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WEPSOL

ENVISIONING DIGITAL WORKPLACE TRANSFORMATION
& IT EXCELLENCE

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WEPSOL

ENVISIONING DIGITAL WORKPLACE TRANSFORMATION & IT EXCELLENCE

BY NIKHIL PRADHAN

In today's fast-evolving digital landscape, workplaces are not just adapting, they are transforming. Enterprises are no longer satisfied with incremental gains in productivity but are reimagining how work is done. The traditional office structure is giving way to dynamic, hybrid, and remote work models, driven by the need for flexibility and efficiency of the modern digital workforce. This profound shift has spurred enterprises to rethink their technology and collaboration, communication, and operational excellence strategies.

At the forefront of this transformation is Wepsol, a trailblazer in shaping smarter digital workplaces. With its innovative technology solutions and services, the firm redefines the way organizations function by enabling connectivity, collaboration, and automation. By leveraging cutting-edge technology and always-on services, it bridges the gap between physical and virtual workspaces, empowering businesses to achieve outcomes once deemed improbable.

More than a technology services provider, Wepsol is an enabler of change, helping enterprises adapt to a decentralized workforce while maintaining cohesion and productivity. By anticipating the needs of modern workplaces, the firm not only facilitates operational efficiency but also fosters an environment where creativity and innovation thrive. As the world embraces a new era of work, Wepsol stands as a beacon of progress, reshaping the future of work, one digital workplace at a time.

In an exclusive interview, Ashok Tripathy, CEO & Managing Director, a seasoned IT professional with over 2 decades of expertise in global & domestic markets spanning IT Solutions & Services, discusses Wepsol's digital workplace vision and insights.



Digital workplace experience is the nucleus of an organization's digital journey, not just moving enterprise applications to the cloud



ASHOK TRIPATHY
CEO & MANAGING DIRECTOR

With the workplace undergoing rapid digital transformation, what role does Wepsol play in enabling organizations to adapt to these changes?

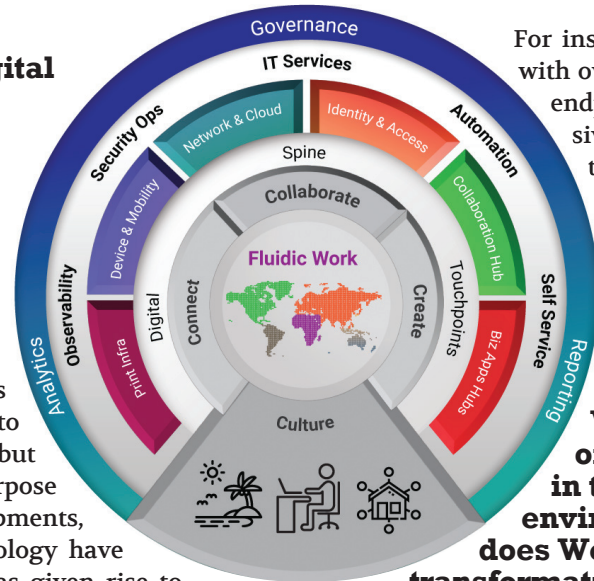
At Wepsol, we recognize that work and the workplace are synergistically related. Today, work is no longer just a means to achieve commercial goals but increasingly embraces purpose and impact. Societal developments, lifestyle choices and technology have catalyzed this shift. This has given rise to what we call the fluidic workplace, driven by three key work and workplace trends, namely (a) fluidic work models that enable hybrid work, anytime and anywhere, (b) federated work structures connecting decentralised teams across geographies, and (c) fortified secure digital platforms ensuring data security and operational integrity.

The future of work demands workplaces configured in newer ways to support a diverse, flexible, agile and tech-enabled workforce. We propel organizations to adapt to the fluidic work order by providing technology and services that foster connectivity, collaboration, and productivity, transforming workplaces into vibrant digital hubs.

Elaborate on how Wepsol's services cater to the evolving workplace and align with the unique needs of your clients.

We empower modern workplaces to evolve into dynamic ecosystems where people, processes, and technology converge to create value. Modern workplaces are no longer confined by physical boundaries. Creating flexible, connected and 24x7 workplaces while ensuring security adds complexity to the IT system management. Research shows that a positive digital workplace experience boosts employee engagement, retention, and performance.

Underlining the importance of connectivity, always-on IT asset availability, and robust security, our Fluidworks Managed IT services address the core needs of fluidic workplaces. From digital workplace readiness audits and remote infrastructure management to security hardening and managed cloud operations, we deliver tailored solutions that drive collaboration and productivity.



For instance, we support a leading bank with over 1,000 branches in maintaining endpoint infrastructure for responsive services. We help a premier tyre manufacturer streamline procure-to-pay workflow, enhancing operational efficiency. With two decades of expertise, Wepsol enables adaptive, secure, and productive workplaces that inspire growth.

