



# The Turning Point

Your Edge to Core to Hybrid Multicloud Journey Begins with Wipro FullStride Cloud Services powered by Nutanix



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For more information, please email [contact@isg-one.com](mailto:contact@isg-one.com)  
call +1.203.454.3900, or visit [research.isg-one.com](https://research.isg-one.com)

# Introduction

As the demand for flexibility and agility rises, enterprises are planning well into the future for technological investments that will adapt to their changing business demands. This means looking beyond traditional infrastructure and moving towards a more flexible hybrid multicloud model. They must decide which cloud(s) and what technologies they should use, how they should operate and manage resources, and how they should deploy applications. While there are several technologies available today, not all of them are equal or suitable. Also, enterprises are leveraging cloud capabilities to check, maintain and monitor their applications and data remotely and efficiently, which has led to a significant demand for hyperconverged infrastructure (HCI) solutions to keep businesses running in a hybrid multicloud operating model. HCI is being leveraged as an underpinning platform for any infrastructure modernization initiative.

Over the years, enterprises have been changing their outsourcing engagement models in IT infrastructure managed services. With businesses becoming software and data driven, they are dependent more on software than on infrastructure. This helps them quickly adapt to the changing market conditions and operate in a hybrid model, along with being always accessible. In the initial wave of technological transformation in the hybrid cloud space, we saw the merging of hardware appliances combining servers and storage and then moving to a distributed computing model, which was further condensed to evolve into a converged infrastructure. Storage virtualization was added to it, which finally led to the development of a hyperconverged model, where compute, storage and networking converged. In the last few quarters, we have seen one key development in HCI — leveraging AI to drive automated operations and provide insights and intelligence across IT environments. HCI has matured considerably in the last decade and undergone considerable transformation to become what it is today — robust, scalable, efficient, reliable, secure and resilient.



# Market Overview

According to the ISG Index 3Q 2022 Americas figures, the annual contract value (ACV) for the combined market, including both Anything-as-a-Service (XaaS) and managed service, reached \$12.4 Billion, with a YoY growth rate of 1 percent. A total of 1,017 managed service contracts were signed throughout the first nine months (up to 3Q2022) of 2022, while the XaaS market generated an ACV of \$24.1 Billion during the same period, with a YoY growth rate of 29 percent. ISG has also been seeing rapid growth in the HCI market, which has been growing steadily over the past years; it is also expected to continue its growth trajectory in the coming years. Digitalization of enterprises is driving the convergence of the physical and digital worlds, thus eliminating the large abstraction layer between hardware and software ecosystems. According to ISG's estimates, the global HCI market size in 2021 was around \$9 Billion, and the revenues are expected to grow substantially in the coming years to reach \$28 Billion by 2025, at a CAGR of more than 30 percent.

Enterprises are mainly using HCI for benefits such as capacity scalability, high reliability, disaster recovery, independent compute capabilities, and monitoring and management, along with strong integration with virtualization software. HCI also brings together multiple elements of a hybrid cloud infrastructure, making it a unified platform across different landing zones, such as edge cloud and on-premises and hybrid cloud environments. It offers the flexibility to be deployed on some of the popular hosting or co-location providers, including Equinix and Cxtera, along with the public cloud environments that are available on their marketplaces. HCI also provides a single-pane-of-glass management, with an intelligent, built-in operations management module for better resiliency. The modernization efforts also offer cloud orchestration and automation layers on HCI. In addition, an HCI solution can work in combination with cloud computing and offer services such as VDIaaS, ROBOaaS, DRaaS, CaaS, DBaaS, VDIaaS and EdgeaaS.

Enterprises have found the entire experience with HCI to be far simpler than with legacy infrastructure, especially for remote working environments. They have accrued the benefits of the deployment simplicity HCI offers, along with ease of management and the readily available infrastructure. Its ability to offer unified management and policy-based automation eliminates silos and the need for manual processes. This eventually translates into increased productivity, improved resource efficiencies, faster time-to-market and cost savings.

"With a rapid rise in hybrid cloud adoption, enterprises are looking for different combinations of elements within the hybrid cloud setup. HCI is one of the fastest-growing segments. Wipro and Nutanix have collaborated to develop a robust hybrid cloud solution that ticks all the boxes of an enterprise client's cloud strategy, by enabling reduced IT spend, innovative technologies, effective resource utilization and improved employee productivity."

