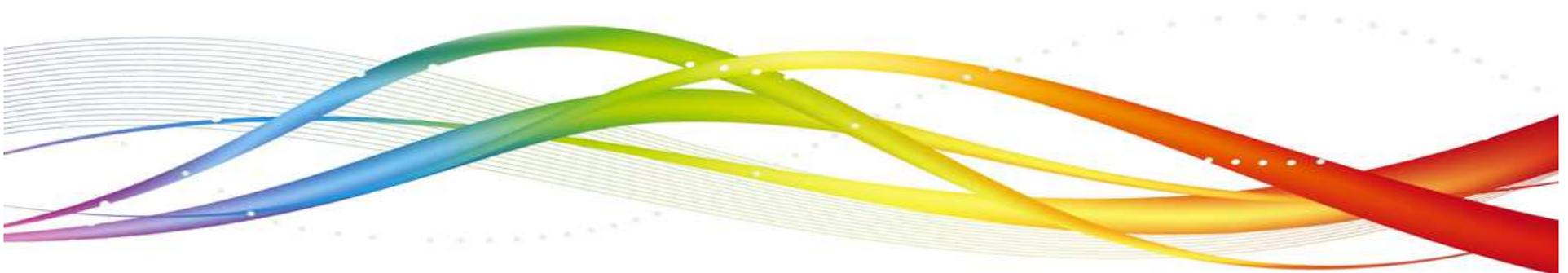


Global Infrastructure Services



Infrastructure Services is a large Opportunity

Total IT Services market : \$980Bn in 2015 growing to \$1066Bn by 2017

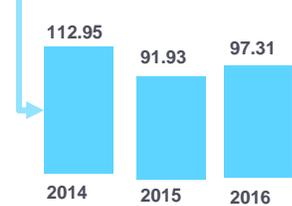
Gartner Forecast: IT Services, Worldwide, 2012-2018, 4Q14 Update

GEO	2015 Market share	CAGR
US & Canada	39.2%	4.1%
Europe	30.0%	2.1%
APAC	24.8%	3.1%
Rest of the World	6.0%	7.0%
Total	100%	3.5%

Practice	2015 Market share	CAGR
Datacenter	35.7%	7.3%
EUC	11.6%	-0.3%
Network	11.8%	0.1%
SI	15.9%	2.9%
Infra Consulting	5.5%	5.4%
Product	19.5%	0.4%
Total	100%	3.5%

Large renewal market

Total market Size or renewal deals (\$ bn)*

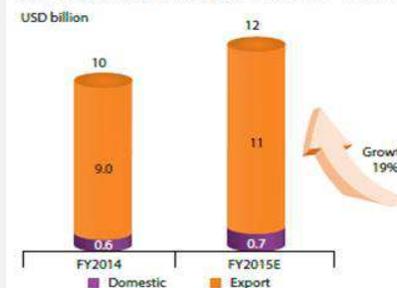


Total market size of Renewal is ~\$190Bn in next two years

Source : ISG

"IS Outsourcing: Fastest growing segment: NASSCOM

Fastest growing segment; growth rates ~2X industry growth



Source: NASSCOM strategic review 2015

Wipro has Global Scale & Strategic depth

- 

\$ 2.1 Billion
- 

700 Clients
- 

19% YOY Growth
- 

32,000 Employees

KPMG UK's Pulse Survey rates Wipro as **#1 Infrastructure Services Provider**



Everest ranks Wipro as a **"Major Contender"** in the **PEAK Matrix** Assessment for Infrastructure Services (ITO) in 2013



*FY14 nos Including Products

We have the momentum (1 of 2)

USA

-  **Manufacturing**
DC Migration & Backup Redesign
-  **E-commerce**
DC, EUC and N/W Transformation & management
-  **Apparel**
DC, EUC &SD, Networking and security
-  **Insurance**
Total Outsourcing deal with Automation

CANADA

-  **Power, Natural Gas**
DC, EUC and N/w transformation & manage services
-  **Postal**
Infra OS- Utility based Model