What is the importance of workflow automation in today's business environment, and how does Wepsol contribute to this transformation?

Workflow automation is crucial for modern businesses as it streamlines operations by automating manual tasks, improving communication, and enhancing administrative control. The global workflow automation industry is growing rapidly, projected to surpass \$78 billion by 2030 with a CAGR of over 23 percent. Businesses are increasingly adopting automation to scale operations, reduce human errors, and eliminate tedious tasks.

Wepsol's fluidTrail enables businesses to optimize processes through customizable process automation. Our solutions secure sensitive data with AES-256-bit encryption and provide productivity-boosting savings on labour, time, and operating costs. Our comprehensive platform supports various organizational needs, such as procure-to-pay processes, HR employee records management, vendor onboarding, and finance contract management. By leveraging our tools, companies can improve efficiency, reduce repetition and manual errors, and eliminate friction at touchpoints, ensuring seamless digital transformation.

Tell us how Fluidprint has been transforming the print environment for workplaces and customers so far.

The print environment, though critical for digital experience, is often undervalued in the glitzy world of IT. While comprehensive IT managed services are our key proposition, 'Fluidprint' Managed Print Service (MPS) has been another prime offering for us. As pioneers of MPS in India, Wepsol manages devices, availability, and supplies, enabling organizations to focus on business goals without the complexities of print management. Fluidprint integrates seamlessly with digital tools, simplifying workflows, enhancing collaboration, and

driving operational excellence. Much like ride-hailing services, our elastic model ensures clients pay only for what they print, thereby eliminating the need for ownership, and lowering CAPEX. In essence, Fluidprint enhances the employee workplace experience.

How would you describe the team behind all this work? What abilities and capabilities do they bring to the table?

Our mission to 'elevate work' through technology services is powered by a team that unifies deep technical expertise, mature processes, and advanced tools like Azure and Oracle E-Business Suite. This synergy ensures we deliver robust, responsive, and repeatable yet tailored solutions for clients. What sets our team apart is their ability to align technology with the client's business processes, ensuring every solution drives meaningful outcomes. Over 200 large organizations have realized the value in our proactive, agile, and adaptive approach, coupled with our extensive reach across 2000 locations. This capability has earned us recognition as a leading independent management services provider.

What are the enterprise-grade security features that safeguard sensitive documents while providing transparent insights into the client's workplace environment?

Our value proposition across our fluidic work offering is 'Scale-Secure-Save'. Safeguarding sensitive information is core to our value proposition while helping our clients scale. At the heart of our Security paradigm are enterprise-grade security tools that ensure robust data protection while fostering operational transparency and velocity. Cybersecurity is an independent service offering obligation-free security gap assessments for emerging enterprises. We have a SOC (security operations center) to monitor threats, assess vulnerabilities, engineer no-trust security posture for clients, address security incident monitoring, harden the network security and conduct proactive cyber-threat management. Our solutions include security operations, reinforced by robust governance mechanisms and industry-leading IT service management practices, providing a framework that protects information and enhances trust.

What characteristics do you look for in market leaders when collaborating, and how do you align your capabilities with theirs?

Historically, while IT Services have been reactive, our focus is towards predictive and proactive provisioning of services. We collaborate with players who share our




vision of delivering transformative workplace solutions with services that are tech-led and not resource-led. We work with best-in-class players in unified full-stack observability, remote management, cloud operations tools, and security monitoring systems, just to outline a few areas. Together, we co-create robust ecosystems that drive success, foster innovation, and deliver lasting value for businesses navigating digital transformation.

What are some of the newer areas you have expanded your service portfolios to?

We take pride in our competencies of working at the intersection of technology and work. We remain focused on our core expertise, choosing depth over breadth in our service delivery. We embrace emerging technologies like AI-driven security patch management and unified observability, which predict and address system availability through data patterns. These innovations automate and streamline services, ensuring consistency and impact. By pushing technological boundaries, we aim to deliver solutions that redefine workplace efficiency and drive meaningful outcomes for our clients.

What example would you like to set for industry players and competitors, now that you have come this far?

At Wepsol, we respect and value the industry ecosystem of technology players, collaborators, and competitors, learning from them to stay agile. Our philosophy is rooted in two principles. First, in technology, one cannot be everything for everyone, and there is no one-size-fits-all solution. Second, product development and services require exclusive expertise and rarely overlap effectively.

History is evidence of the virtuous evolution of technology and work, from the Industrial Revolution to the digital era. We aspire to be recognized as an organization that appreciates, embraces, and evangelizes this progression of the triad, namely work, workplace, and workforce, influencing enterprises and offering solutions that improve productivity and enhance the digital experience. 



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