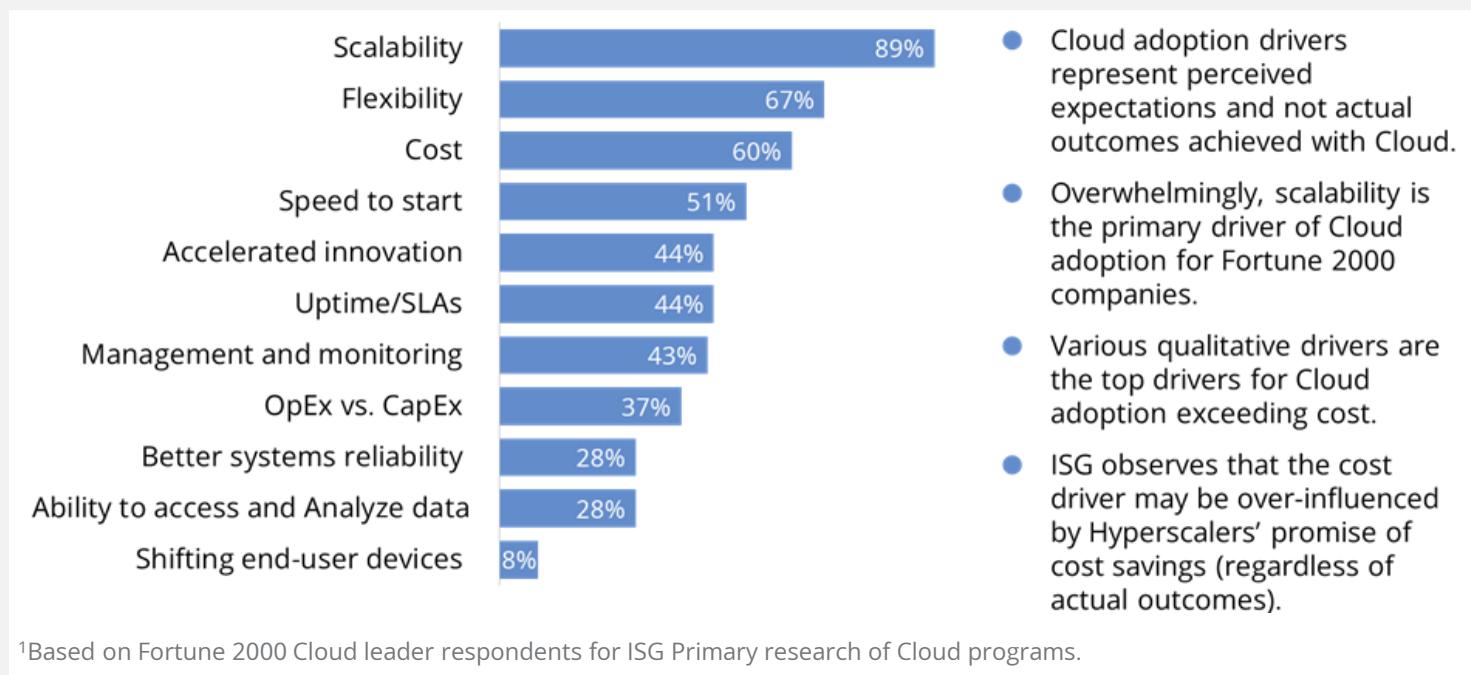
**- Shashank Rajmane, Principal Analyst, ISG**



# Top drivers of enterprises adopting hybrid multicloud environments

Based on a recent ISG survey, below are some of the top reasons why enterprises are including hybrid cloud solutions in their IT portfolios:

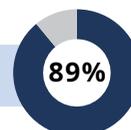
**Figure 1: Top Drivers for Cloud Adoption**



Source: ISG Research



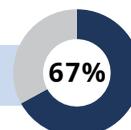
## Highly scalable



Within any hybrid cloud environment, HCI elements are highly responsive to changing enterprise needs. Many scaling-related challenges are addressed through application modernization, by taking a cloud-native approach. These applications are built specifically to move from a monolithic architecture to a microservices environment to harness cloud-related scalability benefits; this is where HCI is important from a scalable platform perspective and to eliminate complex deployment challenges that are usually associated with scaling traditional infrastructure.



## Increased flexibility in doing business



Enterprises are looking at new ways to build a modern IT ecosystem and gain competitive advantage. They are increasingly turning to hybrid cloud models to modernize their infrastructure and achieve flexibility in workload placement without compromising on performance and security. HCI is helping simplify the move to a hybrid or multicloud model that offers more flexibility in doing business.





