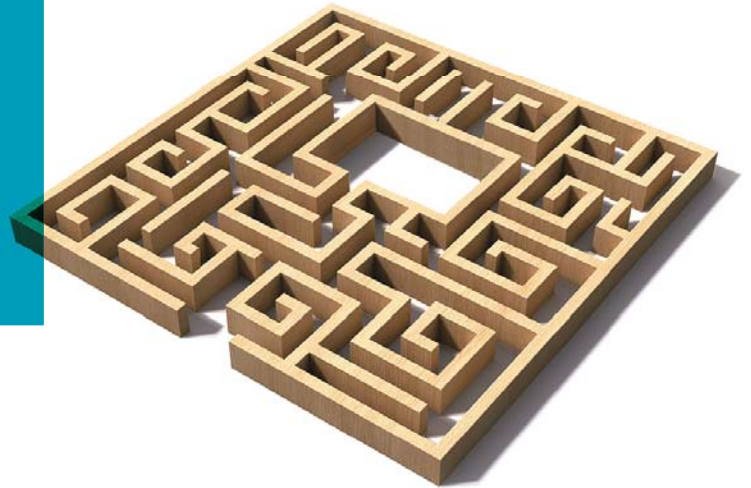


PROCESS COMPLEXITY NEED NOT GET IN YOUR WAY

Wipro transition management expertise helped create process excellence and reduce costs by 20%



INDUSTRY LANDSCAPE

The Telecom Equipment Industry is fairly cyclical, conforming to the multiyear boom and bust swings of the economy. Typical network infrastructure contracts though, are long-term in nature and thereby lend stability to operating results. The telecommunication equipment and related services market will experience nominal growth and fierce market competition globally. When margins come under pressure, managements turn to popular cost reduction measures like inventory reduction, headcount elimination and back-office consolidation.

THE OPPORTUNITY

The client was looking for a partner to outsource a large installed base program with a subscriber base of more than 400mn customers in 100+ countries. It involved staff and asset takeover of programmes running across seven countries.

The business needs comprised the following:

- Outsourcing of two large product clusters in the customer's switching portfolio.
- Work spread across Europe, Africa, China & India.
- Achieve cost savings and provide continuity & career roadmap to the employees.
- Maintain service levels offered to the large customer base.
- Retain control over certain parts of the PLM lifecycle.

CLIENT BACKGROUND

The client is a Tier-I global telecommunications corporation.

Wipro assumed complete ownership of product engineering from the requirements stage up to field support. The entire transition was executed in a well planned and phased manner helping the customer with cost saving of 20%. Wipro helped in retaining 100% of existing customer SLA's in a product with a customer base exceeding 400mn spread over 100+ countries.

SOLUTION

Wipro was chosen by the client in recognition of our in-depth knowledge, skills and expertise in the area of product engineering, infrastructure transition, knowledge transition and developing strategic business models to reduce costs.

Infrastructure Transition

Wipro took over the office space and lab without the need for movement of large assets

- Selective movement of lab equipment from smaller distributed labs to large consolidated labs
- Gradual movement of IT infrastructure to Wipro IT infrastructure in over 6 to 9 months, ensuring zero programme disruption

Knowledge Transition

- Product knowledge transferred from customer to Wipro for the areas not covered by rebadged employees
- Applied Wipro's 3+1 Knowledge Transfer Model for effective knowledge transfer, ensuring no service disruptions to the programme & end-customer

End Customer Commitment

- SLA based delivery continuation right from day one of transition to Wipro
- Ensured seamless transfer with no impact to end-customer delivery plans & commitments
- Even with over 75% of the people located in low cost countries, Wipro structured a robust financial model aimed at a win-win financial situation
- Increased acceptability of employees through a successful partnership approach
- Successfully rebadged employees in Europe and India

BUSINESS IMPACT

Wipro seamlessly transitioned the Client's processes across multiple functions to deliver several significant benefits to the client such as:

- Significant cost reduction in the R&D programme – cost savings of 20% over a five year period
- SLA based business model – retained 100% of existing customer SLAs in a product with a customer base exceeding 400mn spread over 100+ countries
- Innovative cash-flow management to handle first year cost overheads; despite transition costs, the client still realized significant amount of savings
- Reduced programme risk by Wipro's tie-ups with local European partners to increase acceptability from employees

About Wipro Technologies

Wipro Technologies, the global IT business of Wipro Limited (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company, that delivers solutions to enable its clients do business better. Wipro Technologies delivers winning business outcomes through its deep industry experience and a 360° view of "Business through Technology" – helping clients create successful and adaptive businesses. A company recognised globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation and an organization wide commitment to sustainability, Wipro Technologies has 120,000 employees and clients across 54 countries.

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WIPRO TECHNOLOGIES, DODDAKANNELI, SARJAPUR ROAD, BANGALORE - 560 035, INDIA TEL : +91 (80) 2844 0011, FAX : +91 (80) 2844 0256