

**Wipro Limited**

Results for the Quarter ended December 31, 2009  
Operating Metrics Pertaining to IT Services Segments

**A. IT Services**

		FY 09-10			FY 08-09		
		Q3	Q2	Q1	FY	Q4	Q3
Revenue Split	IT Services Revenues (\$M)	1,126.8	1,065.2	1,032.6	4,323.4	1,046.0	1,100.1

**B. Services**

<b>Value added services composition</b>							
<b>Practices</b>							
	Technology Infrastructure Services	21.3%	20.6%	20.9%	19.6%	20.9%	19.4%
	Testing Services	11.5%	12.0%	12.1%	11.3%	11.9%	11.5%
	Package Implementation	12.8%	13.3%	13.4%	11.7%	12.8%	11.7%
	BPO	10.6%	10.5%	10.1%	9.4%	9.6%	9.1%
	Product Engineering	4.1%	3.9%	4.6%	5.7%	5.2%	5.8%
	ADM	39.7%	39.7%	38.9%	42.3%	39.6%	42.5%
	Consulting	2.3%	2.3%	2.0%	2.3%	2.1%	2.3%

<b>Vertical composition</b>							
<b>Verticals</b>							
	Technology	8.4%	8.7%	9.4%	11.0%	9.9%	10.9%
	Telecom	7.9%	8.1%	8.4%	9.5%	8.8%	9.6%
	CMSP*	9.8%	9.6%	8.9%	8.5%	8.2%	8.3%
	<b>Technology, Media &amp; Telecom</b>	<b>26.1%</b>	<b>26.4%</b>	<b>26.7%</b>	<b>29.0%</b>	<b>26.9%</b>	<b>28.8%</b>
	<b>Financial Services</b>	<b>25.8%</b>	<b>25.7%</b>	<b>26.3%</b>	<b>26.0%</b>	<b>26.0%</b>	<b>26.0%</b>
	<b>Manufacturing</b>	<b>15.1%</b>	<b>15.6%</b>	<b>15.5%</b>	<b>15.1%</b>	<b>16.3%</b>	<b>15.3%</b>
	<b>Healthcare &amp; Services</b>	<b>8.7%</b>	<b>8.1%</b>	<b>8.0%</b>	<b>7.6%</b>	<b>7.4%</b>	<b>7.3%</b>
	<b>Retail &amp; Transportation</b>	<b>14.8%</b>	<b>15.2%</b>	<b>15.2%</b>	<b>14.1%</b>	<b>15.6%</b>	<b>14.5%</b>
	<b>Energy &amp; Utilities</b>	<b>9.5%</b>	<b>9.0%</b>	<b>8.3%</b>	<b>8.2%</b>	<b>7.8%</b>	<b>8.1%</b>

\*CMSP - Communication & Media Service Provider

<b>Geo Comp</b>							
<b>Geography</b>							
	US	57.1%	58.4%	59.7%	59.9%	60.5%	60.0%
	Europe	26.3%	26.5%	25.5%	26.4%	25.5%	26.1%
	Japan	1.6%	1.6%	1.8%	2.5%	2.3%	2.4%
	India & Middle East business	8.9%	8.1%	7.9%	7.5%	7.7%	7.5%
	Other Emerging Markets	6.1%	5.4%	5.1%	3.7%	4.0%	4.0%

<b>Customer Relationships</b>							
<b>Customer size distribution (TTM)</b>							
	>\$50M	16	16	17	17	17	16
	\$20M-\$50M	37	35	36	36	36	36
	\$10M-\$20M	42	48	44	40	40	37
	\$5M-\$10M	61	53	59	60	60	62
	\$3M-\$5M	77	64	63	67	67	80
	\$1M-\$3M	165	187	194	207	207	205
	Total > \$1M	398	403	413	427	427	436

<b>Customer Metrics</b>							
	Revenue from new customers %	2.2%	1.9%	0.5%	2.2%	3.2%	3.3%
	Number of new customers	31	37	26	110	20	31
	Total Number of active customers	822	840	830	863	863	882
<b>Customer Concentration</b>							
	Top customer	2.6%	2.7%	2.6%	2.5%	2.4%	2.5%
	Top 5	10.8%	11.3%	11.4%	11.1%	10.8%	11.3%
	Top 10	19.5%	19.7%	20.6%	19.8%	19.7%	20.2%