## Focus on reducing cloud costs

60%

For every organization, the primary goal is to reduce IT overheads and costs. In a hybrid setup, modern HCI appliances function based on a plug-and-play model, reducing the need for highly paid specialists and extensive IT involvement. With a cloud-cost governance solution, HCI can offer an additional 20 to 30 percent cost savings on top of the cloud savings gained through moving to a public cloud environment. Nutanix's Cloud Clusters (NC2) solution unifies private and multiple public clouds, operated as a single cloud, thereby reducing the complexities involved in managing multiple infrastructures, leading to further cost savings.



## Rapid hybrid cloud deployment

51%

As we see the rate of adoption of hybrid cloud increasing rapidly, there is a corresponding increase in the demand for the integration of cloud platforms. For these hybrid cloud adopters, flexibility in workload deployment is a priority, alongside the need to shift on-premises workloads to cloud. HCI systems have become the backbone of a hybrid multicloud environment, enabling a true hybrid state with greater flexibility.



## Modernize infrastructure

44%

Application modernization has compelled CIOs to look for opportunities to accelerate the move to next-generation hybrid cloud platforms that leverage cloud-native and HCI technologies. These next-generation innovative technologies deliver dynamic functionalities and support the rapid development of new products, processes and services to enhance customer experience. One of the primary advantages of HCI is that it lets users choose fully integrated and performance-tuned hardware right out of the box; users just need to plug them in, turn them on, and deploy as needed. For growth, they just need to add more building blocks to the appliance.



## High uptime meeting stringent SLAs

44%

Enterprises prefer to leverage HCI appliances in a hybrid environment due to their high uptime capabilities that help reduce the risk of interruption associated with infrastructure management tasks – such as firmware upgrades and system refreshes – and better manage the complexity of decentralized and distributed systems. HCI can be set up in a matter of minutes; this minimizes downtime, which frequently occurs during scaling activities. This reduction in downtime improves the overall efficiency of hybrid cloud monitoring and management activities.



## Resiliency through hyperconverged appliances

28%

The growing concern over rapid data backup, security and disaster recovery is currently the fastest-growing use case in the HCI market. The ability of hyperconvergence to reduce the total cost of ownership and operating expenses for backup and disaster recovery is a key factor driving adoption. Enterprises are changing their strategies to embrace a hybrid or multicloud setup as either backup and disaster recovery option, or as an alternative to on-premises infrastructure.



# Benefits of enterprises leveraging a hybrid multicloud implementation with HCI elements

Based on ISG's survey, following are some of the popular advantages that users of HCI solutions in a hybrid cloud setup get:

## Technological benefits:



### Better resource utilization

43%

With the help of HCI, enterprises can improve system reliability and availability in terms of storage and computing power. It enables them to optimize their available resources, providing end users with a better service experience and reduced operational costs.



### Highly reliable

28%

Data centers do not offer any guarantee on infrastructure availability. In contrast, hybrid clouds with HCI components offer a highly reliable and robust infrastructure, where some vendors offer guaranteed availability of five nines. In fact, ISG has seen a few vendors in the space that even guarantee certain outcomes based on the kind of workloads that are in operation at the time of purchase. Such commitments provide enterprises with peace of mind for what can be significant investments.

## Business benefits:



### Offers high flexibility

67%

ISG has observed several enterprises that have successfully implemented HCI to support their hybrid infrastructure and VDI use cases. It has also enabled enterprises to modify their strategies pertaining to the speed and performance of their machines, while also enabling them to expand and add new machines as required.



### Improved productivity and efficiency

51%

Within a hybrid cloud setup, the traditional infrastructure is less capable of managing high-density, IO-intensive workloads. During peak activity periods, the pool of storage units might struggle to handle random IO requests from thousands of virtual desktops. This latency can affect end-user performance considerably, resulting in loss of productivity. This can also drive down the ROI of the entire solution, affecting project delivery adversely and leading to process failure which has a direct impact on revenue. By implementing HCI, IT teams can monitor and manage resources from a single window, thus improving the overall efficiency. Furthermore, if a vendor owns the components and the hypervisor, it can design the hypervisor and storage to directly interact with each other, which significantly increases efficiency and performance. An HCI cluster can also consolidate all the hardware components into an integrated infrastructure that keeps applications and data close together, offering high network speeds and data rates, while eliminating any bottlenecks.





## Ease of management

43%

As hybrid cloud environments are complex in nature, it is of prime importance that all infrastructure is monitored and managed effectively. HCI solutions can be easily managed from a single interface, eliminating the need for multiple management consoles and interfaces as a characteristic of a traditional infrastructure architecture. For HCI with a native hypervisor, this single interface approach significantly reduces the time and effort spent on infrastructure management, and simplifies tasks for an administrator. It also enables a single vendor to provide the servers, storage and hypervisor, making the overall solution much easier to support, update, patch and manage, without traditional compatibility issues and discords among vendors.

