



## Entry Pitch Deck

### Creating an Insurance Enrollment Portal with SAP BTP

**Wipro Enterprises Pvt. Ltd.**

Manishankar Biswas

Consumer Care, Lighting, & Infrastructure Engineering

PUBLIC



**Incture**<sup>®</sup>



# Company Information

## COMPANY NAME:

Wipro Enterprises Pvt. Limited

## HEADQUARTERS:

Bengaluru

## INDUSTRY:

Consumer Care, Lighting, & Infrastructure Engineering

## WEBSITE:

<http://www.wiproenterprises.com>

## NUMBER OF EMPLOYEES:

10,001+ employees

**Wipro Enterprises Private Limited (WEL)** is a privately held Indian company whose main activities are in the fast-moving consumer goods, lighting, hydraulic cylinders, industrial automation, 3D printing and aerospace component manufacturing and industrial water treatment business. The company was founded in 2013 as a spin-off of Wipro Limited's non-IT businesses.

WEL has two main business lines:

1. **Wipro Consumer Care and Lighting (WCCLG)**
2. **Wipro Infrastructure Engineering (WIN)**

Wipro Consumer Care and Lighting (WCCLG) caters to the fast-moving consumer goods (FMCG) segment dealing in personal care, home care, lighting, and seating solutions. WCCLG started its operations in India and has grown through acquisitions in SEA which has given Wipro Consumer Care a global footprint.

WCCLG is among the fastest growing FMCG businesses in its operating geographies of Asia the Middle East and Africa, with revenues of over Rs.10,000 Crore. Its businesses include personal wash products, skincare products, male grooming products, toiletries, wellness products, household products, electrical wire devices, domestic and commercial Lighting, and modular office furniture. It has a strong brand presence with significant market share across segments in India, Southeast Asia, East Asia, Africa, and the Middle East.

# Creating an Insurance Enrollment Portal with SAP BTP

Wipro Enterprise Limited



## CHALLENGE:

Wipro Enterprises has implemented the HCM application (SAP SuccessFactors) and the SAP Payroll (SAP S/4HANA) application for managing employee data, various HR processes, and the salary process.

In-house-built applications, which were used for insurance benefit enrollment, are no longer in use. Also, the requirement of insurance benefit enrollment could not be met using the standard SAP SuccessFactors benefits system.

## SOLUTION:

To develop a new application for insurance benefit enrollment that is integrated with SAP SuccessFactors for seamless data flow and provides an enhanced experience of insurance benefit management

## OUTCOME:

This application will be used by employees as a benefit enrollment platform for opting for insurance plans and by payroll admin to receive all payroll-related inputs on insurance premium payments.

The application would also be leveraged to send the employee/enrollment data to the insurer.

# 100%

Employee data from HR system is completely automated using SAP BTP

# 3x

Faster in accessing policy data & enrollment time

# 23K

Records processed



**The Application has helped the employees to seamlessly enroll for the company insurance programs. It has helped to generate comprehensive reports for the HR admins and insurance provider. The application has demonstrated great **Employee Experience** by providing a very user-friendly interface. The application **fits well with the overall enterprise architecture (SAP SuccessFactors + SAP + SAP BTP)** and helped to **achieve a great TAT** for the overall Insurance enrollment process.**



**Manishankar Biswas,**  
**Group Manager – Analytics, HR Technology**

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# Participating Partner Information

Incture has been delivering technology-enabled business innovation to SAP customers since 2006. Its intelligent digital applications and systems are delivering integrated hyper automation for SAP customers.

These digital applications integrate people, processes, data, systems to make work easy, and deliver a shift in business performance and people experiences. With offices in the US, Canada, India, Europe, Middle East, Southeast Asia and Australia, Incture has been instrumental in technology-enabled innovation for its customers across the world.

## COMPANY NAME:

Incture Technologies



Incture supported Wipro by developing a new application for insurance benefit enrollment that integrates with SAP SuccessFactors for seamless data flow and provides an enhanced experience of insurance benefit management.



**Incture**<sup>®</sup>

# Challenges and Objectives 1 of 2

## GLOBAL CHALLENGES

- Wipro has a distinct platform/application for enrolling, filing claims etc. which was not integrated with HRMS (SAP SuccessFactors). Employee had to manually fill out details which was time consuming
- The legacy application failed to deliver a satisfactory user experience, resulting in multitude of errors and confusion in the process
- The current enrollment program lacked an automated report capability, requiring the HR admin to manually generate the monthly reports which were shared with the insurance providers
- Lack of automation process for entering the premium amount into SAP SuccessFactors
- In-house-built applications used for insurance benefit enrollment, are no longer in use

## BUSINESS CHALLENGES

- Employees have no access to the last three years of data.
- Lack of integration with the SAP Payroll Processing system during the implementation process
- Multiple insurance enrollment windows for various plans

# Challenges and Objectives 2 of 2

## PROJECT OBJECTIVES

- Data integrity and single source of truth of employee dependents has to be maintained in SuccessFactors and should be available in the Insurance enrollment Portal.
- A self-explanatory platform for employees to effortlessly accomplish insurance-related tasks which also allows smooth reporting for HR administrators and insurance providers by reducing manual labor and errors.
- Seamless integration of insurance portal with SAP Payroll Processing thereby eliminating manual intervention and calculations.
- Overall fitment of the applications with SAP Enterprise Architecture Framework thereby reducing complexity, and cost.