Middle East

-  **Chemical**
Transformation for Service desk, EUC, N/w Security, Data center
-  **Oil**
DC management and Ops

We have the momentum (2 of 2)

IRELAND	Continental Europe	AUSTRALIA			
 <p>Banking Datacenter outsourcing</p>	 <p>Steel Platform integration and managed services</p>	 <p>Retail Infrastructure transformation in DC,EUC and Network</p>			
UK					
 <p>Banking Optimization of platforms, core banking servers</p>	 <p>Media RIM of LAN wan video. Open source based hybrid cloud</p>	 <p>Media EUC & SD management along with operations of IT network and Data Centre</p>			
 <p>Construction Integrated Apps+Infra+BPO</p>	 <p>Manufacturing Workplace transformation</p>	<th colspan="3" data-bbox="1402 862 1969 922">JAPAN</th>	JAPAN		
 <p>Natural Gas IT outsourcing</p>		 <p>Pharma Infrastructure-as-a-Service</p>			
		<th colspan="3" data-bbox="1402 1057 1969 1117">INDIA</th>	INDIA		
		 <p>Airport Total infrastructure outsourcing</p>			

Case Study – Global Consolidation

Largest Pharma company in Japan and a global leader with market presence in 70 countries and over 30,000 employees

Old World Scenario

- Globalization and growth through M&A's
- Focus on integration of newer entities



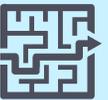
Industry Challenges

- Low R&D productivity
- Lack of sufficient pipeline of drugs coupled with patent cliff
- Increasing cost pressures



Business Expectations

- Global standardization through One Company & One Worldwide Vendor
- Shift from CAPEX to OPEX model for datacenters



Ruthless Efficiency & Business Enablement Levers

- Variabilization & IaaS models to meet business demands
- Globally standardized service with uplift for regional nuances
- Significant savings from existing de-centralized model



Wipro Solutions & Differentiators

- Multilingual delivery
- Outcome based pricing model to manage variations in demand (-20% to +30%)
- Deployment of ServiceNxt framework and automation tools like Fixomatic
- Centralized monitoring from India for global infrastructure



Case Study - Business Linked KPIs

A leading British integrated support services company with a substantial portfolio of Public Private Partnership projects and extensive construction services

Old World Scenario

- Significant erosion of profit in previous year
- Needed huge cost take outs to the tune of 30-35% from IT



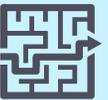
Industry Challenges

- Internal IT managed by internal team
- IT heads for projects were internal team
- IT for customer projects o/s to Accenture for the last 10 years



Business Expectations

- Replace incumbent and provide required cost take outs



Ruthless Efficiency & Business Enablement Levers

- Committed cost savings - TCO reduction by 30%
- 6% YoY productivity improvement
- Business linked KPI and SLA's
- Variabilization through core flex delivery models