## Commercial benefits:



## Low costs of storage

60%

In a hybrid setup, implementing an HCI solution can offer improved scale-in and scale-out capabilities, which makes it cost-effective. Unlike many other technologies, enterprises need not invest in purpose-built infrastructure. The capacity of an HCI can be expanded to meet changing requirements with no additional challenges or disruptions. Enterprises can easily eliminate the possibilities of overprovisioning that could increase operational costs. This helps tremendously reduce infrastructure spend across data centers.



## Cost savings

37%

Within any hybrid environment, HCI may not always be the solution with the lowest cost in terms of capital investments, but in most cases, it is the ease of scalability that allows organizations to purchase only the needed appliances, thus preventing over-provisioning in the initial investments. HCI also allows considerable operational expense savings over time by significantly reducing the costs of management and maintenance. By utilizing a native hypervisor, the storage on HCI can be architected and embedded directly with the hypervisor, eliminating inefficient storage protocols, files systems and VSAs. Some of the cost savings stem from the fact that HCI is a self-contained, integrated system. This means an enterprise will not incur costs such as the ones related to deploying and maintaining a SAN.

## A large financial services enterprise saw vast improvement in customer experience and IT infrastructure uptime by leveraging Nutanix HCI solution stack and Wipro BLE framework

The organization wanted to standardize its IT infrastructure services, boost application uptime, simplify datacenter infrastructure management, and enable self-service for end users.

The Wipro and Nutanix solution enabled the bank to gain operational efficiencies, flexible scaling, freedom from risks associated with forecasting and above all, end-user empowerment.



## Benefits vs. expenditure analysis

While the benefits of hybrid cloud are no longer a subject of debate, CTOs and CIOs still need to solve the cost versus benefit conundrum. In the post-pandemic world, enterprises would also need the ability to downscale infrastructure and avoid large capital expenditures and huge bills from cloud providers. When considering investments in cloud, reduction of costs is a major factor to be considered, depending on the maturity of an enterprise and its cloud journey. At the outset of the adoption of cloud, there could be a reduction in running costs; however, once the restrictions are lifted to use cloud resources at will, costs could explode in a short time. In contrast, hyperconverged infrastructure has been beneficial in managing workloads more efficiently and effectively, with a steady infrastructure cost. This allows monitoring and planning of expansions, thus giving back the control over costs to clients and increasing access to manage their own systems more effectively.

## MSPs as harbingers of change

According to a recent study by ISG, 60 percent of cloud initiatives do not achieve the desired outcomes. This failure is mainly due to inexperienced IT teams, which may handle some of the complex and increased workload but, most likely, feel overwhelmed and fail to foster scaling. This forces an enterprise to assign additional responsibilities to employees who are not on the IT team, which may lead to undesired outcomes, downtime with high costs and delayed time to market. For enterprises considering cloud transformation, partnering with service providers is critical, as some amount of hand holding will be required to manage the increasingly complex hybrid and multicloud infrastructure. They need to adopt strategies that will even change the way employees work in large, complex and siloed work environments.

As the world adapts to the new ways of working, outsourcing cloud management activities to managed service providers (MSPs), such as Wipro, has become an imperative. MSPs have a vast experience in migration activities, along with the required skills for complex hybrid cloud migration engagements. The availability of skills, on a scalable basis, makes MSPs an attractive proposition. Furthermore, Wipro offers a hybrid model of onshore and offshore resources, which lowers the average effective rate and widens the resource base for an enterprise to experiment with new technologies.

Also, enterprises need to engage with MSPs as a provider who works closely with OEMs and offers a full stack hybrid cloud solution rather than in parts. For example, Wipro's strategic partnership with Nutanix allows it to offer a robust multi hybrid cloud solution, with expertise in next-gen technological elements such as HCI, FinOps, Edge, and more. Both companies work together to first understand the enterprise's IT landscape and their future requirements through a SPIN (Situational Problem Implicit Need pay-off) based questionnaire technique, which becomes an effective tool to take a consultative and delivery-led approach.



