

Wipro Limited

Results for the Quarter and Year ended March 31, 2011
Operating Metrics Pertaining to IT Services Segments

A. IT Services

		FY 10-11					FY 09-10	
		FY	Q4	Q3	Q2	Q1	FY	Q4
Revenue & OM%	IT Services Revenues (\$M)	5,220.7	1,400.4	1,343.8	1,272.8	1,203.7	4,390.4	1,165.9
	Sequential Growth	18.9%	4.2%	5.6%	5.7%	3.2%	1.6%	3.5%
	Operating Margin%	22.7%	22.1%	22.2%	22.2%	24.7%	23.6%	24.3%

B. Services

Value added services composition	Practices							
	Technology Infrastructure Services	21.4%	21.6%	21.4%	21.2%	21.1%	21.1%	21.1%
Testing Services	11.1%	10.6%	11.0%	11.4%	11.4%	11.8%	11.7%	11.7%
Package Implementation	13.4%	13.3%	13.2%	13.6%	13.5%	13.0%	12.7%	12.7%
BPO	9.7%	9.8%	9.3%	9.8%	10.1%	10.6%	10.9%	10.9%
Product Engineering	4.9%	4.9%	4.8%	5.2%	4.7%	4.2%	4.1%	4.1%
ADM	39.5%	39.8%	40.3%	38.8%	39.2%	39.3%	39.0%	39.0%
R&D Business	13.9%	13.0%	13.5%	14.3%	15.0%	15.8%	15.0%	15.0%
Consulting	2.9%	3.1%	3.1%	2.9%	2.6%	2.3%	2.7%	2.7%

Vertical composition	Verticals							
	Technology	7.8%	7.3%	7.5%	8.2%	8.5%	8.8%	8.6%
Telecom	8.3%	8.7%	8.2%	8.2%	8.1%	8.2%	8.2%	8.2%
CMSP*	8.8%	8.6%	8.8%	8.6%	9.1%	9.2%	8.8%	8.8%
Technology, Media & Telecom	24.9%	24.6%	24.5%	25.0%	25.7%	26.2%	25.6%	25.6%
Financial Services	26.9%	26.7%	27.3%	26.9%	26.9%	26.0%	26.1%	26.1%
Manufacturing	15.0%	15.0%	14.9%	14.8%	15.1%	15.2%	14.8%	14.8%
Healthcare & Services	8.3%	7.9%	8.0%	8.8%	8.5%	8.5%	9.2%	9.2%
Retail & Transportation	15.4%	15.6%	15.4%	15.5%	14.9%	15.0%	14.7%	14.7%
Energy & Utilities	9.5%	10.2%	9.9%	9.0%	8.9%	9.1%	9.6%	9.6%

*CMSP - Communication & Media Service Provider

Geo Comp	Geography							
	Americas	55.3%	53.9%	54.2%	55.9%	57.3%	57.9%	56.7%
Europe	27.1%	28.0%	28.3%	26.5%	25.4%	26.2%	26.3%	26.3%
Japan	1.5%	1.5%	1.5%	1.5%	1.5%	1.6%	1.5%	1.5%
India & Middle East business	9.0%	9.1%	8.9%	8.9%	9.0%	8.5%	8.8%	8.8%
APAC and Other Emerging Markets	7.1%	7.5%	7.1%	7.2%	6.8%	5.8%	6.7%	6.7%

Constant Currency	Guidance (\$MN) in Constant Currency		1,384-1,411	1,317-1,343	1,253-1,277	1,190-1,215		1,161-1,183
	IT Services Revenues (\$M) - Constant Currency Seq	5,210.7	1,391.3	1,325.0	1,261.2	1,217.6	4,399.4	1,179.7
	Constant Currency Seq growth %	18.7%	3.5%	4.1%	4.8%	4.4%	1.8%	4.7%

Customer Relationships	Customer size distribution (TTM)							
	> \$100M	3	3	1	1	2	2	2
> \$75M	12	12	10	9	9	9	9	9
> \$50M	22	22	21	20	17	16	16	16
> \$20M	68	68	64	63	58	56	56	56
> \$10M	117	117	113	106	100	96	96	96
> \$5M	180	180	176	164	165	166	166	166
> \$3M	255	255	254	244	238	226	226	226
> \$1M	429	429	433	425	434	406	406	406

Customer Metrics	Revenue from Existing customers %	98.2%	96.9%	97.6%	99.0%	99.6%	97.9%	96.5%
	Number of new customers	155	68	36	29	22	121	27
	Total Number of active customers	904	904	880	890	858	845	845
	Customer Concentration							
	Top customer	3.0%	3.1%	3.0%	2.9%	2.9%	2.6%	2.5%
	Top 5	10.9%	11.4%	10.7%	10.7%	10.9%	11.0%	10.5%
Top 10	19.5%	19.7%	19.2%	19.2%	19.8%	19.7%	19.3%	

