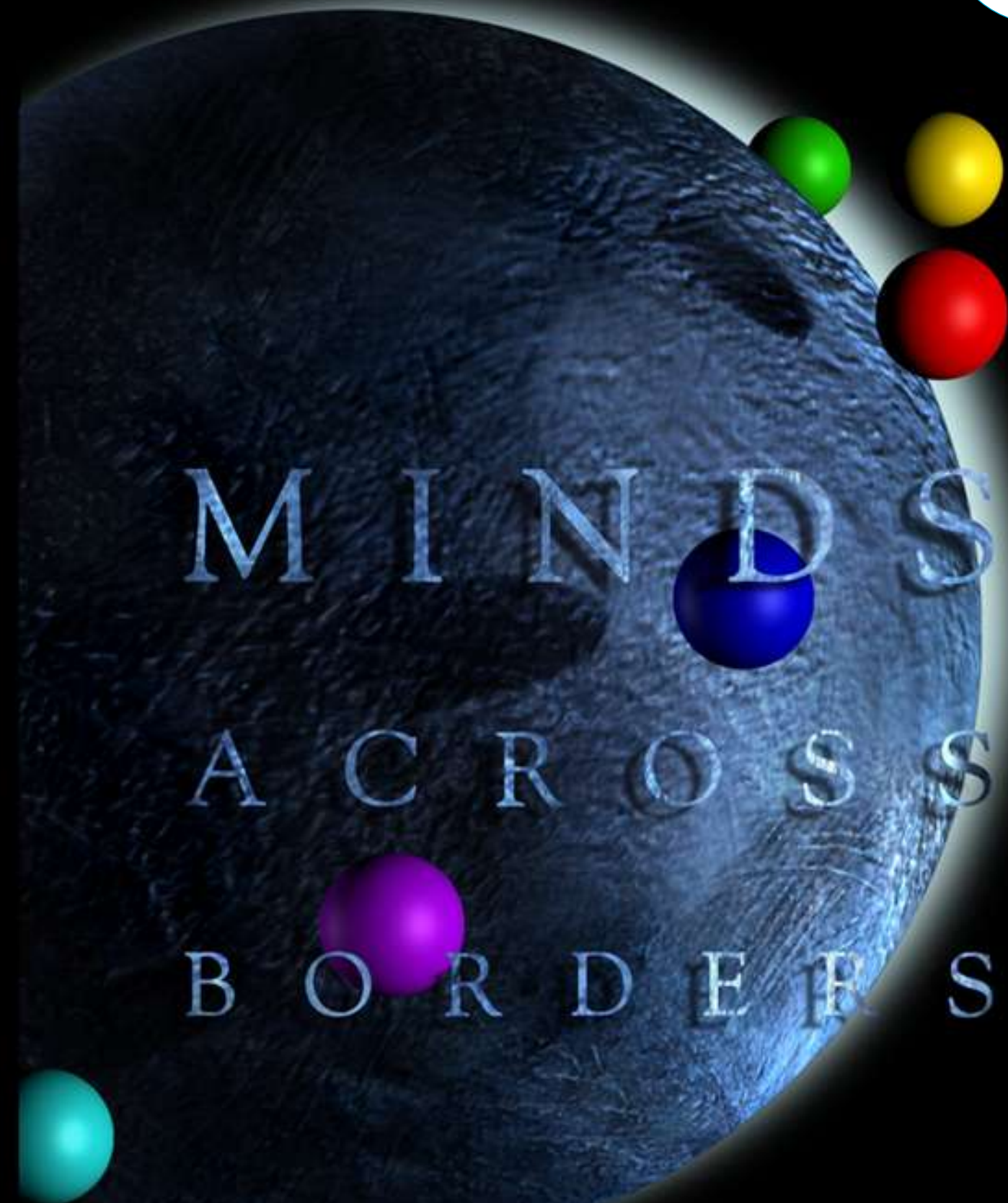**WIPRO**
Applying Thought

MINDS
ACROSS
BORDERS

At Wipro, we believe
that success cannot be
a matter of circumstance
but the outcome of choice
and execution.
For us challenges are opportunities
for Applying Thought.
To leverage our
key strengths - our people, practices
and processes against all odds
to secure a better and brighter future
for the organization and its stakeholders.

WIPRO
Applying Thought

MINDS
ACROSS
BORDERS

Our Core Values

Human Values

We respect Customers as individuals, recognise
that they have different needs and continually
strive towards satisfying those needs to improve
the quality of their lives.

Integrity

Our individual and business relationships are
governed by the highest standards of Integrity.

Innovative Solutions

We constantly research and develop superior
Products and Services that meet the ever changing
needs of Customers.

Value for Money

We promise to serve Customers with continuous
improvement in quality, cost and delivery of our
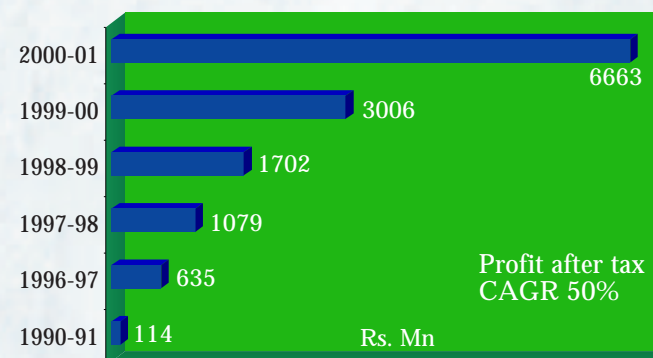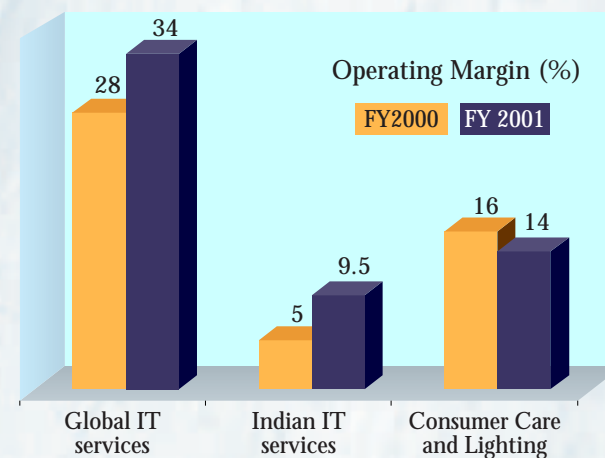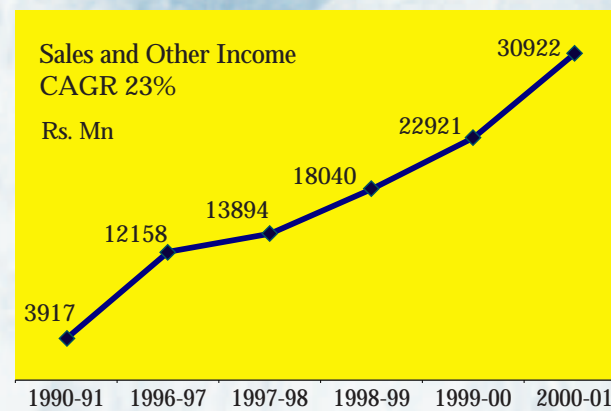Products and Services.

Our Promise

With utmost respect
to *Human Values*,
we promise to serve our
Customer with *Integrity*,
through a variety of *Innovative*,
Value for Money
Products and Services,
by Applying Thought,
day after day.

MINDING THE NUMBERS

Consistent with our performance over the last few years, Wipro has grown by 35 percent in revenues and 122 percent in profits after tax. While this kind of growth is impressive, to us it's the thinking behind the performance that is important. It's what helps us protect the interest of our stakeholders notwithstanding slowdowns in the economy, frenetic competition or shrinking global demand.

Realising that global economic conditions are not always going to be conducive, we have spread our markets so that we are not excessively dependent on a single geography, diversified our revenue streams, increased business from existing customers and improved the quality of our client profile.

We continue to invest in building the global talent pool to ensure that we are best equipped to meet our customers' requirements.
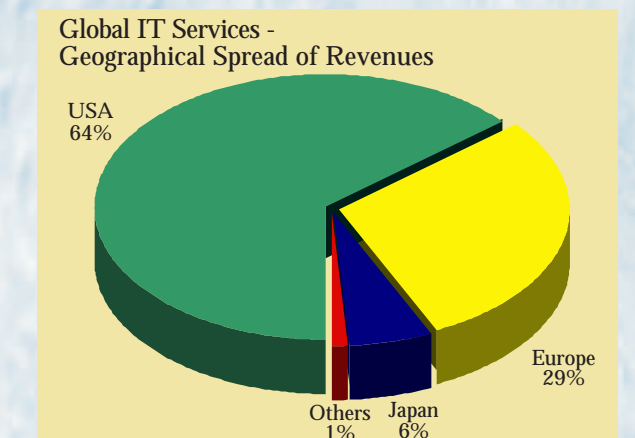
Sales and Other Income CAGR 23%
Rs. Mn

Year	Value
1990-91	3917
1996-97	12158
1997-98	13894
1998-99	18040
1999-00	22921
2000-01	30922

Operating Margin (%)
FY2000   FY 2001

	Global IT services	Indian IT services	Consumer Care and Lighting
FY2000	28	5	16
FY 2001	34	9.5	14

Profit after tax CAGR 50%
Rs. Mn

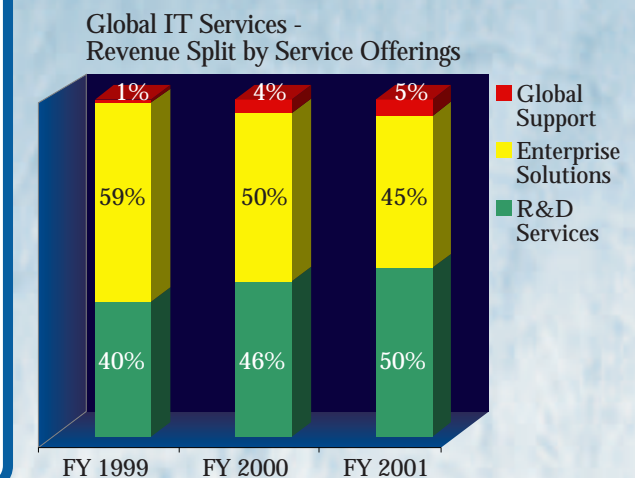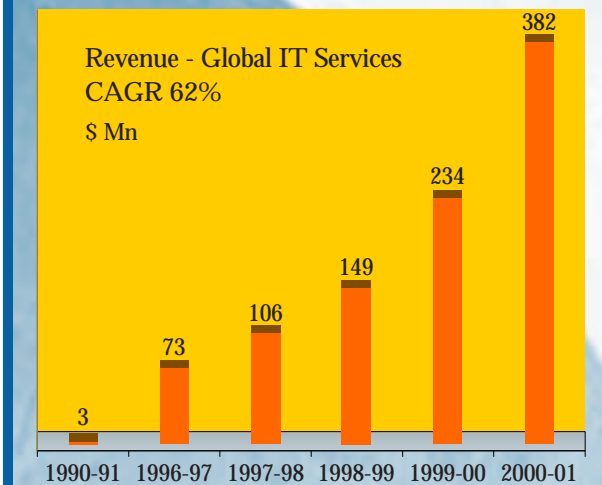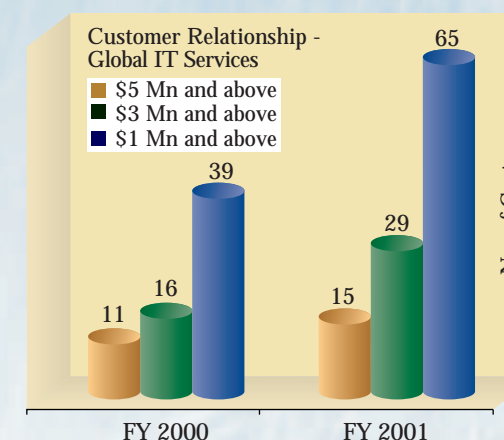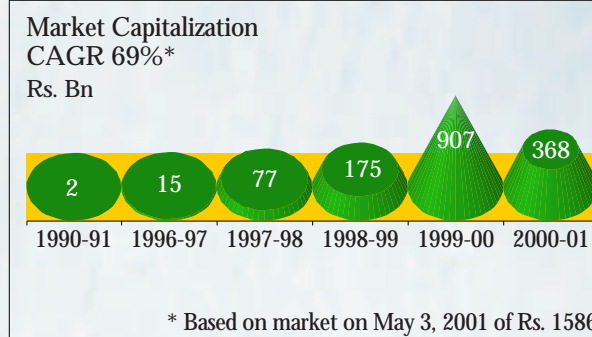| Year	Value
1990-91	114
1996-97	635
1997-98	1079
1998-99	1702
1999-00	3006
2000-01	6663

Segment-wise business performance for the year ended March 31, 2001 (In Rs. Million)

Particulars	Global IT Services	Indian IT Services & Products	Consumer Care & Lighting	Others	Wipro Limited
Revenue	17,690	8,481	3,305	1,446	30,922
% of Total Revenue	57	27	11	5	100
Growth	70%	3%	2%	27%	35%
Profit before Depreciation, Interest and Tax	6,753	897	541	202	8,393
Growth	100%	78%	(1%)	90%	90%
Profit before Interest and Tax	6,057	803	477	77	7,414
% of Total PBIT	82	11	6	1	100
Growth	110%	85%	-	-	99%
Operating Margin	34%	9.5%	14%		24%
Interest (Income)/Expense - net					(241)
Profit before Tax					7,655
Growth					118%
Profit after Tax before extraordinary gain/ (charge)					6,663
Growth					122%
Other Information					
Net Fixed Assets (at cost)	3,501	305	456	872	5,134
Trade Receivables	3,540	1,954	159	524	6,177
Cash Balances/Investments	566	251	196	9,465	10,478
Other Assets	812	911	437	607	2,767
Current Liabilities	(1,533)	(2,585)	(358)	(870)	(5,346)
Capital Employed	6,886	836	890	10,598	19,210
% of Total Capital Employed	36	4	5	55	100
Return on Average Capital Employed	124%	105%	71%		56%

Notes to Segment-wise business performance:

1. In conformance with Accounting Standard 17 on Segment reporting issued by the Institute of Chartered Accountants of India, corresponding figures of Revenues, Profit before Depreciation, Interest and taxes and Profit before Interest and Taxes, for the year ended March 31, 2000, have been restated to exclude interest income earned on inter segment lending and other investments.
2. Effective September 1, 2000 Peripherals Services division (PSD), engaged in the business of manufacture, sales and trading in Computer Peripherals, was spun off into a new legal entity Wipro e-Peripherals. Indian IT services and products includes financials of PSD for the five month period in the current year and for the entire period in the previous year.
3. Others represents Wipro Fluid Power, Wipro Biomed, and Corporate Services including spends on Wipro Brand identity and Six Sigma initiative.
4. For the year 2000-01, Rs. 16 million gain on transfer of business is recognized as extraordinary gain.

Revenue - Global IT Services CAGR 62%
$ Mn

Year	Value
1990-91	3
1996-97	73
1997-98	106
1998-99	149
1999-00	234
2000-01	382

Global IT Services - Revenue Split by Service Offerings

Global Support   Enterprise Solutions   R&D Services

	FY 1999	FY 2000	FY 2001
Global Support	1%	4%	5%
Enterprise Solutions	59%	50%	45%
R&D Services	40%	46%	50%

Market Capitalization CAGR 69%*
Rs. Bn

Year	Value
1990-91	2
1996-97	15
1997-98	77
1998-99	175
1999-00	907
2000-01	368

* Based on market on May 3, 2001 of Rs. 1586

Customer Relationship - Global IT Services
$5 Mn and above $3 Mn and above $1 Mn and above
No. of Customers

	FY 2000	FY 2001
$5 Mn and above	11	15
$3 Mn and above	16	29
$1 Mn and above	39	65

Global IT Services - Geographical Spread of Revenues

- USA 64%
- Europe 29%
- Japan 6%
- Others 1%

Minding the interests
of our Stakeholders

The Board of Directors of Wipro comprise gentlemen of enormous experience from diverse industries. They come together with a determination to nurture the interests of our Stakeholders.

Committees of the Board

Audit Committee

Hamir K Vissanji (Chairman)
Narayan Vaghul
Dr. Nachiket Mor

Compensation and Benefits Committee

Narayan Vaghul (Chairman)
Hamir K Vissanji
B C Prabhakar

Administrative and Shareholders /
Investors Grievance Committee

B C Prabhakar (Chairman)
Azim H Premji
Hamir K Vissanji

Azim H Premji
Chairman
and Managing Director

Dr. Ashok Ganguly
Chairman of ICI India Ltd.,
Former Director of Unilever Plc.

Dr. Nachiket Mor
Senior General Manager,
ICICI Ltd.

P S Pai
Vice Chairman
and Executive Officer

Vivek Paul
Vice Chairman
and Executive Officer

B C Prabhakar
A Practitioner of Law
since 1970

Dr. Jagdish N Sheth
Professor of Marketing
at Emory University, USA

Narayan Vaghul
Chairman, ICICI Ltd.

Hamir K Vissanji
Former CEO,
BMD Chemicals
and Industrialist

Letter to the Stakeholders

Dear Stakeholder,

The year 2000-01 was very exciting for us in Wipro. The popular perception that growth rates come down with a higher base did not hold true in our case. In fact, our year on year growth in profit after tax was the highest ever year on year growth that we have achieved over the last ten years. While this is satisfying, it does raise the bar for future to a much more challenging level. The current concerns about the global macro economic conditions only add to the challenge.

Challenge is inspiring because it taps all the inner strengths, abilities and energies that bring out the best in a person or a team. Nothing excites a team or pushes it to greater heights as common challenge with which the team identifies itself. In fiscal year 2000, we achieved the most critical of our goals set five years ago, a goal to increase profits by 10-x in five years. This has made us realize that it is not so much the environment as our own mind that determines what we can do. What the mind can conceive, it can achieve, provided it is backed by unstinting hard work.

Individual businesses in Wipro have carved a distinctive position in their respective industries. This prompted us to undertake the visioning exercise for each business separately. In the visioning exercise we were guided by the following principles:

- The vision should be ambitious and set a stretch for the team
- The vision should be a turbo-charger that ignites the combined enthusiasm of the team
- The vision must be beyond reach but not an impossible dream either. It must be an executable dream

At the same time, a vision cannot be completely safe. Strategy must de-risk it. The vision formulation process involved over 250 team members. The vision was communicated to every team member in the organization. Over the last six months, more than 25 teams are working on various aspects of realizing this vision. The vision we have set for ourselves for 2004 is:

Business Leadership

Among the top 10 Information Technology services companies globally and #1 Information Technology company in India
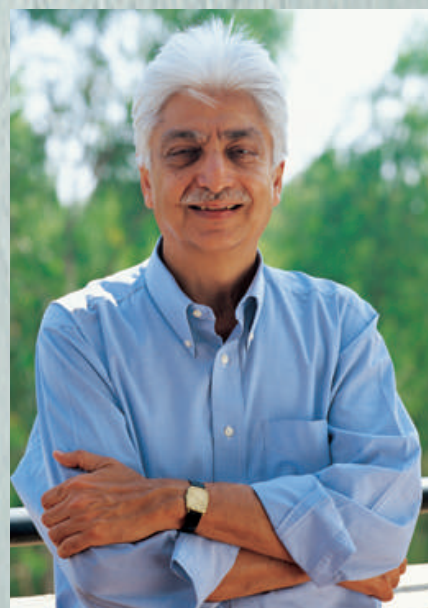
Customer Leadership

The #1 choice of customers through innovative solutions and Six Sigma processes

People Leadership

Among the top 10 most preferred employers globally by creating an environment of empowerment, intellectual challenge and wealth sharing

Brand Leadership

Wipro brand to be among the 5 most admired brands in India

Azim H Premji
Chairman and Managing Director

Wipro Technologies
Innovative Solutions. Quality Leadership.

Wipro Infotech
Thinking beyond the box

What does this vision mean to us?

We use the visioning exercise in Wipro to change our mindset, from what is probable to what is potentially possible. We clearly seek audacious stretch performance beyond the culture of targeted over-achievement. This means moving away from the confines of our own comfort zones and entering unchartered areas, fueled by a spirit of adventure and constant innovation.

How will we achieve this vision?

We have created a strong value proposition for our customers in each of our business segments.
- In the global IT services business, our strong base in quality, our breadth and depth in technological skill sets and the strong value proposition of off-shore development centers in India
- In Indian IT services and products business, our two decades of leadership resulting in brand leadership, strong quality process for our service business and the product offerings for system integration and networking services
- In our value brand business, our proven expertise in creating niche offerings for geography specific retail markets, vertical specific industrial markets leveraging our distribution network and our quality processes

The focus on value proposition for our customers has been instrumental in our businesses having the highest operating margin (profit before interest and tax to revenue) in the business segments we operate in.

Quality - our key differentiator

In my letter to you last year, we highlighted that while quality is a moving target, our attitude to quality can provide a sustainable competitive edge for our customers. Quality to us should translate to higher customer satisfaction and higher operating margin. Recognizing this, our learning over the last four years with SEI-CMM and Six Sigma has resulted in an integrated approach to quality systems in software development. Today we have over 3500 members working in team sizes of 5 and 6 on 292 Six Sigma projects and 344 turbo projects facilitated by 74 black belts. We have realized Rs.315 million in savings using the Six Sigma projects. The additional benefit of teaming we have witnessed in the cross functional quality teams, has had tremendous effect on the teamwork across the organization. Our progress in our quality journey has milestones planned in the next year centered on the three initiatives:

- Working with the customers on Six Sigma quality projects. Our progress in the integrated Six Sigma quality systems are robust now to be transferred to customer locations and can straddle multiple organizations
- SEI-CMMi (Capability Maturity Model for integration), that focuses on application

integration, an enhancement to focusing on application development (SEI-Level 5) for our software services business
• People Capability Maturity Model (PCMM) for creating a world-class people process quality for developing individual and organizational competencies.

Team - the cutting edge

The quality we cherish the most in our team members is a passion for customer satisfaction. Every Wiproite carries a deep consciousness that what we do every day can and will make a difference to the customer. The more satisfied the customer, the more demanding he/she will be. This is the continuing challenge that we must relish. The other important quality is learning. Learning needs an environment of attention to details, genuine care and above all freedom. Paying attention to those minor details that convert customer satisfaction to customer delight. Genuine care and freedom go hand in hand. Freedom is the power to decide and power to express. Freedom is permitting people to decide, realizing that all decisions may not be correct. Tolerance to genuine mistakes and ensuring that you have systems to convert these mistakes into valuable lessons are the key requirement for an empowered organization.

A winning team must have winning team members. We pioneered the concept of sharing wealth in India through our Wipro Stock Award Program in 1984. Today, over 6000 Wiproites participate in the shareholder value we create. A key ingredient of our vision is in sharing the wealth we create for our shareholders with our team.

E-culture - for response

The ultimate payoff is in transforming the entire organization to be customer sensitive. As we increase our size, success is in being faster, leaner and quicker. E-culture helps us continually enhancing our speed of response. Our focus on knowledge management, people management and building exciting client relationship using the web is and will be the differentiator in creating value as we grow in size.

Innovation - for customer delight

We have launched a new initiative on innovation in our IT businesses. Our first focus in this initiative is on customer satisfaction and intellectual properties based products and services. Our endeavor is to harness our technical and domain skills to provide customers with solution that address their latent needs and help them serve their customers. In our global IT services business, we will create intellectual properties in the technology area. We will invest 5% of our profit after tax in the initiative. In our Indian IT business we will innovate our service offerings to enhance customer satisfaction. Our goal is customer leadership: The #1 choice of customer by offering innovative solutions and Six Sigma processes.