## WHY SAP

Developing the application over SAP Business Technology Platform (BTP) has helped us to fit seamlessly with other SAP platforms / architecture.

The SAP SuccessFactors Employee Central Integration with the SAP Business Technology Platform pulls the employee data directly from SAP SuccessFactors.

Premium deductions flow to the SAP Payroll Process seamlessly from the SAP BTP application.

Wipro has been using SAP technology since Feb 2004.

# Project or Use Case

To develop a new application for insurance enrollment, which is integrated with SAP SuccessFactors for seamless data flow and provides an enhanced experience of insurance benefits management.

Wipro required a platform or application where their employees could enroll themselves in various insurance policies independently. Using this platform or application, the administrators (Super/Admin) required the details of the employees who have enrolled in the form of reports. In Wipro,

SAP SuccessFactors is the core HR system in use, and SAP Payroll Processing (on-premise)

## ↩ PROCESS BEFORE

- No sync between SAP SuccessFactors (People system) & Insurance Application.
- Need to access application via separate link and credentials.
- The validation & eligibility rules of policy were defined only in policy documents.

## ↪ PROCESS AFTER

- Established real-time sync between SAP SuccessFactors and the Application.
- User can access the application via SAP SuccessFactors tile on homepage with help of SSO.
- All checks were displayed on UI screen on runtime.

# Benefits and Outcomes 1 of 2

## BUSINESS OR SOCIAL

- The Insurance Enrollment Portal serves as a centralized hub where employees can access, review, and choose insurance coverage options.
- Transparency in coverage details for employees.
- A super admin can act as a proxy on behalf of employees. The details of the employees who have enrolled are provided in the form of reports (visibility to historical data of the past 3 years).
- Assistance on policy is provided using the FAQ navigation and policy document downloads on every tab help the employees review before purchasing any insurance.

## IT\*

- The SSO setup is implemented between SAP SuccessFactors and the Insurance Portal (SAP BTP) via Microsoft Azure (IAS - Identity Authentication Security), which eliminates the need for login credentials.
- Microsoft Graph API for sending emails to employees. Previously, we required basic authentication of the sender's credentials within SAP BTP.
- For deployment, we have configured the transport bundle from QA to Production, which saves time in creating the MTAR (Multi-target Application Archive) file and deployment activity in the tenant.

# Benefits and Outcomes 2 of 2

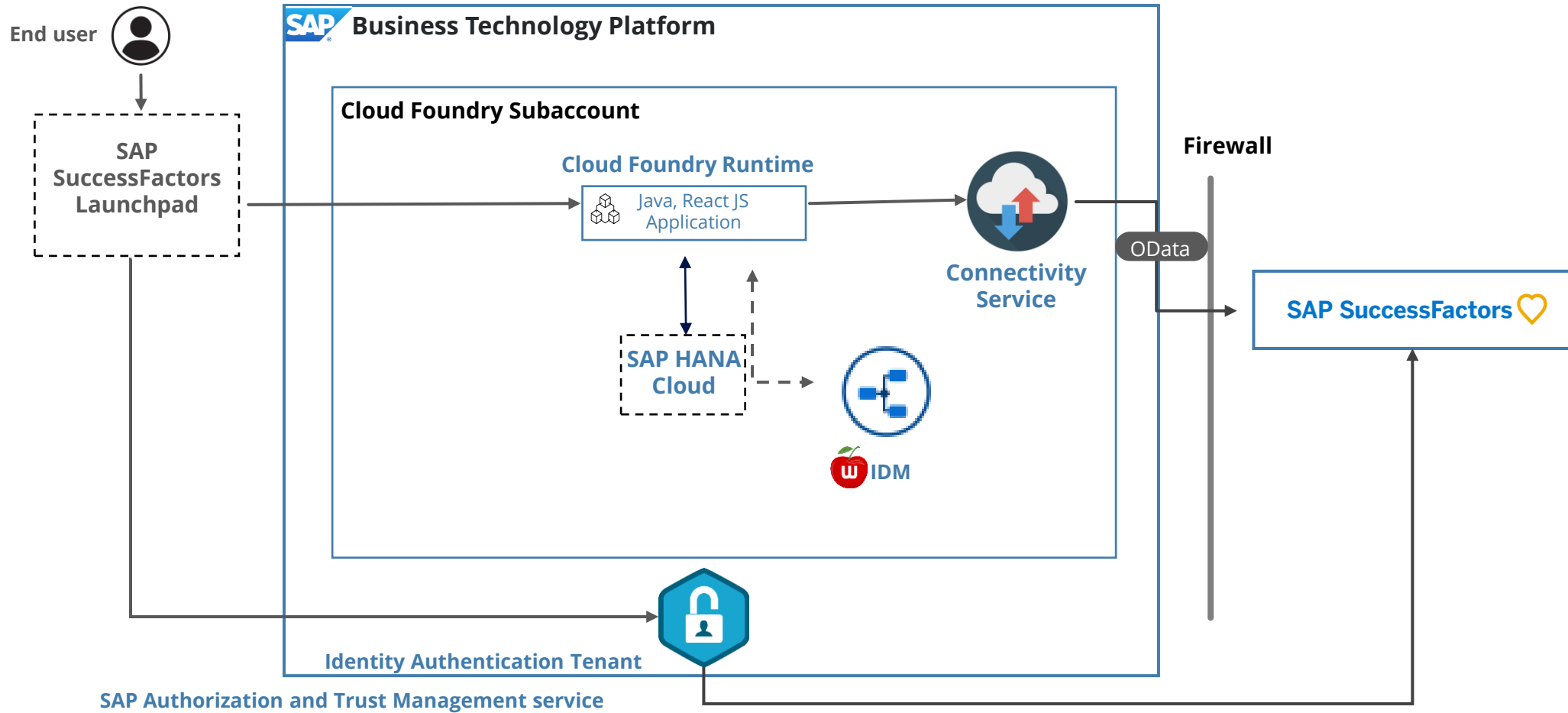
## PEOPLE RELATED – PERSONAL PERSPECTIVE