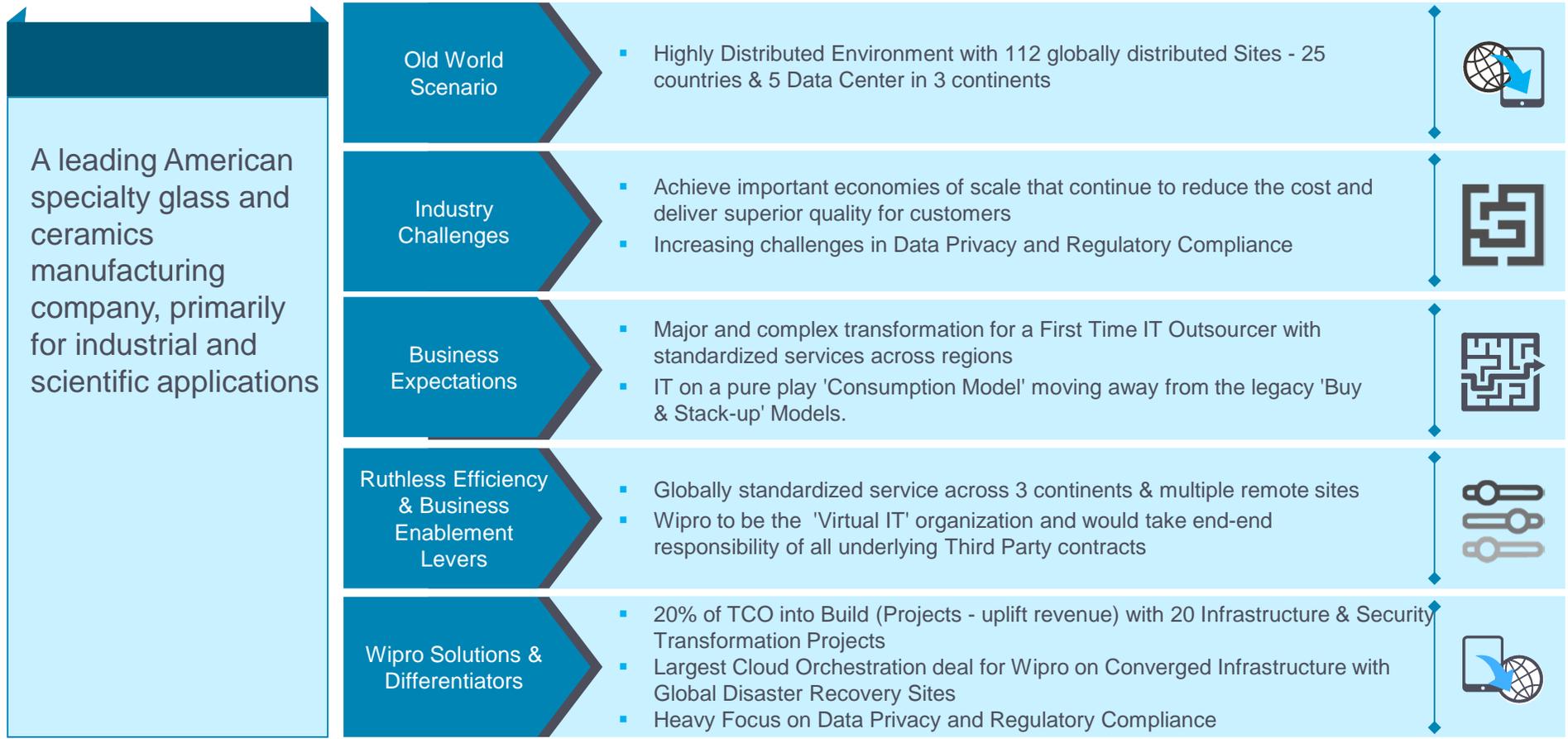


Wipro Solutions & Differentiators

- Automation, standardization and continuous improvement through platform based delivery
- Integrated IT BPO delivery for BLA transformation
- Infrastructure sharing across customer projects



Case Study - Business Transformation



Case Study – National Critical Infrastructure



- 34 million passengers per annum capacity
- 5.4 million Sq. ft. area
- 9 level passenger terminal building and 2 piers each 1.2 km long.
- 6 Common check-in islands -168 check-in counters
- 95 Immigration counters , 78 Passenger Boarding Bridges
- 6.7 million Sq. ft. of apron area
- Over 215000 Sq. ft. of retail space.
- 9 level passenger terminal building



ICT Offerings

- Application Infrastructure
- Services Support
- Security Support
- Network Support , Server Support, Active Directory Management
- Help Desk Services
- Asset Management Services
- Vendor Management

Changing Business Landscape

1

The rise of the digital economy

(Connected devices, Internet of things)



2

The data monetization Gap

(Scale & explosion in availability of data but lack of exploitation)



3

Blurring industry borders

(Face of competition & pace of innovation)