		FY 10-11					FY 09-10	
		FY	Q4	Q3	Q2	Q1	FY	Q4
Employee Metrics	Closing Head Count - IT Services	122,385	122,385	119,491	115,900	112,925	108,071	108,071
	Utilization (IT Services excl BPO, IFOX and I&ME*)							
	Gross Utilization	69.9%	68.9%	68.6%	70.9%	71.3%	71.5%	72.1%
	Net Utilization (excl Support)	77.0%	76.1%	75.6%	78.0%	78.4%	78.8%	79.3%
	Net Utilization (Excluding Trainees)	80.9%	79.7%	79.9%	82.4%	81.6%	81.6%	83.0%
	Attrition							
	IT Services excl BPO and I&ME*							
	Voluntary TTM	22.7%	22.7%	21.6%	19.4%	15.8%	12.1%	12.1%
	Voluntary Quarterly Annualized	22.3%	20.9%	21.7%	23.5%	23.0%	12.1%	17.1%
	Involuntary Quarterly Annualized	1.9%	2.5%	2.2%	1.4%	1.4%	6.2%	2.1%
BPO % - Quarterly	14.9%	15.5%	14.2%	14.2%	15.9%	15.4%	16.8%	
BPO % - Post Training	9.6%	10.6%	9.5%	9.6%	8.9%	8.5%	8.7%	
Sales & Support Staff - IT Services (avg)	9,676	10,288	10,048	9,583	8,783	7,925	8,309	
* India & Middle East Business								
C. IT Services (Excluding Infocrossing, BPO and India & Middle East Business)								
Service delivery	Revenue from FPP	45.7%	47.8%	46.3%	44.0%	44.6%	41.5%	44.3%
	Onsite revenue - % of services	51.7%	51.2%	51.8%	51.7%	52.2%	49.8%	49.4%
	Off shore revenue - % of services	48.3%	48.8%	48.2%	48.3%	47.8%	50.2%	50.6%
Revenue Mix	Revenue in \$MN							
	Onsite	1,997	523	515	492	466	1,623	421
	Offshore	1,867	499	480	460	428	1,636	431
Volume Movement	Person months available							
	Onsite	177,460	45,595	45,762	43,986	42,117	140,388	36,206
	Offshore	593,747	156,815	154,046	146,916	135,970	504,700	132,063
	Support	78,251	21,162	20,340	19,020	17,729	65,778	16,863
	Total	849,458	223,571	220,148	209,922	195,816	710,866	185,132
	Person months billed							
	Onsite	168,587	43,315	43,474	41,786	40,011	133,369	34,396
Offshore	425,060	110,639	107,642	107,082	99,698	375,101	99,067	
Total	593,647	153,954	151,116	148,868	139,709	508,470	133,463	

Growth Metrics For Q4 FY 10-11				
	Seq %	YoY%	Constant Currency Seq %	Constant Currency YoY %
IT Services	4.2%	20.1%	3.5%	18.1%
Verticals				
Technology	2.1%	2.2%	1.9%	1.7%
Telecom	10.4%	27.9%	9.0%	26.4%
CMSP	1.5%	17.0%	-0.3%	13.1%
Technology, Media & Telecom	4.7%	15.5%	3.5%	13.5%
Financial Services	1.9%	22.6%	1.4%	20.7%
Manufacturing	4.4%	21.8%	3.9%	20.9%
Healthcare & Services	2.7%	2.5%	2.7%	2.0%
Retail & Transportation	5.8%	28.1%	4.9%	25.4%
Energy & Utilities	7.9%	27.8%	7.4%	23.2%
Geography				
Americas	3.5%	14.1%	3.3%	13.9%
Europe	3.2%	27.9%	1.1%	23.5%
Japan	4.3%	17.8%	2.9%	9.9%
India & Middle East business	6.6%	24.9%	7.1%	23.9%
APAC and Other Emerging Markets	10.4%	34.7%	10.8%	26.9%
Practices				
Technology Infrastructure Services	5.0%	20.3%		
Testing Services	0.8%	9.0%		
Package Implementation	4.9%	25.8%		
BPO	9.9%	8.1%		
Product Engineering	6.1%	43.0%		
ADM	3.0%	22.4%		
R&D Business	0.1%	3.5%		
Consulting	5.5%	38.5%		
Price Realization				
Onsite	1.8%	-1.5%	0.9%	-3.7%
Offshore	1.2%	3.6%	0.4%	1.8%

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