WEL's insurance enrollment portal acts as a digital platform designed to facilitate the process of enrolling Wipro employees in insurance plans.

Wipro employees can enroll themselves in various insurance policies independently. The HR intervention is minimized.

**“ Application resulted in a great employee experience. The overall Insurance enrollment process for the organization was completed within record TAT (1 month). Helped in improving productivity. The application has helped to simplify the overall SAP/Enterprise architecture, leading to reduction in overall complexity and maintenance requirements. Helped in cost optimization ”**

# Solution Architecture



# Deployment Details 1 of 3

## SAP® TECHNOLOGIES USED

	SAP PRODUCT	DEPLOYMENT STATUS LIVE/POC	SAP AI SCENARIO (if applicable)	CONTRIBUTION TO PROJECT
1	SAP Business Technology Platform	LIVE	NA	Used SAP BTP as a platform to host the application by using different services like SAP Authorization and Trust Management service, destinations, autoscaling etc.
2	SAP SuccessFactors Employee Central	LIVE	NA	Used to get all the employee personal data as well as organizational data
4				
5				

## DEPLOYMENT STATUS:

LIVE

## DATE:

09-Nov-2023

## NUMBER OF END USERS:

2.5K +

## TRANSACTION VOLUME:

<b>GMC</b>	<b>18%</b>	<b>15%</b>
<b>Parental</b>	17%	7%
<b>In-laws</b>	5%	1%
<b>GPA</b>	24%	19%
<b>Critical Illness</b>	7%	6%
<b>Women &amp; Childcare</b>	0.1	0.70%

# Deployment Details 2 of 3

The following SAP Business Technology Platform (BTP) Solutions are part of the project:

	TECHNOLOGY	SAP BTP SOLUTION	CONTRIBUTION TO PROJECT
1	Application Development and Automation	SAP BTP	The solution was completely developed using SAP BTP stack and deployed SAP BTP platform. Solution integrated with SAP SuccessFactors using OOTB APIs, SAP BTP, Cloud Foundry runtime, SAP HANA Cloud, SAP SuccessFactors Launchpad, Business Rules, Connectivity services utilized
2	Extended Planning and Analysis	SAP Analytics cloud for planning	NA
3	Data and Analytics	SAP HANA Cloud	A key engine for the data.
4	Integration	SAP Integration Suite / advanced event mesh	NA
5	Artificial Intelligence	SAP AI business	NA

**LICENSED VIA THE SAP BUILD/TECH ADOPTION PROGRAM:**

No

**LISTED ON SAP STORE:**

No

**MONETIZED (SOLD TO YOUR CUSTOMERS):**

Yes

**CO-INNOVATION WITH SAP:**

No

**NUMBER OF CUSTOMERS USING THE SOLUTION/APP:**

1

# Deployment Details 3 of 3

The following offerings from SAP Services, Support or application packages were utilized during the implementation or deployment phase

	SAP SERVICE or APPLICATION PACKAGE	CONTRIBUTION TO THE PROJECT
1	SAP Authorization and Trust Management service	Provide authentication layer to the application
2	Application Auto-scaler	Provide elasticity to upscale or downscale of the application
3	SAP Destination services	Provide destination accessibility to connect with different system
4	SAP HANA Cloud	Provide database to store the data
5	SAP Application Logging service for SAP BTP	Provide to enable logging feature

## Other Packages

SAP DISCOVERY CENTER MISSION: