

Wipro Limited

Results for the Quarter ended December 31, 2010
Operating Metrics Pertaining to IT Services Segments

A. IT Services

		FY 10-11			FY 09-10			
		Q3	Q2	Q1	FY	Q4	Q3	Q2
Revenue & OIM%	IT Services Revenues (\$M)	1,343.8	1,272.8	1,203.7	4,390.4	1,165.9	1,126.8	1,065.2
	Sequential Growth	5.6%	5.7%	3.2%	1.6%	3.5%	5.8%	3.2%
	Operating Margin%	22.2%	22.2%	24.7%	23.6%	24.3%	23.7%	23.7%

B. Services

Value added services composition	Practices							
	Q3	Q2	Q1	FY	Q4	Q3	Q2	
Technology Infrastructure Services	21.4%	21.2%	21.1%	21.1%	21.6%	21.3%	20.6%	
Testing Services	11.0%	11.4%	11.4%	11.8%	11.7%	11.5%	12.0%	
Package Implementation	13.2%	13.6%	13.5%	13.0%	12.7%	12.8%	13.3%	
BPO	9.3%	9.8%	10.1%	10.6%	10.9%	10.6%	10.5%	
Product Engineering	4.8%	5.2%	4.7%	4.2%	4.1%	4.1%	3.9%	
ADM	40.3%	38.8%	39.2%	39.3%	39.0%	39.7%	39.7%	
R&D Business	13.5%	14.3%	15.0%	15.8%	15.0%	14.9%	16.1%	
Consulting	3.1%	2.9%	2.6%	2.3%	2.7%	2.3%	2.3%	

Vertical composition	Verticals							
	Q3	Q2	Q1	FY	Q4	Q3	Q2	
Technology	7.5%	8.2%	8.5%	8.8%	8.6%	8.4%	8.7%	
Telecom	8.2%	8.2%	8.1%	8.2%	8.2%	7.9%	8.1%	
CMSP*	8.8%	8.6%	9.1%	9.2%	8.8%	9.8%	9.6%	
Technology, Media & Telecom	24.5%	25.0%	25.7%	26.2%	25.6%	26.1%	26.4%	
Financial Services	27.3%	26.9%	26.9%	26.0%	26.1%	25.8%	25.7%	
Manufacturing	14.9%	14.8%	15.1%	15.2%	14.8%	15.1%	15.6%	
Healthcare & Services	8.0%	8.8%	8.5%	8.5%	9.2%	8.7%	8.1%	
Retail & Transportation	15.4%	15.5%	14.9%	15.0%	14.7%	14.8%	15.2%	
Energy & Utilities	9.9%	9.0%	8.9%	9.1%	9.6%	9.5%	9.0%	

*CMSP - Communication & Media Service Provider

Geo Comp	Geography							
	Q3	Q2	Q1	FY	Q4	Q3	Q2	
Americas	54.2%	55.9%	57.3%	57.9%	56.7%	57.1%	58.4%	
Europe	28.3%	26.5%	25.4%	26.2%	26.3%	26.3%	26.5%	
Japan	1.5%	1.5%	1.5%	1.6%	1.5%	1.6%	1.6%	
India & Middle East business	8.9%	8.9%	9.0%	8.5%	8.8%	8.9%	8.1%	
APAC and Other Emerging Markets	7.1%	7.2%	6.8%	5.8%	6.7%	6.1%	5.4%	

Constant Currency	Guidance (\$MN) in Constant Currency							
	Q3	Q2	Q1	FY	Q4	Q3	Q2	
	IT Services Revenues (\$M) - Constant Currency Seq	1,325.0	1,261.2	1,217.6	4,399.4	1,179.7	1,117.1	1,052.5
Constant Currency Seq growth %	4.1%	4.8%	4.4%	1.8%	4.7%	4.9%	1.9%	

Customer Relationships	Customer size distribution (TTM)							
	Q3	Q2	Q1	FY	Q4	Q3	Q2	
> \$100M	1	1	2	2	2	2	1	
> \$75M	10	9	9	9	9	8	8	
> \$50M	21	20	17	16	16	16	16	
> \$20M	64	63	58	56	56	53	51	
> \$10M	113	106	100	96	96	95	99	
> \$5M	176	164	165	166	166	156	152	
> \$3M	254	244	238	226	226	233	216	
> \$1M	433	425	434	406	406	398	403	

Customer Metrics	Customer Concentration							
	Q3	Q2	Q1	FY	Q4	Q3	Q2	
Revenue from Existing customers %	97.6%	99.0%	99.6%	97.9%	96.5%	97.8%	98.1%	
Number of new customers	36	29	22	121	27	31	37	
Total Number of active customers	880	890	858	845	845	822	840	
Top customer	3.0%	2.9%	2.9%	2.6%	2.5%	2.6%	2.7%	
Top 5	10.7%	10.7%	10.9%	11.0%	10.5%	10.8%	11.3%	
Top 10	19.2%	19.2%	19.8%	19.7%	19.3%	19.5%	19.7%	

