Wipro's ServiceTheatre

Transform your IT ecosystem from complex to outcome-oriented

Introduction

In today's competitive environment, enterprises are pushed to drive unmatched agility and flexibilities to deliver business outcomes and client experience. Despite the availability of new age technologies, organizations see a divide between modern and traditional IT. These challenges have created a significant difference between automation-induced optimization envisaged and that actually realized.

Hence enterprises need a platform that seamlessly allows addition of new services/technologies along with existing ones and delivers the agility with new generation automation.

Wipro's ServiceTheatre mitigates these challenges by redesigning the automation core and mediating technology services.

The Solution

ServiceTheater is a platform that delivers fully programmable industrialized services, enabling ultra-efficient reusability of services leveraging centralized repository and outcome driven automation assets. It also enables internal API economy and knowledge automation, abstracts complex heterogeneous technologies and associated skills and creates a participative environment where multiple varieties of automation technologies can work seamlessly.

Key Highlights

Delivers a fully programmable industrialized services framework

Exposes callable services via API mediation and adaptive automation workflow engine for consumption by applications, business processes or application workflows

Integrates native workflows and services with AIOps engine to deliver intent driven autonomous operations for overall IT lifecycle management
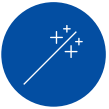
Radically simplifies and centralizes automation asset creation, and facilitates efficient consumption and reuse

Carves out workflows from an abstracted layer of complex heterogeneous technologies and skills

Enables automation and orchestration of cross-tower, actionable, intent based delivery and overall IT lifecycle management

Enhances the velocity of DevOps or micro-services roll out by empowering the end user and unlocking technology potential to enhance their pipelines

Key Benefits

Technology standardization
Seamlessly protects existing investments (even traditional infrastructure) and adopts new age technologies by anonymizing underlying technologies and skills required to manage them. Offers up to 30% improvement in TCO

Services abstraction
Abstracts complex heterogeneous technologies and delivers outcome driven automation assets that are discoverable and can be used as managed API, leading to 60% more efficiency

Autonomous operations
Facilitates technology tower agnostic full stack zero touch management of incidents, change and service requests leading to 30-40% productivity increase

Internal API economy and knowledge automation
Enables ultra-efficient reusability of services leveraging centralized repository, resulting in 60-85% increase in efficiency of reusable assets

Improve agility
Reduces time by 50-90% in services rollout

Features

Single pane of glass for automation asset creation and efficient consumption

User interface aids administrators with easy to use workflows and menus, and allows them to perform build automation and transformation, service and workflow creation, automation and orchestration

Modularity enables administrators and end users to mix and match libraries, reuse and repurpose algorithms to deliver appropriate cross-tower technology agnostic automation

API mediation layer exposes northbound services and service catalogues, and facilitates self-service. Additionally, it abstracts technologies and seamlessly adds new age solutions, thereby delivering advanced and modern services and protecting existing investments

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Improve agility by reducing time by 50-90% in services rollout

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