High-Tech Industry Digital Services 2023–2024 RadarView
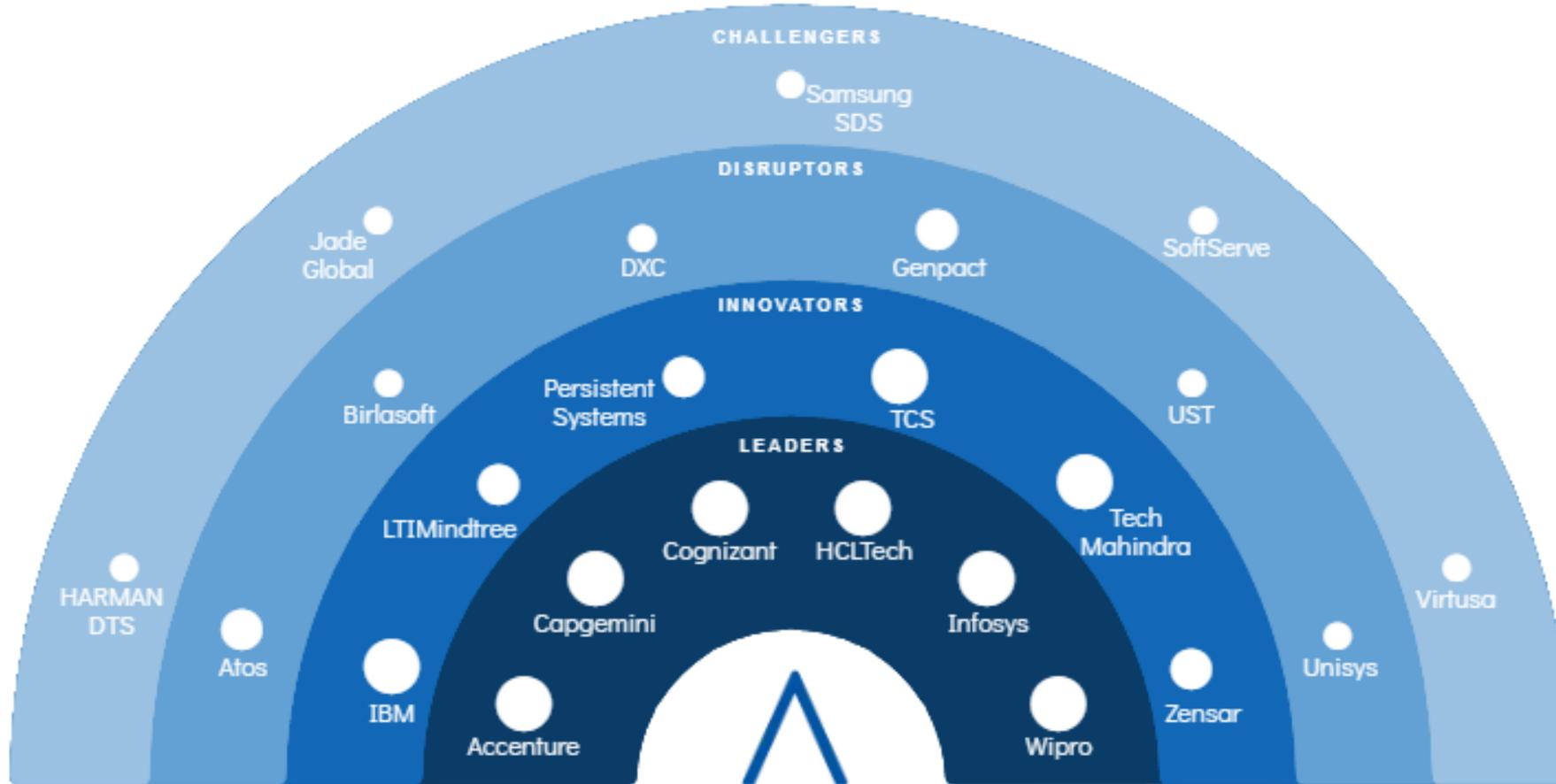
Service Provider Profile

July 2023

Avasant recognizes 23 top-tier service providers supporting the high-tech industry in digital transformation

Practice maturity ○ ○ ○

CHALLENGERS
- Samsung SDS

DISRUPTORS
- Jade Global
- DXC
- Genpact
- SoftServe

INNOVATORS
- Birlasoft
- Persistent Systems
- TCS
- UST

LEADERS
- HARMAN DTS
- LTIMindtree
- Cognizant
- HCLTech
- Tech Mahindra
- Atos
- Capgemini
- Infosys
- Virtusa
- IBM
- Accenture
- Wipro
- Zensar
- Unisys

Note: Please refer to Avasant's *High-Tech Industry Digital Services 2023–2024 Market Insights* for a detailed analysis of the enterprises and demand-side trends.

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Wipro: RadarView profile

AVASANT RADARVIEW™
LEADER
High-Tech Industry Digital Services 2023–2024

Practice maturity	★★★★★
Investments and innovation	★★★★★
Partner ecosystem	★★★★★

Has developed verticalized solutions across the high-tech value chain. Demonstrates a strong focus on innovation with industry-specific partners.