Wipro Consumer Care and Lighting
A mindset for care

Corporate Annexe
Home to global thought

As we look ahead

2001-02 will be a year of change. It is in the year of change that we need to look at our fundamentals more closely. Success will belong to companies who can align themselves to their customers and shareholders. We will use innovation and quality to align our team to our customers and use stock options to align our team to our shareholders. It is the speed with which we move that will separate the winners of the day. During these periods of change, we can count on our long experience in domestic market and our value system, encapsulated in our promise to our customer, to be our anchor.

I thank you all for your continuing support and the confidence you have placed in Wipro. We have a clear vision in front of us to realize and we will work towards it with passion and pride.

Yours sincerely,

Azim H Premji
Chairman and Managing Director

MINDS SHAPING TODAY AND DEFINING TOMORROW

Wipro has always been India's premier IT company and today is a significant global player in the IT services, solutions and technology services space. With revenues of Rs.30,922 million, core areas of business include Global IT Services, Infrastructure Solutions, Professional Services and Business Solutions in India and APAC, and Consumer Care and Lighting.

Clients/Brands
Wipro's client base includes over 50 Fortune 500 companies, over 100 leading Indian corporates and two retail brands with revenue in excess of Rs.1 billion.

People
As of today Wipro employs over 14,000 people of whom 11,500 are in the IT businesses.

Location
Wipro is headquartered in Bangalore, India, in a campus spread across 4,64,000 square feet. Wipro has 28 customer dedicated development centers across India, Europe and United States, and also has 21 offices in United States, Canada, Finland, Taiwan, France and United Kingdom

This depth and diversity is bound by one philosophy - Applying Thought.

WIPRO INFOTECH

Wipro Infotech, a leading name in the Indian IT market, offers a comprehensive suite of IT Infrastructure Solutions, Professional Services, Communication Services and Business Solutions. The division has to its advantage, the experience of over 18 years in providing IT solutions, supporting more than 18000 customers, 7000 high end systems, across 190 locations, and a network of 180 business partners. Wipro Infotech is expanding its horizons into Asia Pacific and the Middle East. With over 1500 best of breed IT minds at work, assisted by robust processes, and alliances with world's leading technology companies, Wipro Infotech is geared to meet the most exacting IT demands of any customer.

WIPRO TECHNOLOGIES

Wipro Technologies is a leading provider of IT services globally. Customer offerings include Research and Development Services, Enterprise Solutions and Technology Infrastructure Services.

The fastest growing business unit accounting for over 57% of Wipro's revenues and 82% of operating income. Wipro Technologies' clientele includes Alcatel, Cisco, Nortel, Transco and Farmers Insurance to name a few.

WIPRO CORPORATE

Wipro Corporate is the central resource for functional value add in finance and human resource and a turbo-charger for corporate wide initiatives in the areas of quality, innovation and e-enabling the businesses.

WIPRO LEARNING CENTRE

Leadership building and development has been one of the core strengths of Wipro. The state of the art "Learning Centre" is reflective of its commitment to people development. The center is supported by over 20 experts in teaching and learning. Among other initiatives, the learning center conducts "life cycle development" programs for Wiproites.

WIPRO CONSUMER CARE AND LIGHTING

Reaching deep into the Indian market, this business unit offers a wide range of consumer products such as soaps, toiletries, lighting products and hydrogenated cooking oils.

WIPRO TECHNOLOGIES - *ARCHITECTING TOMORROW'S MINDWARE*

Wipro Technologies is the Global IT Services business of Wipro. Its service offerings address the requirements of the technology, enterprise and service provider markets. Over the years the business has strengthened its position across the world with well established client bases in Europe, Japan and the US. Globally it is recognized as a technology partner with a blend of industry experience, proven technology expertise and high-quality services.

THE WIPRO TECHNOLOGIES EDGE

- *Comprehensive range of IT services*
  - Provide hardware and software design and consultancy services to leading technology companies addressing opportunities in Telecom, Data Communication, Embedded Systems, Computing Platforms and Internet access devices. Expertise in the enterprise market includes electronic commerce, business intelligence, CRM, SCM, EAI and infrastructure management. These solutions are offered across specific industry segments.

- *Quality*
  - The first IT Services provider in the world to achieve the SEI-CMM Level 5, the highest level of quality certification, this certification is further integrated with the Six Sigma quality initiative.

- *Established track record with a global customer base*
  - Clients include Nortel, Compaq, Farmers Insurance, BG Transco amongst others.

- *People*
  - A leadership position, the opportunity to work with cutting edge technologies and focus on training and compensation, help attract and retain the best IT talent.

OUR OFFERING

R & D SERVICES

EMBEDDED AND INTERNET ACCESS
- Internet infrastructure • Home networking
- Consumer electronics • Automotive electronics

TELECOM AND INTER-NETWORKING
- Wireless networks • Data networks • Optical networks
- Voice systems • Network management

TELECOM AND INTERNET SERVICE PROVIDERS
- Application integration, network integration and custom development and maintenance

ENTERPRISE SOLUTIONS

FINANCIAL
- Investment management
- Consumer and wholesale banking
- Securities and capital market
- Insurance services

MANUFACTURING
- Discrete manufacture and high tech clients

UTILITIES
- Distribution and transmission areas for energy and utility companies

RETAIL
- Distribution logistics and warehouse management

TECHNOLOGY INFRASTRUCTURE SERVICES

CONSULTING MANAGED SERVICES
- Monitor
- Administer
- Diagnose
- Consult

REMOTE MANAGEMENT

PROJECTS EXECUTED

R&D SERVICES

- Development of embedded Internet browser in mobile phones

- Design and development of IP terabit router from scratch, adding voice capability to ATM (Voice over ATM)

- Bluetooth communication between core stack and a Bluetooth enabled third party device

- Design and development of Audio Codec on fixed point DSP for VoIP applications

- Operation support systems solutions for effective operations management in an Internet data center

ENTERPRISE SOLUTIONS

- Design, development and integration of strategic sourcing data warehouse for a utilities company

- Web application development, legacy to web re-engineering, web application security consulting and implementation for a retail company

- E-business integration involving 40 different technologies, CRM and BI application for claims processing and call center for an insurance company

- Digital rights management, device drivers for high speed printers for a document management company

CUSTOMERS SPEAK THEIR MINDS

"The one thing that impresses about Wipro the most is the sense of determination that they have. When I ask them to do a difficult task and they stand up and say they will move heaven and earth to make sure the job's done. The integrity and personal commitment that's been proved to me is extremely gratifying."
- Jim Sheilds,
  Director International Carriers Division,
  Nortel Networks

"Our vision for the future is everything for the Internet… by providing all of the communication processes for that technology, Wipro is right there in center of that vision."
- Patrick Burke,
  Director Global Development, Compaq

"We can be a discerning buyer, we can differentiate and Wipro would be our recommendation."
- Les Dawson,
  Head of Operations, Transco

"In the field of enterprise application implementation and more recently, Internet implementation, Wipro is one of the clear leaders."
- Andrew Efstathiou
  Program Manager, The Yankee Group

The breadth and depth

Wipro Technologies is a union of diverse horizontal skills. The centralized customer acquisition and support functions provide leadership and a shared vision. The value provided to customers is from three distinct activities - Research and Development Services, enterprise solutions and technology infrastructure services.

Research and Development Services - creation and enhancement of our customers revenue streams

Research and Development Services include hardware and software engineering services to leading technology equipment companies across the globe. Our R&D service suite comprises solutions for embedded and Internet access devices, telecom and inter-networking and telecom and Internet service providers.

Embedded and Internet access solutions devices

Wipro Technologies' Embedded and Internet Access (E&IA) practice offers software design and development services in embedded systems, computing platforms and Internet access markets. It provides solutions to wide range of segments such as consumer electronics, automotive electronics, storage technologies, home networking, semiconductor, DSP/multimedia, mobile computing, process control systems and VLSI/system design.