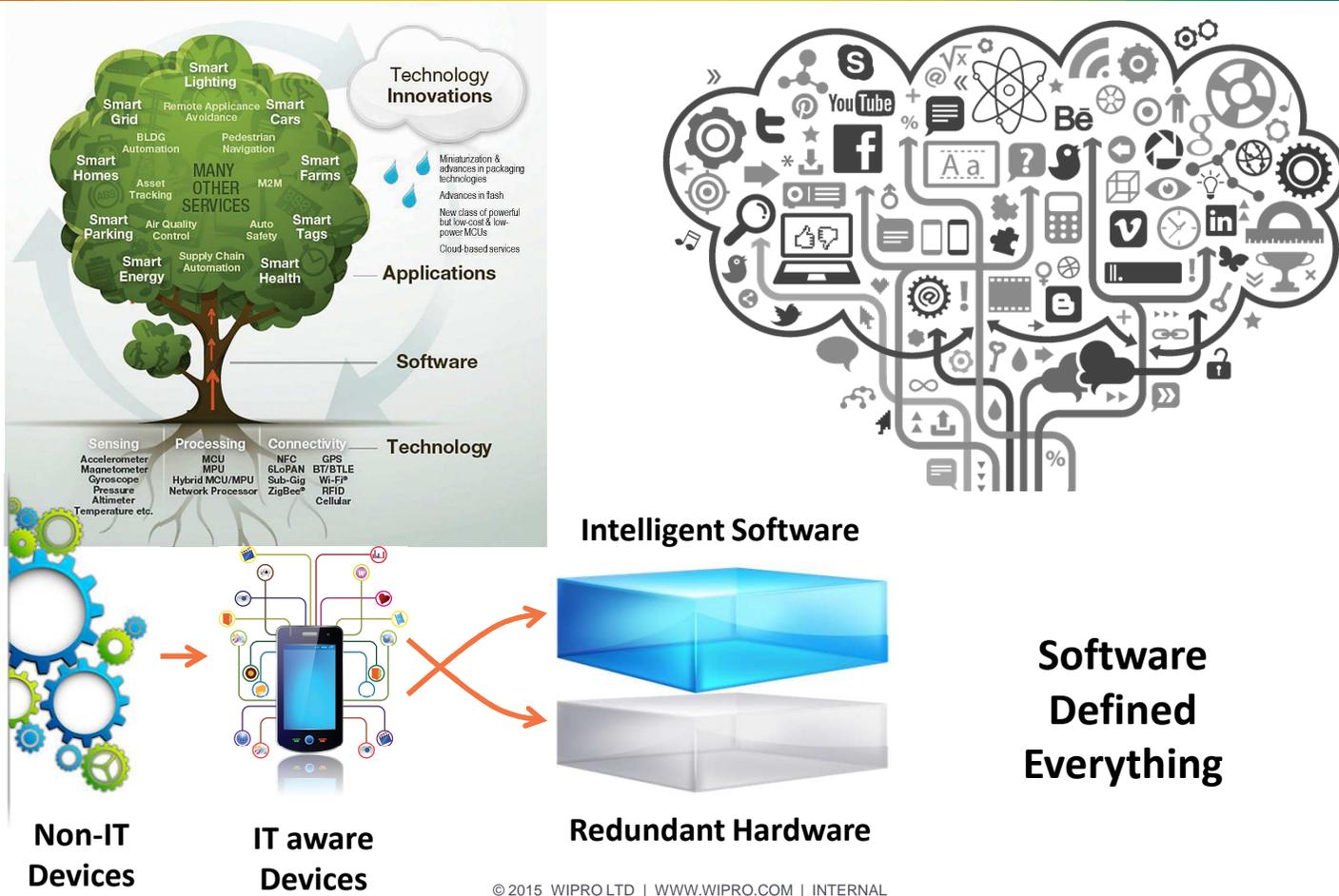
Our Belief ...

- | Managing business will continue to get complex
- | Cross industry phenomenon due to digitization of the Front office will lead to a lot of cross Industry innovations
- | Using the data & meaningful insights to make decisions will be key to the growth.