		FY 09-10			FY 08-09		
		Q3	Q2	Q1	FY	Q4	Q3
People Management	<b>Closing Head Count - IT Services</b>	<b>102,746</b>	<b>97,891</b>	<b>98,521</b>	<b>97,810</b>	<b>97,810</b>	<b>96,965</b>
	<b>Utilization</b>						
	Global IT Services excl IFOX-Gross #*	73.2%	70.8%	70.0%	<b>69.1%</b>	68.4%	69.8%
	Global IT Services excl IFOX-Net	80.7%	78.2%	77.1%	<b>75.8%</b>	75.4%	76.6%
	Global IT Services excl IFOX -Net Excluding Trainees	84.5%	80.5%	78.2%	<b>78.5%</b>	76.8%	79.4%
	India / Middle East IT Services	77.7%	80.6%	78.1%	<b>80.4%</b>	81.7%	80.6%
	BPO (Prod FTEs/Total HC)	70.9%	73.9%	72.7%	<b>68.1%</b>	68.7%	68.8%
	<b>Attrition</b>						
	Global IT Services - Voluntary	<b>13.4%</b>	<b>10.5%</b>	<b>8.4%</b>	<b>11.3%</b>	<b>7.9%</b>	<b>11.9%</b>
	Global IT Services - Involuntary Quarterly	<b>0.9%</b>	<b>3.1%</b>	<b>1.9%</b>	<b>1.9%</b>	<b>2.6%</b>	<b>2.0%</b>
	India / Middle East IT Services	<b>10.5%</b>	<b>8.9%</b>	<b>7.4%</b>	<b>11.3%</b>	<b>7.1%</b>	<b>10.2%</b>
	BPO %- Quarterly	<b>15%</b>	<b>17%</b>	<b>14%</b>	<b>17%</b>	<b>13%</b>	<b>18%</b>
	BPO % - During Training	6%	7%	7%	6%	5%	6%
	BPO % - Post Training	9%	10%	7%	11%	8%	12%
Sales & Support Staff - IT Services (avg)	<b>7,971</b>	<b>7,752</b>	<b>7,670</b>	<b>7,765</b>	<b>7,765</b>	<b>7,518</b>	
# Global IT Services consists of Services provided world-wide except India & Middle East Business * CITOS is included for Utilization computation for Global IT Services from Q1 FY10							
<b>C. Global IT Services (Excluding Infocrossing &amp; BPO). CITOS is included from Q1 FY 09-10</b>							
Service delivery	<b>Revenue from FPP</b>	<b>42.5%</b>	<b>40.3%</b>	<b>38.4%</b>	<b>34.0%</b>	<b>38.1%</b>	<b>36.0%</b>
	<b>Onsite revenue - % of services</b>	<b>50.3%</b>	<b>49.9%</b>	<b>49.6%</b>	<b>53.1%</b>	<b>51.2%</b>	<b>53.2%</b>
	<b>Off shore revenue - % of services</b>	<b>49.7%</b>	<b>50.1%</b>	<b>50.4%</b>	<b>46.9%</b>	<b>48.8%</b>	<b>46.8%</b>
Pricing Movement	<b>Price Realization</b>						
	Onsite	12,299	12,340	11,787	<b>11,739</b>	11,632	11,534
	Offshore	4,345	4,450	4,302	<b>4,425</b>	4,405	4,409
Volume Movement	<b>Person months available</b>						
	Onsite	35,505	34,070	34,607	<b>157,360</b>	36,102	40,960
	Offshore	123,428	122,581	126,628	<b>501,175</b>	123,833	127,004
	Support	16,309	16,216	16,390	<b>64,481</b>	16,467	16,279
	<b>Total</b>	<b>175,242</b>	<b>172,867</b>	<b>177,625</b>	<b>723,016</b>	<b>176,402</b>	<b>184,243</b>
	<b>Person months billed</b>						
	Onsite	33,730	32,367	32,876	<b>149,490</b>	34,296	38,912
Offshore	94,487	90,093	91,454	<b>349,954</b>	86,277	89,706	
<b>Total*</b>	<b>128,217</b>	<b>122,460</b>	<b>124,330</b>	<b>499,444</b>	<b>120,573</b>	<b>128,618</b>	
* Volumes and Pricing of CITOS is included from Q1 FY10. The same is not included in Q4 FY09. If CITOS were included in Q4 FY09, Volume would have declined by 1.5% in Q1 FY10 and Offshore pricing would have declined by 1.1% in Q1 FY10							