Wipro's expertise in these technology domains has led to execution of projects like: Development of audio/video/speech codecs, Telematics application; Device drivers, Protocol stacks , System-on-a-Chip Solutions; FPGA/Board/ASIC design; Design of Link Aggregation system; Applications design for Set Top Box solution on Embedded Linux.

Wipro has partnership with ARM for providing design services around the ARM core. Wipro has set up a Symbian Competency center to offer services, embracing EPOC Operating System for smart phones. Wipro is a corporate member of the Embedded Linux Consortium. Wipro has strengthened its design services value chain by partnering with physical library vendors like Artisan and partner foundries like Hyundai.

Telecom and Inter-networking services

The Telecom and Inter-networking practice offers end-to-end product realization services for builders of the wireline, wireless and broadband Internet. It has built expertise in the areas of transportation and switching of both voice and data using frame relay and ATM for wired and wireless environment. Clients include major telecom and datacom equipment manufacturers like Nortel, Cisco, Lucent, Nokia, Ericsson, Alcatel and NEC. Areas of work encompass voice switches, data switches and routers, VoIP solutions, broadband access, wireless networks and interoperability services.

Embedded and Internet Access - Market Address
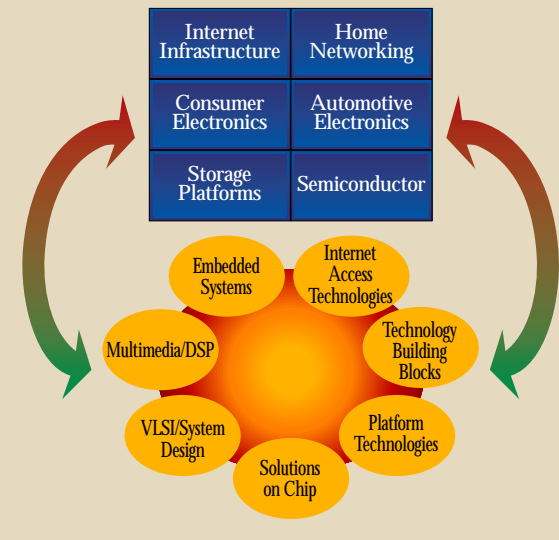
Embedded and Internet Access:
- A case study

Human-machine interface (HMI) for driver information system

The Challenge
A leading European automotive equipment vendor needed a complete GUI based human-machine interface (HMI) for their high-end driver information system. The dynamic nature of the automotive market forced the client to come up with frequent design changes. Further, there was a very narrow time line in which the prototype had to be delivered.

The Solution
Wipro provided the expertise of integrating discrete telematics functional modules like GPS, GSM, audio and RDS radio into a user-friendly ergonomic interface, designed in a manner that could be effortlessly extrapolated to fit diverse models and functionalities. The project was executed ahead of scheduled delivery date with defect-free code. Completion of the project ahead of schedule provided a "speed to market" advantage to the customer. Future enhancements for the product were enabled by developing a generic, reusable base object library. This enabled the customer to cut down on future development cycle times to remain ahead of competitors.

Telecom and inter-networking:
- A case study

The Challenge
A large North American switch manufacturer had a huge installed base of intelligent network elements in the US. They needed feature development and testing for advanced intelligent networks including processing of wireless prepaid services, call screening, GUI development, and development of a rating engine.

The Solution
Wipro assumed complete design ownership of various components of the product. This included protocol support for mobility management, subscriber profile management and location tracking. An array of technologies and protocols like ISUP, IS-41, TCAP, TCP/IP, SRD-1232 & IS-771 and design methodologies like OO, finite state machines and CORBA were used. Extensive stress testing was carried out and an IVRU simulator was developed.

Telecom and Internet service providers: projects executed

- Offshoring critical provisioning solutions. Providing extended hours support. Development of enhancements for a large telecom service provider in USA. First and only Indian vendor to be chosen.
- Operation and management of the community Intranet infrastructure along with e-commerce portal for an UK based cable operator.
- Evolving the overall architecture and components for a wireless portal framework to enable location sensitive service and applications for a US based location service provider.

Telecom and Internet Service Providers

This practice was started in October 2000, addressing the end customer of the infrastructure chain. The practice offers complete basket of solutions required by service providers - both wireline as well as wireless such as Internet Service Providers, Application Service Providers and Internet Data Centers in areas such as system integration, billing, next generation applications, etc.

The practice has intellectual property rights for products like Teleprodigy - a convergence billing package, OSS Smart, a commissioning, mediation, customer care and fraud management software and WAP Smart a framework for WAP enabling application.

Enterprise Solutions - Building and enhancing our customers' IT infrastructure application and product implementation services

In Enterprise Solutions, Wipro offers services for new application development both on legacy and web platforms, application re-engineering and application integration from legacy to web, application maintenance and enhancement and production support and package implementation in ERP/CRM and deployment of datawarehousing solutions across vertical segments such as retail, utilities, finance, manufacturing and corporate.

In the e-com arena, Wipro's net.profit is the e-business engine for some of the world's successful corporations with its versatile web infrastructure, security, hosting and network integration solutions. Wipro's custom designed e-com solutions extend the customers' business capabilities and enhance bottom-line value. The rapidly deployable solutions include portal solutions, mobile and wireless solutions and web application security.

In Business Intelligence/Data Warehousing, Wipro has expertise in areas such as hardware selection, setting up the physical infrastructure, data modeling, large database management, source system analysis, setting up a metadata repository and data mining. Wipro has entered into technology alliances with some of the leading vendors in the industry to offer customized solutions to its customers. It also owns two Intellectual properties in this area - Cybermine and Docsmart. Cybermine is a comprehensive framework that enables e-business intelligence for organizations including data cleaning and data access, analysis and reporting and integration with external data and business databases. Docsmart is an information management solution which can store, organize, access, share, search, control, and manage all enterprise documents - including text, graphics photographs, CAD drawings and HTML pages - quickly and securely.

Wipro also provides a range of Enterprise Applications Integration solutions for global corporates. Its solutions in this area include implementation of Enterprise Resources Planning, Customer Relationship Management, Supply Chain Management and e-procurement. Wipro also designs and develops solutions enabling automated front to back office integration, e-business to legacy systems integration and business to business integration

Technology Infrastructure Services – assisting our customers in utilizing their existing IT infrastructure

Leveraging our experience in the Indian IT business, we provide services to global clients in the areas of IT infrastructure management, helping them plan, deploy, manage and review on a continuous basis.
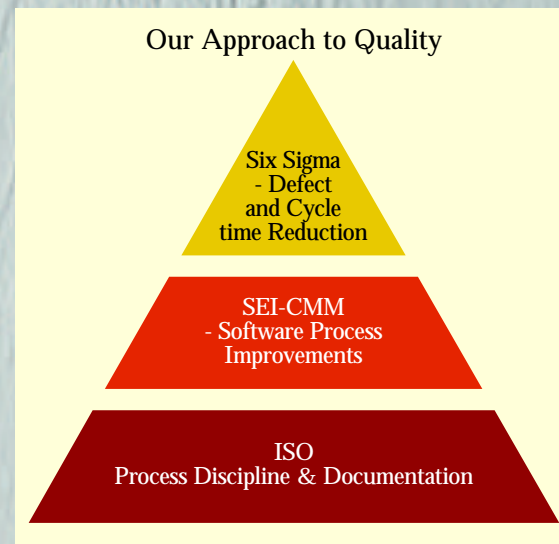
Activities include systems management, network management, IT infrastructure security, building and managing help desks and data centers. Clients include BG Transco, Thomas Cook, Seagate, Nike and Sun Microsystems.

Technology Infrastructure Services: Projects

Scottish Parliament:

Five year contract for end-to-end IT infrastructure maintenance covering
• Internal and external network management
• Systems administration
• Messaging and end user support
• Enterprise systems security
• Providing consultancy on technology shifts
• Transitioning the IT infrastructure to the new custom built premises at Holyrood

Our Approach to Quality

Six Sigma
- Defect
and Cycle
time Reduction

SEI-CMM
- Software Process
Improvements

ISO
Process Discipline & Documentation

Enterprise Solutions - ERP implementation for a Utility company
- A case study

The Challenge
A leading gas transporter in the UK , has more than 65 shippers (gas suppliers) supplying gas to nearly 20 million end consumers using its network. With deregulation in the utilities industry, this field was thrown open to competition. The large number of suppliers using the company's network created a large volume of transactions to be processed. The company needed an ERP system that would efficiently handle these transactions.