Changing Data Fabric – A Connected World

Increasing Sources of Data	
Machine / Device Sensors / IT Systems / Devices	
Customer Experience Contact, Emails, Voice, Video	
Social Interactions Networks like Twitter, FB..	
Market / Public Fin Markets, Open Data	

Changing technology Landscape



Wipro is responding to the new world

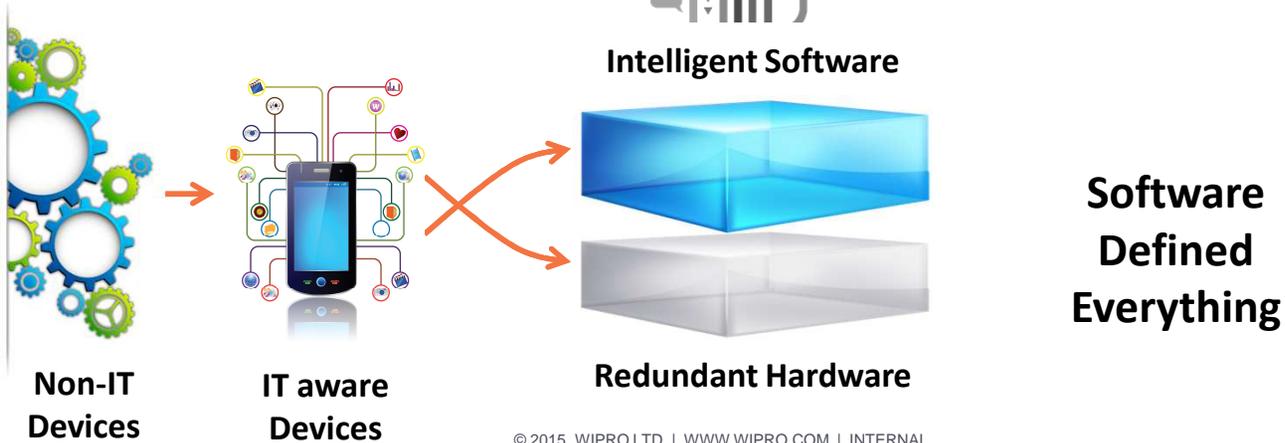
CxO's Ask

- Agility
- Services Based
- Relevant Data
- Multi-system integrated
- Open Systems



Wipro Responds

- Open Cloud
- XaaS
- IoT
- Smart infra
- Open DC



Bracing for the change



- New skill set required at all levels to manage “New World Infrastructure”
- Focus on Turnkey projects – Software defined infra, Smart city, Internet of things etc.
- Cross skill set needed in higher volume
- Pre tested, validated reference architecture and solutions
- Strategic alliances with niche technology players

