Transforming Your Global Operating Model

Providing Solutions to Standardize, Simplify and Optimize your Environment
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 degree view of “Business through Technology”—helping clients create successful and adaptive businesses. A company recognized 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.

The Wipro solution establishes an automated shared environment which enables seamless integration across various services and applications including engineering, production operations, support and services, customer and back office support. Wipro helps bring about better collaboration between aircraft manufacturers, airline companies and the MRO industry.
Wipro has developed implemented, integrated and maintained solutions for the Aviation Industry that extend to critical business functions and will help your business cope with sudden changes in a volatile economic environment. The solutions and services that we offer are a result of our strong R&D capabilities backed by experienced industry professionals who have worked on cutting edge technologies in the aviation sector and have been at the forefront of product innovation.

**Business Process Outsourcing**

Business process re-engineering services provided for Aviation, Insurance, Banking, Retail and other industries with an aim to take on traditional delivery models and bring about transformation through next generation tools and solutions to standardize, simplify and optimize your existing business environment.

**Product Engineering Services**


**Business Application Services**

System Integration, Project Management of IT services and Consulting, Enterprise Resource Planning, SCM Consulting and Technical Integration Services, end-to-end CRM Packaged Applications and innovative Application Management Services with the focus on delivering customer-centric, scalable and cost-effective enterprise solutions.

**Analytics & Information Management**

At the forefront of building business and technology solutions and IPs, applying advanced technology areas including Cloud computing, Sustainability, Mobility, Social Computing and Analytics.

**Consulting**

Business, Process, Quality and Technology excellence consulting services to implement lean optimization, virtualization of non-core operations and harnessing new technology.
Highlights

- Delivering technology-driven business solutions for the past 30 years
- 6.04 USD Billion in revenues, 2009 -10
- Over 50 development centers in 54 countries, 55 Centers of Excellence
- 25 Global near-shore centers
- 900+ active global clients with 191 Fortune 1000/Global 500 clients
- Repeat business ratio of 95%
- World’s 1st PCMM & CMMi Level 5 company
- 120,000+ employees in 54 countries
- World’s largest independent R&D services provider
- String of pearls acquisition strategy to reinforce domain expertise
- Extensive training and development programs for employees at every level

Commercial Models

- Offshore and Near-shore development centers
- Pilot projects
- Time & Material, Fixed Price, Hybrid projects
- Custom models of engagement for specific needs
- ITAR Compliant centers in the US

GLOBAL DELIVERY CAPABILITY

55 Centers of Excellence
25 Global Near-Shore Centers
Over 50 Development Centers
Global workforce comprising of 70+ nationalities
360 degree business approach for the MRO Industry

Airline companies and Airline Maintenance, Repair and Overhaul (MRO) vendors are constantly looking to stay ahead of the competition by improving their operational performance. The aviation MRO industry, is plagued by an inefficient supply chain that is dependent on access to accurate information, regulation compliance and the non-availability of a consolidated statistical and qualitative data repository for the business planning activity.

Wipro offers a full range of solutions, from Product Conceptualization to Product Engineering and Manufacturing, along with SLAs that cover schedule, productivity and product/process quality. Wipro’s eco-system of partners comprises of tool vendors, IP’s, training systems, research and manufacturing.

Wipro is AS 9100 certified, has ITAR registered centers and its processes comply to DO 178B and DO 254. Our world class compliance test facilities comply with the DO 160 and MIL standards leveraging on the experience of 18,000 engineers and expertise across support functions and processes.

Industry Alliances and Partnerships

BUSINESS PROCESS OUTSOURCING

ENGINEERING SUPPORT SERVICES
Managing Aircraft Records, Maintenance Planning, Maintenance Programs, Reliability Analysis, Aircraft Manuals and Service Bulletins

TECHNICAL PUBLICATIONS
Technical authoring, Illustrations, Data validations, Data conversion, Production and Publishing, Learning Solutions

CUSTOMER RELATIONSHIP MANAGEMENT
Reservations and Ticketing, Customer Relations, Sales Support, Web and email support, Baggage Services, Revenue Accounting and Management, Cargo Management, Crew Scheduling, Loyalty Management, Finance and Accounting, Human Resource Outsourcing, Procurement, Supply Chain Services and Business Analytics

PRODUCT ENGINEERING SERVICES
CAD, CAE, Prototype Manufacturing, Compliance Testing

BUSINESS APPLICATION SERVICES
Enterprise Security Services, PLM service and E-business services, Enterprise Package Implementation, Application and Engineering Design and Testing
Business Process Outsourcing optimizes business performance to attain value creation. Wipro has over 10 years of experience in providing BPO solutions to customers across the globe. Wipro offers customized service offerings translating into the most flexible and cost effective services of the highest quality for our customers across the MRO value chain, Customer Relationship Management, Back Office transaction processing, Corporate Functions and industry-specific solutions. The integrated solution approach and support in continuous improvement and business transformation provides enhanced value to the customers over the entire relationship lifecycle in a phased manner through process standardization, process simplification and process optimization.

Wipro’s solutions have enabled some of the leading airline companies achieve a reduction in the total cost of ownership by about 15 - 30% and improve end customer satisfaction levels by up to 20% across the life of the engagement. These have been made possible through Wipro’s innovative use of business excellence practices such as Six Sigma and Lean methodologies to create strong stakeholder values.

HIGHLIGHTS
- 395 USD Million in revenues, 2009 - 10
- 24,000+ employees strong
- 2100+ employees based onsite
- Ability to provide onshore, near-shore, offshore and hybrid delivery options
- 26 delivery centers spread over 11 countries across continents
- 85 active global clients (90% of our clients work with Wipro across more than one service line)
- Investing in Technology Innovation and Domain Expertise
Engineering Support Services

Wipro’s solution addresses the expectations of various stakeholders to improve aircraft dispatch reliability & availability, and reduction of the Aircraft on Ground (AOG) time. This helps to improve the operational efficiency of the value chain and reduces the MRO costs as well.

FLEET AND ENGINE EXPERIENCE

HEAVY AIRCRAFT

Narrow Body
- Boeing 737 Series
- Airbus A320 Series
- Embraer 170, 175
- ATRs
- Bombardier

Wide Body
- Boeing 747, 757, 777 Series
- Airbus A310, A330 Series

LIGHT AIRCRAFTS

- Cessna 150
- HT-2
- Beechcraft

ENGINES

- Pratt and Whitney: All variants
- CFM: CFM56
- IAE: V2500
- GE: CF34-8 Variants, GE90, CF6
- Rolls Royce: Trent Variant
- Lycoming

MAINTENANCE PLANNING
- Long range forecasting and coordination
- Daily maintenance planning and coordination
- Optimization of resources and requirements
- Work package creation and distribution

AIRCRAFT RECORDS
- Records scanning, indexing and storage
- Aircraft and engine records packages
- Lease return and asset sales support
- Compliance record keeping

MAINTENANCE PROGRAMS
- Scheduled maintenance requirements & intervals
- Time Limitation Manual authoring and management
- Customized task card authoring, editing, publishing and distribution
- Service Bulletin reviews and recommendations
- Airworthiness Directive reviews

RELIABILITY
- Regulatory and company reliability reporting
- Deep dive reliability analyses with program and configuration recommendations
Technical Publications

Wipro’s Technical Publications Solutions for the aviation industry brings together expertise in technologies and products for vertical markets, deep-rooted user group orientation and technical documentation methodologies and processes for supporting all your documentation needs through the product lifecycle.

We adopt a unique approach to documentation projects for the aviation commercial and defense industry using our proprietary Documentation Process Model with associated metrics, transition framework, talent transformation capabilities, and in-depth documentation expertise adhering to industry-wide standards such as ATA 100/104 Specs, ATA iSpec 2200 Specs, ASD STE, MIL Standards, ANSI Standards and S1000D.

Wipro’s offerings include technical illustration & authoring, data validation & conversion, learning solutions and production & publishing.
Examples of Work Packages

- PC Illustrations
- Training packages
- Revision of CMMs, AMMs, EMMs

Highlights

- 12+ years of experience of successful delivery
- End-to-end technical publications solutions from content development to publishing and content management
- Specialized services such as editing, publishing, format migration, information restructuring and others, through innovative shared services model
- Writer Blend: Engineering, Masters in Computer Science, English and Mass Communication background

Standards

- ATA iSpec 2200
- ATA 100/104 Specs
- S1000D™
- European Military Standards
- AECMA Simplified English
- ISO
- Deutsches Institut für Normung (DIN)
- ANSI and MIL Standards
- ASME
- Customer specific Technical Illustration Guidelines and Technical Draft Specifications (TDS)

TOOLS

AUTHORING TOOLS
- Arbortext Editor (XML/SGML)
- Adobe FrameMaker
- Broadvision Quicksilver
- SAP
- MS Word

ILLUSTRATION TOOLS
- Arbortext IsoDraw & IsoDraw CAD Process
- Autodesk® AutoCad
- Tech Illustrator
- Adobe Illustrator
- Corel Designer technical suite
- Vis View

CONTENT MANAGEMENT
- PS 2000
- MIDAS
- Vasont
- Documentum
- AuthorIT
- Vignette
- TeamSite
Customer Relationship Management

We have extensive experience in managing end-to-end customer service and back office operations across the value chain supporting Reservations and Ticketing, Customer Relations, Sales Support, Web and email support, Baggage, Revenue Accounting and Management, Cargo Management, Crew Scheduling, Loyalty Management, Finance and Accounting, Human Resource Outsourcing, Procurement, Supply Chain Services and Business Analytics. Our robust delivery model ensures a world-class customer service experience for both voice and data services.

Our goal is to provide your organization with benefits beyond labor arbitrage. We drive improvements via standardization and implementation of best practices, along with technology-driven transformation such as Response Center Automation, Response Analytics, Social Media Management and Workflow Automation, that will take your organization to the next level led by team of specialists to optimize and enhance capabilities. We are also able to leverage our specialized robust data analytics capabilities for the industry to generate business insights and support decision making. To achieve this, we have made significant investments in managing our client relationships, organized business units to focus on the needs of our clients, and dedicated our resources on delivering world class performance.

KEY SERVICE OFFERINGS

• Reservations and Ticketing
• Customer query resolution
• Order Management
• Sales support
• Loyalty Management
• Baggage
• Back office services for Passenger and Cargo
• Financial and HR functions
• Procurement and Supply Chain
• Corporate Travel Management
Product Engineering Services
Aero Structures

Wipro delivers high value engineering solutions and partnerships across the entire product lifecycle with technology and human capital that accelerate time to revenue, build the right product, and develop the eco-system to maximize total revenues and profit.

Wipro has several enablers that help customers achieve:

- Right Product with market research and competition analysis, standards compliance, state of art testing - Tarang compliance lab, AS9100, SPICE
- Faster time-to-revenue with our customizable platforms, framework, IP - automotive connectivity, patient monitoring gateway, consumer electronics middleware stacks, NCO platform
- Eco system to generate more revenue with research, demo applications, product training partners - ANRC, EagleWision for ASIC tool flow

Wipro has experience on the aircraft’s airframe components in terms of aero structures from concept till design of the composite part.

Implementation Technology

<table>
<thead>
<tr>
<th>Services Offered</th>
<th>Examples:</th>
<th>Implementation Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Concept/layout generation</td>
<td>• Bracket design and validation</td>
<td></td>
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<tr>
<td>• Preliminary design/sizing</td>
<td>• Position sensor kinematics</td>
<td></td>
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<tr>
<td>• Detailed design/design</td>
<td>• Flap tracking product design modification</td>
<td></td>
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<tr>
<td>enhancement</td>
<td>• Metallic and non metallic moulds and fixtures</td>
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<tr>
<td>• Design validation, optimization</td>
<td>• Gauge, rotor parts, assembly and support equipment, storage and transportation etc.</td>
<td></td>
</tr>
<tr>
<td>&amp; calculation</td>
<td>• Tooling modules like tooling concepts, layup and trimming and assembly &amp; support equipment</td>
<td></td>
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</tbody>
</table>

MECHANICAL

TESTING
• Class A & Class B Product
• Testing for standards like IEC, FCC, UL, TUV, Wi-Fi etc.
• Certification to standards

DETAILED DESIGN & DFMA
• Assembly Factor
• Interfacing Factor
• Aesthetics
• Manufacturability
• Drafting
• GD&T

CAE - STRUCTURAL
• Sag Analysis
• Shock Analysis
• Vibration Analysis
• Mold flow Analysis

CAE - THERMAL MANAGEMENT
• Thermal Management
• Board Level
• System Level
• Heat Sink Design and Optimization
• Heat Sink Prototyping

MANUFACTURING / PROTOTYPE
• Sheet Metal Manufacturing
• Plastic Manufacturing
• Heat Sink Manufacturing
• Soft Tooling / Hard Tooling

CAD
• Sheet Metal Design
• Plastic Design
• Snap Fit Design
• Mechanism Simulation
• Front Bezel Design
• Mold and Tool Design
• Design for EMI / EMC
• Heat Sink Design

ELECTRO MECHANICAL
• Manufacturing
• Testing
• CAD & CAE
Business Application Services

The current economic climate with its dynamic changes raise a whole set of challenges for companies to enable vital business operations - cost reduction and business agility being of utmost importance. In this era of evolving technology, organizations wish to get rid of technology constraints by applying standardized business practices and reducing application lifecycle costs.

Wipro proactively assists organizations in their business transformation initiatives and helps reduce TCO, increase ROI and improve productivity. Our enterprise solution packaged applications and support include skilled resources and best-in-class technology for business process transformation.

Wipro’s aviation capabilities extend to both owning and/or managing the entire manufacturing cycle. Our strategic alliances with multiple leading application and industry solution vendors enable us to serve enterprises that manufacture and/or distribute aviation and its related equipment.

Our service offerings include:

- Enterprise security services
- PLM service & E-business services
- Enterprise package implementation business services
- Application & Engineering Design services
- Testing

PRODUCT DEVELOPMENT
- Automated Tool Design
- Product Management
- Enterprise-wide Engineering Data Retrieval System
- Configuration & Parts Data Management
- e-Bom Integration with Partners

MANUFACTURING OPERATIONS
- Work Transfer Management System
- Shop Floor Job Scheduling
- Maintenance Tool Box Systems
- MRO + Inventory Management

SUPPLY CHAIN
- Material Estimation System
- Parts Tracking using RFID
- E-procurement System
- Supplier Collaboration Solutions

SALES AND AFTER SALES
- Integrated Material and Fleet Management Solutions
- Contract and Claims Management
- Web-based Parts Information Management
- FAA Compliance for Maintenance & Engineering Management
Certifications & Compliances

- **AS9100 CERTIFIED:** Certified with the standardized quality management system that satisfies internal, government and regulatory requirements for the aerospace industry
- **DO-160 COMPLIANT:** Compliant with RTCA’s prescribed environmental conditions and test procedure for airborne equipment
- **DO-178B LEVEL A COMPLIANT:** Compliant to Level A standards of software considerations and equipment certifications as published by RTCA
- **DO-254 LEVEL A COMPLIANT:** Compliant to Level A standards of hardware design assurance as published by RTCA
- **ITAR COMPLIANT:** Compliant with regulations for information and material pertaining to defense and military related technologies

Securing Intellectual Property (IP)

**EMPLOYEE**
- Confidentiality signed by employees
- Security procedures explained at induction
- Top management focus

**NETWORK**
- Reliable and fail safe
- Dedicated channel between Wipro and the client
- Isolated LAN using VLAN configuration on Ethernet switches
- Restricted access to Wipro backbone

**AUDITS**
- Client’s audit
- Neutral party audit
- Internal audit

**PHYSICAL**
- Restricted access
- Physically and logically insulated centers
- Centrally controlled electronic access
Client Testimonials

“Tech Pubs is doing very well across all parameters and nothing more is expected. This program is a reference model to be used for executing other engagements.”
Outsourcing and Partnership Director, Leading global Aerospace and Defense Company

“You guys were the operational work horse in all of this. Work was being done by your teams all over the world (and I mean literally). And this is the real power of the “World’s Largest Airline”….the people who respond to our customers when it’s needed most. You demonstrated the power of hard work and true team effort. Thank you and on our behalf, please thank all of your teams that helped make this happen.”
General Manager, Outsourcing Delivery, World’s Largest Airline Company

“We could not have anticipated these past three months to be as exciting for us and Wipro, as they were. Our Australia, US and UK offices undertook major sales-promotions in April and June, triggering spectacular spikes in call volumes that affected Wipro’s floor operations significantly. The pressure on the floor must have been overwhelming. Yet, within the first few days of those promotions, we were almost back to normal service as the teams executed effective response plans to handle the calls.”
Client’s Divisional Vice President, Asia’s Leading International Airline

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“In terms of response times and service levels, you’ve done a great job last month so thanks for your efforts. A very strong service level, bearing in mind our call volume was 7% above forecast.”
Client District Manager, Quality & Process Improvement, World’s Leading Logistics and Courier Company