The Solution
Wipro's team worked in the Team SAP mode to implement the project end-to-end. Practically all the client's business processes were reengineered to usher in the SAP system. It carried out a business process study for finance, sales, materials management and human resource management, and mapped these processes to SAP. This process helped the client identify and address problems with their current business systems. The team created the conceptual design for the entire system and carried out the complete spectrum of technical services including configuration, ABAP development and BASIS administration. Wipro's combination of functional and technical skills and intensive project management expertise ensured that the ERP solution was implemented smoothly on schedule.
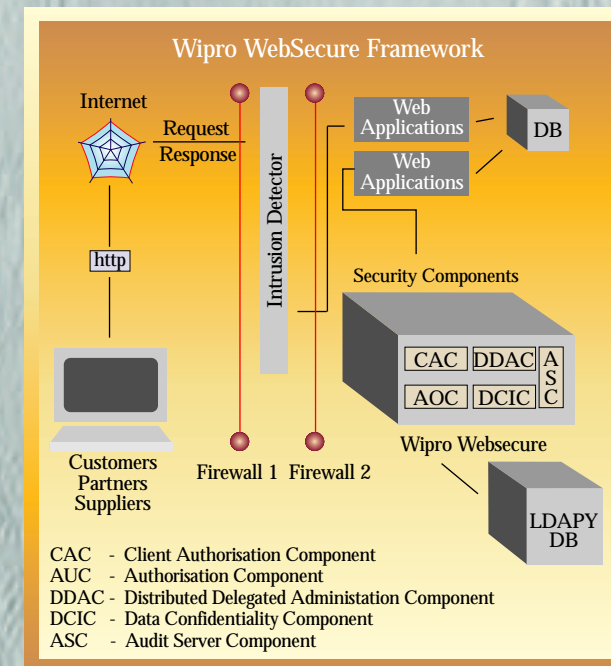
E-com case study

The Challenge
An on-line, web-based video rental service organization needed an end-to-end solution that would allow subscribers to select a video from a catalog, download it into a set-top box and then view it directly on their television with payments being made through accounts with Cybercash. Further, the application needed to be portable enough to fit into the existing infrastructure.

The Solution
The Wipro team designed, developed and implemented a comprehensive solution that integrated the entire process of selection, payment and downloading, even as it provided the users with an easy-to-use, intuitive interface to accomplish their tasks quickly. Once the solution was implemented, handling costs were reduced substantially and subscribers had access to their video downloading services 24 hours a day, 365 days a year - a fact that was critical for the success of the venture.

Wipro WebSecure Framework

Internet
Request
Response
Intrusion Detector
http
Web Applications
Web Applications
DB
Security Components
Customers
Partners
Suppliers
Firewall 1 Firewall 2
CAC | DDAC | A
AOC | DCIC | S C
Wipro Websecure
LDAPY DB

CAC - Client Authorisation Component
AUC - Authorisation Component
DDAC - Distributed Delegated Administation Component
DCIC - Data Confidentiality Component
ASC - Audit Server Component

People

Wipro is committed to empowering people, sharing wealth, providing them with intellectually stimulating work content and a host of avenues for self-development. Having pioneered the concept of sharing wealth with employees through stock options, today nearly 75 % of the eligible employees in Global IT Services are covered by the employee stock option plan. To enable employees to stay ahead of the technology curve, regular training programs are conducted at the state of the art training facility by a 20 member faculty. These training programs facilitate developing new skill sets and sharpen existing ones. Tech Forum 2001 - a technology showcase and awareness building event attracted over 175 technical papers on cutting edge technologies. During this event over 1500 people were trained for 2 days in select technology areas.

The Q Factor

A rigourous quality focus helps to continuously improve processes, eliminate defects and increase predictability, thus providing the customer with reliable and timely solutions.

The focal point for achieving process excellence is a well-defined Software Engineering Process Group (SEPG) with the mandate to initiate and establish standards, define process and sustain process change by periodic assessments.

• Extensive use of web
- Online system for quality and project management that track efforts, metrics, etc.
- Repository for project postmortem data and best practices
• Dedicated tools group for process automation, software engineering and productivity enhancement.
• Creation of Centres of Excellence in areas such as mobile commerce, business intelligence, system-on-chip and e-infrastructure.

Wipro Technologies will continue to scale up the value chain and maintain quality leadership by expanding and blending world class talent base with processes and technology.

Looking ahead

A combination of breadth of service, quality processes and skilled talent provide increased opportunities for meeting customer requirements. Technology infrastructure services provides an unique opportunity to enhance value to customers.

WIPRO INFOTECH - *DELIVERING VALUE*

The cornerstone of Wipro Infotech's success has always been customer satisfaction. Armed with its comprehensive suite of Infrastructure Solutions, Professional Services, Communication Services and Business Solutions, Wipro Infotech is best positioned to offer total value to customers across the country.

THE WIPRO INFOTECH EDGE

At Wipro Infotech, the customer comes first. In this direction, it has taken up several initiatives, all aimed at delivering the highest levels of customer satisfaction.

The Q Factor

Mission: Quality is a sustained initiative at Wipro Infotech, for continuous improvement in critical business processes. 156 Six-Sigma projects and 191 turbo projects focused on critical business processes have been implemented to date. New processes defined by these projects were implemented through the efforts of 8 black belts, over 50 green belts and over 1100 employees trained in Six Sigma methodology. As yet another testimony to our robust processes, Wipro Infotech was awarded the Golden Peacock award for Innovative Service Quality.

The Internet Edge

Efficiencies in organizational processes impact customers, business partners employees and suppliers. At Wipro Infotech, we have a team of specialists who focus on leveraging the Internet to drive efficiencies.

In addition to easy access to information, we have begun enabling customers to transact commerce on the web. Business partners and suppliers have benefited from our information and transaction engines.

Employee self service applications in the areas of administration, human resources and finance are now web enabled, thereby increasing employee productivity.

Knowledge Management

Realizing that knowledge empowerment across the organization leads to greater customer satisfaction, the company has invested in creating Knowledge Management infrastructure.

Efficient knowledge exploitation leads to faster response times, builds a competent organization and identifies areas for expansion and diversification.

Through a framework of knowledge acquisition, retention and augmentation, we have ensured best practices are institutionalized and leveraged to deliver customer value.

People Capability Maturity Model (PCMM)

Wipro Infotech has adopted PCMM; a conceptual model based on state-of-the-art people practices.

This is aimed at developing and improving people capability, integrating improvements in processes and people, and thereby making Wipro Infotech the employer of choice.

Wipro Infotech
The Proposition

Infrastructure Solutions	Professional Services	Business Solutions	Communication Services
Enterprise Platforms	Enterprise Integration Services	E-Commerce Solutions	Data Center Services
Desktop Platforms	Service Provider Integration Services	Security Solutions	Access Services
Software Platforms	Managed Services	Business Applications	Managed Services
Networking Platforms	Availability Services	Vertical Applications	Call Centre Services

IT Partner Of Choice

Solutions

Wipro Infotech delivers comprehensive IT solutions to customers across the country. Our breadth of offerings range from architecting and implementing these solutions to managing the customer's IT infrastructure.

Infrastructure Solutions

The Infrastructure Solutions division provides IT building blocks including enterprise-computing platforms network platforms, software platforms and desktop platforms. Wipro Infotech partners with technology leaders which include Sun Microsystems, Cisco, Intel, Microsoft, EMC, Netapps, Veritas, and Citrix to provide infrastructure solutions around world class platforms.

Professional Services

This business group offers a host of integration, management and availability services for large corporates and service providers. These include Call Center and Data Center integration, Application and Platform integration, Network Integration and Audit, and Enterprise and Facilities Management.

Communication Services

This group provides a wide range of communication services to our corporate customers. These services include Data Centers and Call Center Services, Access services, and Managed Network and Security services. The Communication Services group pioneered IP multicasting services, Virtual ISP services, Streaming services and ASP services in the country.