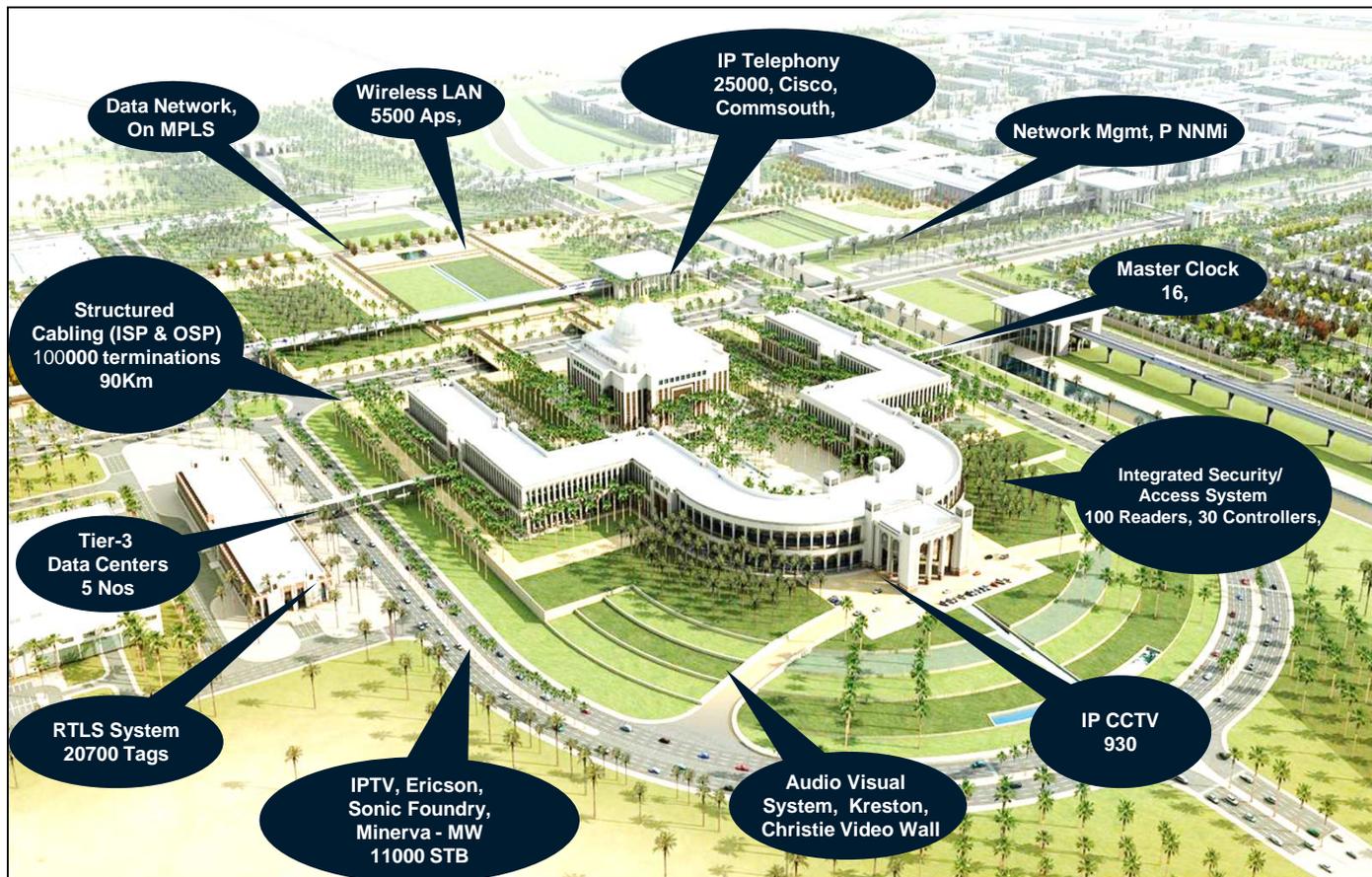
Case Study – Smart city



Situation	Our Approach	Impact
<ul style="list-style-type: none"> ▪ Digital-Lifestyle experience in the city – Villa owners & Apartment owners in the Township ▪ Envisaged an integrated city solution ▪ City wide Network infrastructure <ul style="list-style-type: none"> ▪ Convergence for Voice Data & Video services ▪ Villa Security ▪ Entertainment ▪ Automation 	<ul style="list-style-type: none"> ▪ Evaluate World class Home Automation products & Technologies ▪ Integrated solution & Platform which integrated all modules of the Digital Lifestyle experience Automation ▪ Network design & Integration of all components on a Media Center PC ▪ Project Management capabilities ▪ Solution Documentation ▪ Preparing Sales & Marketing Catalogue for the Digital Experience 	<ul style="list-style-type: none"> ▪ Encompassing aspects of a digital city of Home automation, Security, Communication & Entertainment ▪ An Integrated service delivery model - Single Window Clearance, Integrated Bill etc ▪ Convergence of Broadband Internet, Wire line Voice and Television (IPTV, DTH) ▪ Flexibility for subscribers to choose between service providers ▪ Efficient Backend operations between various SPV through shared services. Shared Services becoming a Profit Center

Case Study – Smart University

Women only University, Riyadh with 50,000 students and 12,000 employees



Our Investment in IP & frameworks

- **ServiceNXT™** - Wipro's Blueprint for Next-Gen IT Monitoring & Mgmt Services
- **VirtuaDesk™** - Wipro's Appliance based Desktop Virtualization Solution
- **FixOmatic™** - End User Service Requests & Datacentre Operations Automation
- **istrukture™** - Wipro's Public / Private Cloud IaaS / PaaS Offering
- **ROBODO™** - Integrated Appliance based solution for Remote Office-Branch Offices
- **SDi** - Wipro's Blueprint for Software defined Storage & Network
- **InsightX™** - Application Led Discovery of Infrastructure & Dependencies for Rationalization & Optimization