“Your hard work continues to pay off! Results were better than ever and you were in the exceeds area for performance in AHT, effectiveness and reduction in customer dissatisfaction levels. This is quite outstanding work, thank you. You led the system in the area of reduction in customer dissatisfaction levels achieving 9% for the second time this year. I thank you for all your focus and time spent coaching agents; they are certainly making the difference. Keep up the good work and here’s to ending the year on top!”
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The Wipro Advantage

Optimize Business
- Leverage IT-BPO synergy to drive system enhancements to improve operations
- Manage business evolution and corresponding challenges of increasing technical content - drive technology shift to industry platforms for technical documents and common reporting
- Improve business focus - process automation through workflow - reduce cycle time and free up resources to focus on core business tasks
- Increase efficiencies - operations can expand or contract with greater ease and less expense including seasonal flying
- Flexibility to find best match of discrete services for each airline

Increase Competitiveness
- Accelerate time-to-market
- Access best in class practices - constantly leveraging industry best practices across multiple operations
- Enhance capabilities - broader leverage of fleet characteristics, optimizing reliability analysis and opportunities, fleet and program standardization
- Tap newer markets for growth

Benefits of scale
- High caliber personnel attracted to challenges of serving multiple customers and fleet types
- Any added payroll cost spread over a larger base
- IT solutions are often too expensive for a single airline - better information translates to greater operational flexibility and improved decision making
- Potentially increased purchasing power - affects both real dollars spent and ability to influence supplier schedules

Foster Customer Loyalty
- Ownership of complete solution
- Enhance customer experience

Reduce Cost of Customer Support
- Accurate documentation leading to products and services performing safely and dependably
- Reducing cost of maintenance
- Lower cost of engineering-staff training

BUSINESS BENEFITS DELIVERED TO CLIENTS

A Leading Global Aerospace and Defense Company
- Significant cost advantage of 30% in preparation of outline, course material and instructors lesson guide for maintenance personnel
- YOY productivity improvements of 10%
- Revision/Creation of component maintenance manuals and service bulletins
- Maintaining the quality of the deliverables and high customer satisfaction levels

The World’s Largest Airline
- Overall savings for the client has been USD 25 million in 3 years by outsourcing and an additional USD 2 million year on year for the last 3 years
- AHT reduction of 18%
- Reductions of customer complaints for baggage services from 10.51% to 1.87%
- Pre-process and process training timelines reduced by 50% and 37% respectively
- Implemented Interactive Voice Response (IVR) for online customer service desk and promotion queues

A Large US Airline - one of the world’s leading passenger and cargo carriers
- Wipro has been the consistent best performing vendor month-on-month both on customer satisfaction and revenue generation across the client network and retained operations
- 19% overall improvement in customer satisfaction scores for the North America sales queue
- Project for supplementary revenue improvement has yielded a 47% improvement till date
- Wipro achieved the maximum up-sell across all partners in the client network

Asia’s Leading International Airline
- Revenue improvement by designing the sales process for improving the ticket sales through the calls serviced (22 M in July 2007 to 150 M in April 2010)
- Optimized process efficiencies by 40% though deployment of tools and technologies; for e.g. knowledge management portal and case management tool
- Reduction in total cost of ownership on account of geography and operations consolidation including infrastructure hosting by Wipro
Innovation @ Work

• A dedicated ‘Innovation Council’ that funds over 50 projects every year in areas of product, process and services innovation
• 50+ Centers of Excellence (CoEs) to develop domain-specific frameworks and solutions
• Plug-and-play technology IPs and patents to cut time-to-market for customers by over 20-25%
• Factory Model and other collaborative delivery models for 20-30% reduction in cycle-time from demand to delivery
• Platform BPO for quicker solutions deployment, scalability and transaction-based cost management

Why Wipro

• Delivering technology-driven business solutions for the past 25 years
• 74 development centers, 850+ clients and 120,000+ employees in 54 countries, 70+ nationalities
• The world’s largest independent R&D services provider and the world’s largest offshore third party testing services provider
• One of the world’s top offshore Indian BPO service providers and the largest offshore technology infrastructure management services provider
• The world’s first PCMM and CMMi Level 5 company, and the first company outside the USA to receive the IEEE Software Process Award

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