Business Solutions

The Business Solutions group offers solutions in e-commerce, security, business applications and focused industry applications. Wipro Infotech has specialized domain skills in B2B secure e-commerce and productivity enhancement internet applications. Similar domain skills exist in the areas of Supply Chain Management (SCM), Enterprise Resource Planning (ERP), and Customer Relationship Management (CRM).

01markets.com

A significant initiative by Wipro Infotech to leverage the Internet for business, 01markets.com has emerged as one of the premier B2B marketplaces in the country.

Wipro Infotech
Driven by Solutions, Processes and People.

Government of an Indian State
- A case study

The Government of a state in southern India was looking for an IT partner to computerize schools across the state. When the project was awarded to a leading IT education provider in collaboration with Wipro Infotech, the challenge was to complete the project within aggressive time frames.

371 schools across 20 districts have been computerized under this program, well within project schedules.

Building on this success, a similar project was successfully implemented across the length and breadth of another state in southern India. Over 3000 Wipro SuperGenius Desktops and more than 300 Wipro NetPower Servers were installed across 351 schools in 9 districts in just 2 weeks.

A large Indian Private Bank
- A case study

In October 2000, the main branch of one of India's premier private banks at Ahmedabad, which provided connectivity to 6 other branches in Ahmedabad, apart from being connected to the Mumbai branch, was completely devastated by fire. On receipt of this information, the Wipro Infotech Availability Services team ensured that the 6 branches in Ahmedabad and Mumbai were up and running, within the span of a mere 2 hours. The main branch too was made operational within the next 48 hours.

Client Testimonial
"We expect a lot from our vendors and we try and get them to a relationship level where we would like to look on them more as partners than vendors. Our relationship with Wipro too has been like a partnership. Infact we have been delighted with the passion they bring to their role..."
C.N. Ram, CIO - HDFC Bank.

A diversified FMCG conglomerate
- A case study

Wipro Infotech was given the task of architecting and implementing the IT infrastructure for a complex ERP environment. This was a mission critical application connecting a large number of users. Moreover, the challenge was to complete the project in very tight timelines as the customer had planned a changeover to the new ERP system to coincide with the commencement of their new financial year.

Wipro Infotech's Availability Services successfully installed and integrated 2 E-10000 servers, 2 E-4500 servers with over 6 terabytes of storage, in just 10 days to successfully meet the required deadlines.

A Global ISP
- A case study

A Subsidiary of a Global ISP required secure reliable and scalable ISP infrastructure with 24 X 7 uptime, and world class levels of customer service. As the principal partner, we integrated leading technologies in the areas of LAN, WAN, enterprise management and enterprise servers along with customizing the billing application.

Wipro Infotech stood up to the challenge of co-ordinating with multiple partners, to deliver the solution across 3 metros in just 4 months.

This group provides e-procurement, content management, auction and reverse auction, aggregation and discovery services for the gamut of information technology business. It also provides e-procurement services for a wide variety products across industry segments.

Processes

Initiatives like Mission: Quality, Knowledge Management, and PCMM have helped establish robust processes within our business. IDEAS and other Project Management techniques are adopted to deliver customer commitments across projects undertaken.

People

Wipro Infotech has a talent pool of over 1500 best of breed minds with a variety of skills in the areas of Networking, High-end Platforms, Software Platforms, and Systems and Solutions Integration. We also leverage the skill sets of Wipro Technologies' IT specialists working in projects across the world.

Business Partners are an integral part of Wipro Infotech. 180 partners across 100 locations network the country and bring us closer to the customer.

Looking Ahead

In the coming year we see ourselves leveraging our customer capital and moving up the value chain in the domestic markets, through enhanced solutions and services. We further see ourselves as an established IT solutions and services provider in other Asia Pacific and Middle East markets.

We believe that our people, alliances, processes and business portfolio would position us as the IT partner of choice for our customers.

WIPRO CONSUMER CARE AND LIGHTING -
APPLYING THOUGHT FOR THE CONSUMER

Wipro Consumer Care and Lighting continuously introduces innovative products and adds value to existing brands, each of which is the promise of good health and value for money.

Reaching out to millions

With one of the strongest distribution networks in the country, the division's consumer products are available at over one million retail outlets and its lighting products at over 300,000 outlets, apart from reaching the customer through a direct sales force.

Wipro Consumer Care Brands

• Santoor Soap
• Santoor Talc
• Santoor Fairness Cream
• Wipro Shikakai Soap
• Milk and Roses Soap
• Wipro Active Soap
• Wipro Active Talc
• Wipro Baby Soft (Baby care products) Soaps, Talc and Baby oil

Wipro Lighting Products

• Domestic lighting
• Commercial and Institutional
  - Pharma industry
  - Software industry

Wipro Consumer Care and Lighting

Range of products

The division manufactures and markets a range of toilet soaps, hair care, toiletries and lighting products, some of which are leading brands in their categories. To cater to the diverse needs of customers, it has launched new brands in each category or extended existing ones.

The toilet soap category has the following brands:
• Santoor with natural ingredients such as sandal and turmeric is one of the leading brands in South and West India.
• Wipro Active is the family brand with advanced skin care ingredients and TCC.
• Milk and Roses, a brand that used to sell mainly in the Punjab, has been extended to other states.
• Wipro Shikakai, a hair care soap, is a leader in its category.

The talc category now has two brands:
• Santoor Talc offers the fragrance of pure sandal and is already a leading brand in South India.
• Wipro Active launched last year in select states with two variants, has been extended nationally this year. Wipro Active Talc is offered at a new value for money price point that is unprecedented in the category.

Wipro is the second largest player in the talc category.

Wipro Baby Soft is among the top two brands in the baby care segment with a range products - baby soap, talc and baby oil, feeding bottles and sippers. We are launching diapers and accessories like feeding cups, tablet cutters, etc. Wipro incandescent lamps have extended their presence to energy efficient lighting that helps consumers reduce their power bills. Commercial & Institutional segment developed customised solutions for various industries like the software, petroleum and pharmaceutical industries. These initiatives have contributed to revenue growth.

Focus on significant markets

Key to business success has been the emphasis on geographical dominance. Santoor is a leading brand in Andhra Pradesh, Kerala, Maharashtra and Karnataka. Growth has been faster than the category through innovative use of media and research. Extensive usage of research has built consumers insights and is being translated into value additions through all brands. Using media as a strategic tool has helped in building salience in a highly cluttered category.

The Q factor

By adopting Six Sigma methodology, significant improvements were achieved in manufacturing efficiencies. These initiatives have impacted the bottom-line and have reduced defects in critical processes. For example, a 32% increase in utilization has been achieved over the rated capacity of the soap plant by reducing rejections and decreasing downtime. In the lamp manufacturing facilities, an overall equipment effectiveness of 88% has been achieved, much higher than the industry norm.

Thinking ahead

The future growth will be from categories of strategic interest - toilet soaps, toiletries, baby care and lighting products. These would be built under the umbrella of the two flagship brands, Santoor and Wipro.

QUALITY BEHIND EVERY THOUGHT

Six Sigma

Quality alone is not a sustainable advantage, but attitude towards quality is. Quality is the backbone of our drive towards consistently identifying, meeting and exceeding customer expectations.

The initiative of Six Sigma has changed the focus to a truly customer focused organization in the last four years. The Six Sigma process helps focus on developing and delivering near perfect services and products. Sigma is a statistical measure of how far a process deviates from the target. Six Sigma means 3.4 defects in 1 million opportunities (which means 99.99% quality is not acceptable).

The Six Sigma process starts with identifying critical business parameters like increasing customer satisfaction, new product introduction, improving operating efficiency, etc. The improvement areas in these processes are identified and transformed into projects. The critical area in projects is to identify the customers and understand their needs. The methodology then identifies the optimal process to meet their needs. It is important to simplify and continuously improve existing processes. Six Sigma will continue to drive quality at Wipro and reflect our philosophy 'Applying Thought' in everything we do.