Ready to Deploy Blue Prints

Award winning IPs & Solutions

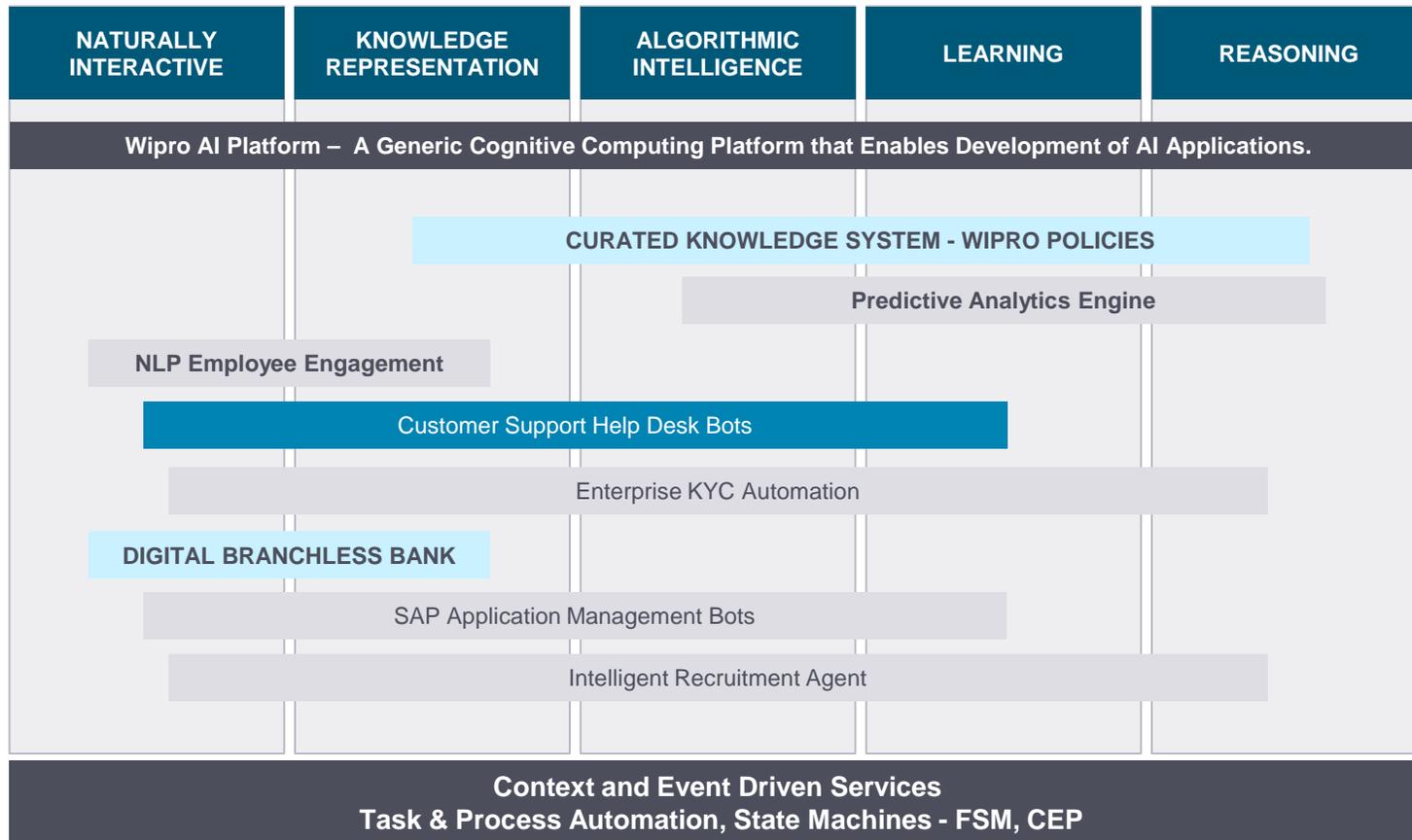
Top Partnership with OEMs

Factory Model for Rollouts

Manage & Own User Adoption

- **Accelerated Timelines**
- **Outcome based Pricing**
- **Extended Savings on RUN**

