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Wipro HLS: At the forefront of the interconnected health ecosystem

Strong growth momentum

*5.1% CQGR* over past six reported quarters

- 8 of top 10 global pharma
- Leading biotechs

Life Sciences

- 5 of top 10 US providers
- Top 2 US laboratories
- 8 of top 10 medical device companies

Providers

Wipro HLS

- 3 of top 10 commercial plans
- 100+ Medicare Advantage plans
- 2 State Medicaid agencies

Payers

Med-Devices

- State Medicaid agencies

Domain focus

People + Platforms
Key drivers for Healthcare (Payers and Providers)

1. Patient Empowerment (Obama Care)
   - 32 Mn enrollments in 5 yrs driven by Medicaid / Medicare expansion and the individual mandate
   - Rapid shift from B2B to B2C

2. Pay for Performance Revolution
   - 20-40% @ risk contracts in next 3-5 yrs
   - Accountable Care Organizations (ACOs) growing rapidly
   - Population Health Management (PHM) is a key focus area

3. Digital Adoption
   - 65% of consumer txns will be mobile by 2017
   - 80% healthcare data on cloud by 2018
   - 1 trillion connected devices sold in 2020

Need for rapid scale up and seamless user experience

Migration to an integrated care delivery model

Massive emphasis on measuring & reporting outcomes
Key drivers for Life Sciences and Medical Devices

1. **New Sources of Value**
   - 20-60% of big pharma revenue at risk from patent expiries over next 3 years
   - R&D productivity at all time low
   - 65% of incremental GDP over next decade will come from emerging markets

2. **Digital Adoption**
   - >70% of people in the US depend on the internet for health related information
   - Health care professionals do >40% of their research online

3. **Compliance/Security = Continuity**
   - Over the last 10 years Big pharma has paid $30Bn in fines
   - Volume and complexity of compliance and security has increased dramatically

**Portfolio optimization and business model innovation**

**Rapid digitization with patient at the core**

**Innovative models to deal with heightened complexity and ensure continuity**
Our mission is to enable our clients to deal with these trends

- Go North with Key accounts
- Open Marquee New Logos

Differentiate with domain centric solutions to help...

- Accelerate Business Growth
- Drive Relevant Innovation
- Standardize, Streamline and Simplify
Turning industry drivers into growth drivers for Healthcare clients

1. **Need for rapid scale up and seamless user experience**

2. **Migration to an integrated care delivery model**

3. **Massive emphasis on measuring & reporting outcomes**

### Accelerate Business Growth
- Address market expansion through Medicare/Medicaid enrollment platforms
- Integrated Delivery Network (IDN) integration playbook
- Digital offerings to enhance patient/member/physician experience

### Drive Relevant Innovation
- Analytics solutions to drive population health management, plug revenue leakage
- Business model innovation through technology: remote patient monitoring, channel expansion, Duals management

### Standardize, Streamline and Simplify
- Simplify landscape: IT applications (EHR, claims, supply chain), BPO (RCM, claims) and Infrastructure
- Streamline enterprise security to monitor cyberattacks
- Unleash the power of workflow automation

Need for rapid scale up and seamless user experience

Migration to an integrated care delivery model

Massive emphasis on measuring & reporting outcomes
Turning industry drivers into growth drivers for Life Sciences & Med Devices clients

1. Portfolio optimization and business model innovation

Accelerate Business Growth

- Enable digital transformation through omni-channel adoption
- Deliver rapid M&A integration and expansion in emerging markets
- Ensure business continuity with focus on compliance & security as a service

Drive Relevant Innovation

- Patient Centricity (commercial): patient targeting, enrollment & adherence
- Patient Centricity (R&D): patient recruitment & retention
- Rapid new product development for med-devices

Standardize, Streamline and Simplify

- Enable global shared services
- Optimize applications (R&D, tech-ops, commercial, and infrastructure)
- Leverage power of automation to drive efficiency and user experience

2. Rapid digitization with patient at the core

- Enable digital transformation through omni-channel adoption
- Deliver rapid M&A integration and expansion in emerging markets
- Ensure business continuity with focus on compliance & security as a service

3. Innovative models to deal with heightened complexity

- Patient Centricity (commercial): patient targeting, enrollment & adherence
- Patient Centricity (R&D): patient recruitment & retention
- Rapid new product development for med-devices

- Enable global shared services
- Optimize applications (R&D, tech-ops, commercial, and infrastructure)
- Leverage power of automation to drive efficiency and user experience
**Accelerate business growth: Case example**

**CLIENT:** 100 Medicare Advantage Health Plans

Delivering **SaaS based Medicare Platform** services. Exclusive CMS partner for Duals Demonstration

<table>
<thead>
<tr>
<th>What We Did</th>
<th>Business Value Delivered</th>
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<tbody>
<tr>
<td>• Eligibility and Enrollment Platform for 12mn Medicare beneficiaries across US</td>
<td>• Processed <strong>2mn</strong> new Medicare enrollments in 2014 with CMS acceptance rate of 99.5%</td>
</tr>
<tr>
<td>• Financial reconciliation platform processing <strong>$6bn</strong> in annual payments</td>
<td>• 5-10% increase in health plans reimbursements from CMS</td>
</tr>
<tr>
<td>• End to end Duals Demonstration Platform</td>
<td>• Automated enrollment for <strong>100,000 duals</strong> across 6 states</td>
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<td></td>
<td>• Improved CMS compliance and Star Ratings</td>
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# Drive relevant innovation: Patient Centricity

## 1. Improve patient engagement

### Global Pharmaceutical Major

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| Medication adherence management and analytics platform tracking drug efficacy evidence across therapy areas | • 25% reduction in drop out rate during clinical trials  
• Track higher refill rates and stakeholder loyalty |

## 2. Better utilize patient data

### Leading US based biotechnology company

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<th>What we did</th>
<th>Business value delivered</th>
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| EHR/EDC integration to enable real world patient data integration | • Enhanced clinical trial efficiency with 30% cost reduction  
• Simplified business processes |

## 3. Enhance patient value proposition

### A mobile health start up company

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<th>What we did</th>
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</table>
| Remote patient monitoring for better treatment outcomes  
• Cardiac and Fetal therapy | • Real time patient monitoring enabling lower cost of treatment and data accuracy |
## Standardize, streamline and simplify: Case example

**CLIENT:** TOP 2 ‘NOT-FOR-PROFIT’ US HEALTH SYSTEM

*Leading IT infrastructure transformation across 105 hospitals in 19 states*

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<th>What We Did</th>
<th>Business Value Delivered</th>
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<tr>
<td>- End to End IT Infra management covering 90K users; 10K servers, 5 EMR systems</td>
<td>- ~$80Mn cost savings</td>
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<td>- Integrated 7 large acquisitions</td>
<td>- <strong>Reduced M&amp;A integration</strong> timelines by 50%</td>
</tr>
<tr>
<td>- Enabling Next-Gen IT infrastructure including Cloud enablement, Unified Communication, Cyber security analytics</td>
<td>- <strong>Reduced clinician provisioning</strong> time by 80%</td>
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<td>- <strong>Improved IT Cybersecurity</strong> and compliance</td>
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We continue to be highly ambitious for the future!

Wipro at the forefront of enabling Personalized Medicine through Genomics

Wipro’s Compliance Center of Excellence is making healthcare safer

Millions of people in emerging markets have Access to World Class Treatments due to Wipro

100Mn+ Diabetics lives improved Through Wipro’s Patient Centric Platforms

Enabling Clients | Improving Lives
Thank you

Sangita Singh