The first software development company to achieve the SEI-CMM Level 5

Wipro Technologies is the first software services company to be certified the SEI-CMM Level 5, the highest attainable level. SEI-CMM is a Capability Maturity Model for software development. This ensures that the processes driving software development are best in class.

Majority of our work has been in the area of software development and maintenance services. The current SEI model does not cover integration of software and software products adequately. In October 2000, Software Engineering Institute came out with a new model called SEI-CMMi. This is a unified model addressing software development, system engineering and integrated products development.

As Wipro moves towards increasing its service range, it is adopting more comprehensive processes outlined in the SEI-CMMi model. This would keep Wipro ahead in its continuous pursuit for world class quality and build its credibility with customers.
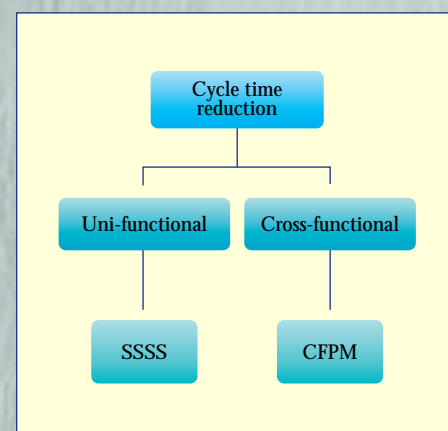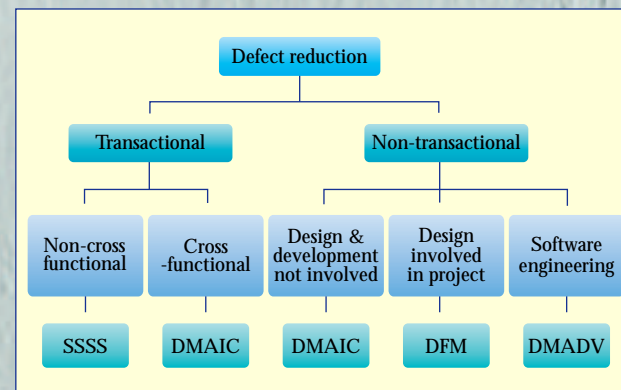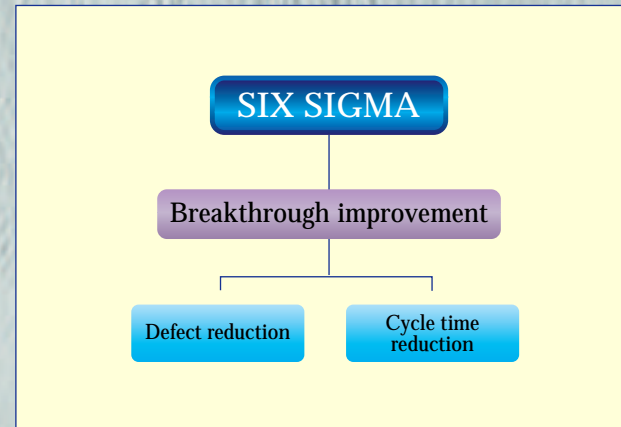
SSSS: Six Steps to Six Sigma
DFM: Design for Manufacturability
CFPM: Cross Functional Process Mapping
DMAIC: Define, Measure, Analyse, Improve, Control
DMADV: Define, Measure, Analyse, Design, Verify

Highlights of Six Sigma

- Initiated over 292 projects across the corporation (against 143 in the previous year)
- Executed over 344 turbo projects (against 203 in the previous year)
- We now have over 74 black belts (technical experts)
- Over 3568 people were involved in Six Sigma Projects
- Business savings this year out of the Six Sigma initiatives is around Rs.315 million (against Rs.162 million in the previous year)
- Defined a new methodology to track performance called the Engagement and Effectiveness Index
- For software engineering projects we introduced a new methodology called DMADV
- For addressing cross-functional processes we have implemented the CFPM methodology aggressively.

Benefits of Six Sigma initiatives

- Right skill sets for fixed price projects in Wipro Technologies
- Improvement of utilisation in WiproTechnologies
- Accurate cost estimation of fixed price projects in Wipro Technologies
- Reduction of cycle time in manufacturing of PCs
- 25% of customer breakdown calls closed on telephone at Wipro Infotech
- Installation failures of Wipro PCs reduced significantly
- Service partner satisfaction index has moved up to 75% from 44% at Wipro Infotech
- Production of 33T per day of toilet soaps from machines, which have a rated capacity of 25T per day
- Overall Equipment Effectiveness of GLS plant running at 0.88

The PCMM Initiative

The Software Engineering Institute (SEI) evolved a model to measure improvement in people capability. The model is called the "People Capability Maturity Model" or the PCMM. While its structure is similar to the SEI-CMM model, all the key process areas it measures are around people.

At Wipro, we launched the PCMM initiative on April 1, 2000. Gaps at various levels have been identified and task forces are working towards closing them.

An improvement in a level represents greater maturity, order and alignment of people processes with business. Level II indicates that all people processes are clearly documented and understood by employees. Level III indicates that all people processes are based on individual competencies and are integrated with each other. Level IV extends beyond individual competencies and measures team competencies. At the final level the complete emphasis is laid on continuous improvement.

MINDS OF WIPRO

Our business is about people. Today we have about 14,000 Wiproites out of which about 11,500 are in the IT business. At Wipro, we are committed to attracting the best talent from the best engineering and management campuses and are clearly recognized as a technology company by the Engineering campuses. Our work culture continues to emphasize - Enabling People, Empowering People and Exciting People - through intellectually highly stimulating work content, early responsibilities, opportunities to impact Wipro's performance and a value add through sustained self-development. The most striking feature, which employees admit about Wipro, is the completely open and apolitical culture in the organization, where people do not hesitate to express themselves. Nearly 75% of the eligible employees in the global IT services are covered by the Employee Stock Option Plan and share a tremendous sense of ownership in the organisation.

The new learning center at the Corporate Headquarters in Bangalore provides a crucible for development of employees and hosts among other development programmes, the Life Cycle Development Programme initiated by Wipro.

At Wipro, we strongly believe in developing leaders from within. The Life Cycle Development Programmes provide valuable inputs at the following stages in the employee life cycle:

a. Entry Level Programme for all new employees.
b. New Leaders Programme for employees who become leaders for the first time.
c. Wipro Leaders' Programme for employees who start leading other leaders.
d. Business Leaders Programme for those in business leadership roles.
e. Strategic Leadership Programmes for the top management members who are in strategic leadership positions.

During 2000-01, number of training person days across Wipro was over 102,500. We continued to make considerable investment in developing people. In addition, our Performance Management System, comprehensive annual human resources planning and feedback to individual leaders through various processes such as 360-degree feedback, skip level programme and manager assimilation programme form the backbone of our people development process.

During 2000-01, we achieved further progress in the People Capability Maturity Model (PCMM). PCMM has helped us to integrate various HR practices such as selection, performance management, 360-degree Survey and development programmes around competencies. Also, many HR processes have been IT enabled to make them more effective.

For many people, Wipro is more than an organization to work with. It is a way of life.

Life on the other side

Time for a refreshing dip

Not all work

The minds that lead Wipro

Formally designated as the Corporate Executive Council, this group forms the nerve centre of Wipro's strategic think tank and executive turbo-charge.

Hard-core Wiproites, they have built the Wipro brand. They mentor young Wiproites to carry the Wipro Vision forward, in their respective spheres of operation.

Azim H Premji
Chairman and Managing Director

Vivek Paul
Vice Chairman and Executive Officer - Wipro Technologies

P S Pai
Vice Chairman and Executive Officer - Wipro Consumer Care and Lighting

Suresh Vaswani
President, Wipro Infotech

D A Prasanna
Managing Director, Wipro GE Medical Systems

M Seethapathy Rao
President, Wipro Fluid Power

Suresh C Senapaty
Corporate Executive Vice President, Finance and Chief Finance Officer

Dileep Ranjekar
Corporate Executive Vice President, Human Resources

Vineet Agrawal
Corporate Vice President, Mission:Quality, Innovation, Brand and Corporate Communication

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