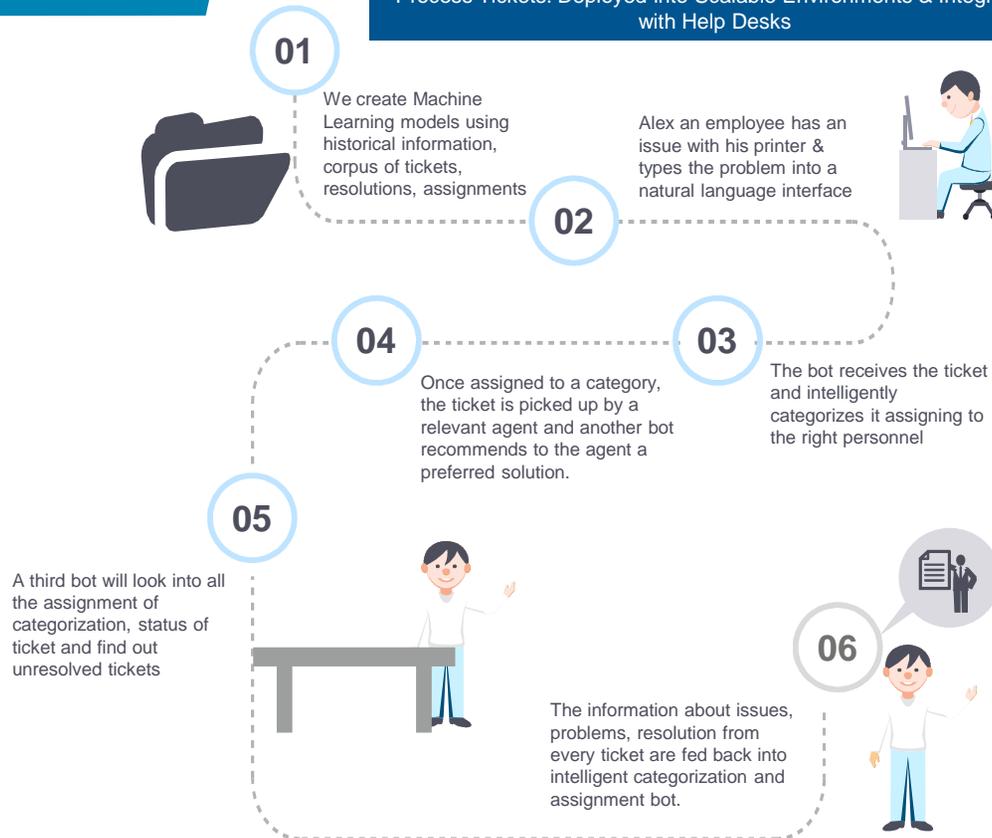
Wipro's AI framework - HOLMES



Helpdesk Automation

Service Ticket

Bots are Created with Model, Natural Interaction Capabilities to Process Tickets. Deployed into Scalable Environments & Integrated with Help Desks



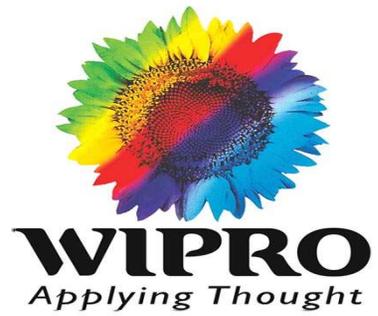
DIAGNOSIS

ANTICIPATION

RESOLUTION

METRICS

- 500,000 + tickets corpus
- 3500+ Categories
- 60+ Service Functions
- 10% reduction in transition time
- 95% accuracy in Infrastructure tickets handling
- 12,000 tickets handled per day



Thank You

Rohit Adlakha

Vice President, GIS