visit www.wipro.com.

For more information, email us at: info@wipro.com

DO BUSINESS BETTER

NYSE:WIT | OVER 140,000 EMPLOYEES | 57 COUNTRIES

CONSULTING | SYSTEM INTEGRATION | OUTSOURCING

Wipro Technologies, Doddakannelli, Sarjapur Road, Bangalore - 560 035, India Tel: +91 (80) 2844 0011, Fax: +91 (80) 2844 0256, Email: info@wipro.com

North America South America United Kingdom Germany France Switzerland Poland Austria Sweden Finland Benelux Portugal Romania Japan Philippines Singapore Malaysia Australia China South Korea New Zealand

© WIPRO TECHNOLOGIES 2013

"No part of this booklet may be reproduced in any form by any electronic or mechanical means (including photocopying, recording and printing) without permission in writing from the publisher, except for reading and browsing via the world wide web. Users are not permitted to mount this booklet on any network server."