Practice overview

- Practice size: 42,000+
- Active clients: N/A
- Delivery highlights: 35+ global delivery centers

16.1%	30+
Revenue from technology and communications, FY 2023	Years of industry experience

Industry-specific solutions/offerings

Wipro Nuage	An AI/ML solution that uses AWS cloud applications to develop semiconductor designs
Wipro Product Lifecycle Management	A digital service that helps semiconductor companies manage information and optimize processes
SaaSefy	A service delivery platform to help high-tech clients manage as-a-service delivery using the cloud
FieldX	A digital solution to improve aftersales and customer experience using field service automation

Sample clients

- Microsoft
- An American technology conglomerate
- A network equipment manufacturer
- A network equipment, software, and services provider
- A semiconductor company

Partnerships/alliances

Google	Partnered to build and deploy generative AI solutions for industry clients
CISCO	Leveraged its network products to codevelop solutions for data center transformation and security
intel	Partnered to service high-tech clients across digital workplace services, AI, and the cloud
servicenow	Leveraged its Now platform to transform employee and customer experience
aws	Opened a joint AI/ML lab to develop AI solutions for various industries, including high-tech
DELL	Utilized its product engineering, R&D, and technology expertise to develop high-tech solutions
Hewlett Packard Enterprise	Codeveloped solutions focusing on networking, edge computing, IoT, and hybrid cloud
SAP	Leveraged its SAP S/4HANA platform to codevelop industry cloud solutions

Service line coverage

- Research and development
- Supply chain management
- Sales, marketing, and partnerships
- Aftersales
- Customer engagement
- Corporate services

Darker color indicates higher industry concentration: ●●●●

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Wipro: RadarView profile

Case studies

Client	Capability	Summary	Business impact
A network equipment manufacturer	• Automation • AI • Cloud	• The client wanted to streamline its order management process by automating tasks in multiple geographies. • Wipro implemented a zero-touch model to directly process all B2B orders in the ERP tool and automated all manual tasks using its BASE)))™ Core solution, RPA, and smart automation. It also deployed cloud-based BI tools to provide real-time visibility of backlogs, performance quality, and operations KPIs.	• Improved productivity by 60% in three years • Eliminated manual effort • Enhanced accuracy and speed
A semiconductor company	• Cloud • Automation	• The client wanted to migrate its cloud workloads to the Google Cloud Platform to achieve scalability and improve efficiency. • Wipro leveraged its Cloud Studio to assess the client's infrastructure and migrate workloads smoothly while reducing risks. It used tools like Cloudbyte, Elastifile, and its automated industrialized solutions to accelerate migration.	• Achieved scalability • Saved TCO by 20% • Improved customer experience
An American technology conglomerate	• Cloud • UI	• The client wanted to enhance its existing Content Security product suite by integrating a user support platform and reporting dashboards to improve user experience. • Wipro built more than 200 UI screens using open-source technology and frameworks. It also provided multilingual support for 11 languages using I18N/L10N language support. It deployed a cloud-ready structure to support the implementation of the product as SaaS.	• Improved end-user experience • Decreased the time taken to launch a product as SaaS
A network equipment, software, and services provider	• AI • Automation	• The client wanted to transform its sales order management and supply chain processes to support its new 5G and IoT business. • Wipro leveraged RPA to automate supply chain processes and used cognitive algorithms and AI bots to automate the sales order management processes, handle the sales volume, and monitor operations in real time. It also deployed its HOLMES™ AI platform to ensure safe information exchange in supply chain processes.	• Reduced cycle time • Increased accuracy • Improved compliance

Analyst insights

Practice maturity ★★★★★

- With over 33 years of industry experience, Wipro has a solid high-tech industry customer base with a clientele comprising prominent semiconductor companies such as Broadcom and eSilicon, tech companies such as Microsoft, and network equipment manufacturers such as Nokia and Ericsson.
- It has a set of more than 50 proprietary solutions, platforms, and accelerators that cut through every subsegment and service line for the high-tech industry. For example, its Wipro Nuage solution helps silicon design companies migrate electronic design automation workloads to AWS for cost efficiency. Similarly, its MDF Solution helps manage joint go-to-market offerings using AI and ML.
- It drives multiple, large-scale digital transformations for its high-tech clients in workplace and collaboration services. For instance, it helped a computer peripheral manufacturer automate failure analysis and forecast manufacturing yield using its analytics solution. It helped a social media company moderate its content and improve user experience utilizing compliance automation. It also helped a large technology company modernize its big data platform for improved reporting.
- It has gained significant traction for 5G applications in the past year through its enterprise offerings, such as the 5G-as-a-Service solution and 5G Def-i platform.

Investments and innovation ★★★★★

- With an annual spend of INR 3.7M in research and development, Wipro powers its digital maturity and growth. It acquired Convergence Acceleration Solutions (CAS) in April 2022 to strengthen the communications side of its high-tech business using CAS's partner network and consulting capabilities.
- It is investing in innovative, new-age startups through its Wipro Ventures arm to explore use cases in emerging technologies such as AI, ML, and advanced analytics. As of March 2023, it has invested in 30 companies providing enterprise software, including SeaLights (an analytics-driven software development platform provider), Functionize (an AI/ML-driven low-code test automation firm), and HeadSpin (a mobile user experience provider).
- It leverages its innovation labs, Lab45, Silicon Valley Innovation Center (California), and Technovation Center (Bengaluru), to develop industry-specific solutions.

Partner ecosystem ★★★★★

- To accelerate transformation in the high-tech industry, Wipro has partnered with leading industry players such as Intel to develop workplace, AI, and cloud solutions; Dell for its product engineering, R&D, and technology expertise; HPE to codevelop network and edge computing solutions; and Cisco to codevelop data center transformation and security solutions.
- It is working with hyperscalers such as AWS, Microsoft, and Google to drive innovation in the generative AI and ML space by codeveloping focused labs to build and deploy industry solutions for improving customer experience, marketing, and supply chain services across industries, including high-tech.
- It has partnered with software providers like SAP, ServiceNow, and Salesforce to codevelop industry solutions and utilize their platforms to serve high-tech clients.