		FY 10-11			FY 09-10			
		Q3	Q2	Q1	FY	Q4	Q3	Q2
Employee Metrics	Closing Head Count - IT Services	119,491	115,900	112,925	108,071	108,071	102,746	97,891
	Utilization (IT Services excl BPO, IFOX and I&ME*)							
	Gross Utilization	68.6%	70.9%	71.3%	71.5%	72.1%	73.2%	70.8%
	Net Utilization (excl Support)	75.6%	78.0%	78.4%	78.8%	79.3%	80.7%	78.2%
	Net Utilization (Excluding Trainees)	79.9%	82.4%	81.6%	81.6%	83.0%	84.5%	80.5%
	Attrition							
	IT Services excl BPO and I&ME*							
	Voluntary TTM	21.6%	19.4%	15.8%	12.1%	12.1%	9.9%	9.6%
	Voluntary Quarterly Annualized	21.7%	23.5%	23.0%	12.1%	17.1%	13.4%	10.5%
	Involuntary Quarterly Annualized	2.2%	1.4%	1.4%	6.2%	2.1%	3.6%	12.4%
	BPO %- Quarterly	14.2%	14.2%	15.9%	15.4%	16.8%	15.0%	16.7%
BPO % - Post Training	9.5%	9.6%	8.9%	8.5%	8.7%	9.5%	9.7%	
Sales & Support Staff - IT Services (avg)	10,048	9,583	8,783	7,925	8,309	7,971	7,752	
* India & Middle East Business								
C. IT Services (Excluding Infocrossing, BPO and India & Middle East Business)								
Service delivery	Revenue from FPP	46.3%	44.0%	44.6%	41.5%	44.3%	42.5%	40.3%
	Onsite revenue - % of services	51.8%	51.7%	52.2%	49.8%	49.4%	50.3%	49.9%
	Off shore revenue - % of services	48.2%	48.3%	47.8%	50.2%	50.6%	49.7%	50.1%
Revenue Mix	Revenue in \$MN							
	Onsite	515	492	466	1,623	421	415	399
	Offshore	480	460	428	1,636	431	411	401
Volume Movement	Person months available							
	Onsite	45,762	43,986	42,117	140,388	36,206	35,505	34,070
	Offshore	154,046	146,916	135,970	504,700	132,063	123,428	122,581
	Support	20,340	19,020	17,729	65,778	16,863	16,309	16,216
	Total	220,148	209,922	195,816	710,866	185,132	175,242	172,867
	Person months billed							
	Onsite	43,474	41,786	40,011	133,369	34,396	33,730	32,367
Offshore	107,642	107,082	99,698	375,101	99,067	94,487	90,093	
Total	151,116	148,868	139,709	508,470	133,463	128,217	122,460	

Growth Metrics For Q3 FY 10-11				
	Seq %	YoY%	Constant Currency Seq %	Constant Currency YoY %
IT Services	5.6%	19.3%	4.1%	19.6%
Verticals				
Technology	-3.5%	6.6%	-4.0%	6.4%
Telecom	5.5%	23.4%	4.3%	26.4%
CMS/SP	7.1%	7.4%	4.2%	8.8%
Technology, Media & Telecom	3.1%	12.0%	1.5%	13.3%
Financial Services	7.1%	25.8%	6.1%	25.8%
Manufacturing	6.4%	17.9%	5.3%	19.2%
Healthcare & Services	-3.6%	9.6%	-4.8%	8.2%
Retail & Transportation	5.1%	24.6%	3.5%	24.8%
Energy & Utilities	16.5%	23.9%	13.1%	22.9%
Geography				
Americas	2.4%	13.4%	2.4%	13.3%
Europe	12.6%	28.2%	9.7%	33.5%
Japan	7.6%	13.0%	3.5%	7.8%
India & Middle East business	5.6%	18.9%	2.6%	14.8%
APAC and Other Emerging Markets	3.9%	37.8%	-1.1%	28.9%
Practices				
Technology Infrastructure Services	6.6%	20.3%		
Testing Services	1.8%	13.9%		
Package Implementation	2.3%	22.7%		
BPO	0.1%	3.9%		
Product Engineering	-1.0%	42.6%		
ADM	9.5%	20.9%		
R&D Business	-0.4%	8.0%		
Consulting	14.4%	59.6%		
Price Realization				
Onsite	0.6%	-3.6%	-0.8%	-2.7%
Offshore	3.7%	2.6%	2.5%	3.3%
Constant currency revenues for the current quarter is the product of volumes in the current quarter times the average actual exchange rate of previous quarter				