# Wipro FullStride Cloud Services and Nutanix

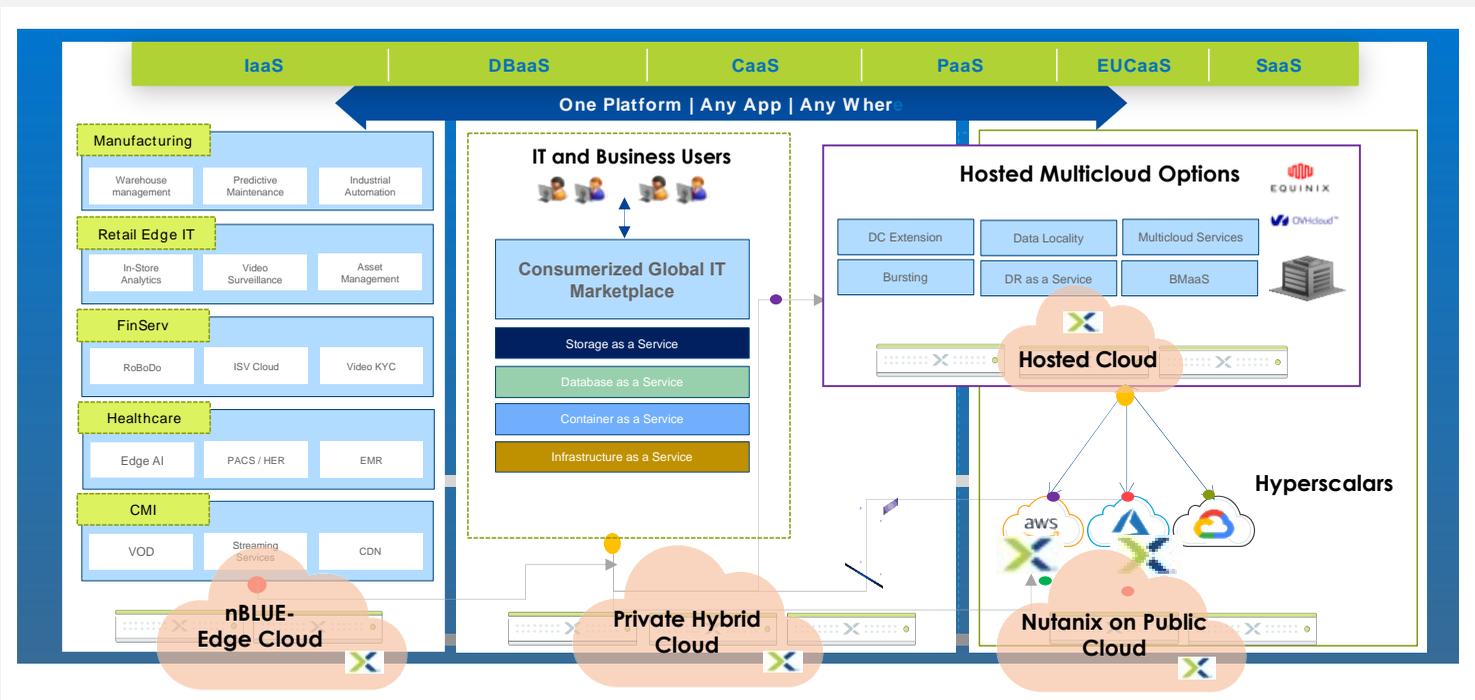
## A partnership that offers a robust hybrid multicloud offering in combination of HCI solutioning

Enterprises recognize that application modernization is fast becoming a key business priority and the underpinning infrastructure modernization is key to its success. For organizations looking for the next wave of digital transformation, the way forward is to allow workloads splintered to run in the place best suited for them, with the cloud operating model making it Boundaryless.

Wipro has jointly developed a robust hybrid cloud solution by partnering with Nutanix to help enterprises have a consistent platform for operations and management across edge, core, and hybrid and multi cloud for hosting traditional and cloud-native applications.

The Wipro FullStride Cloud Services' BoundaryLess Enterprise (BLE), powered by Nutanix's enterprise hybrid multicloud portfolio solution, provides enterprises with a consistent cloud experience across landing zones including edge, data centers, hosted service providers and/or public clouds. Wipro FullStride Cloud Services' BLE provides a collaborative solution and service framework that helps reduce lead time and the overall effort, while making it easier to scale the application. This joint solution allows enterprises to run both traditional and cloud-native workloads on a single unified platform, leveraging a one-stop shop (marketplace) for all the infrastructure services, such as IaaS, CaaS, PaaS, DBaaS, and EUCaaS. Wipro offers its deep industry expertise and cloud infrastructure services to help enterprises stay focused on business results, rather than managing their IT.

Figure 2: Edge to core to hybrid multicloud reference architecture



Source: Nutanix



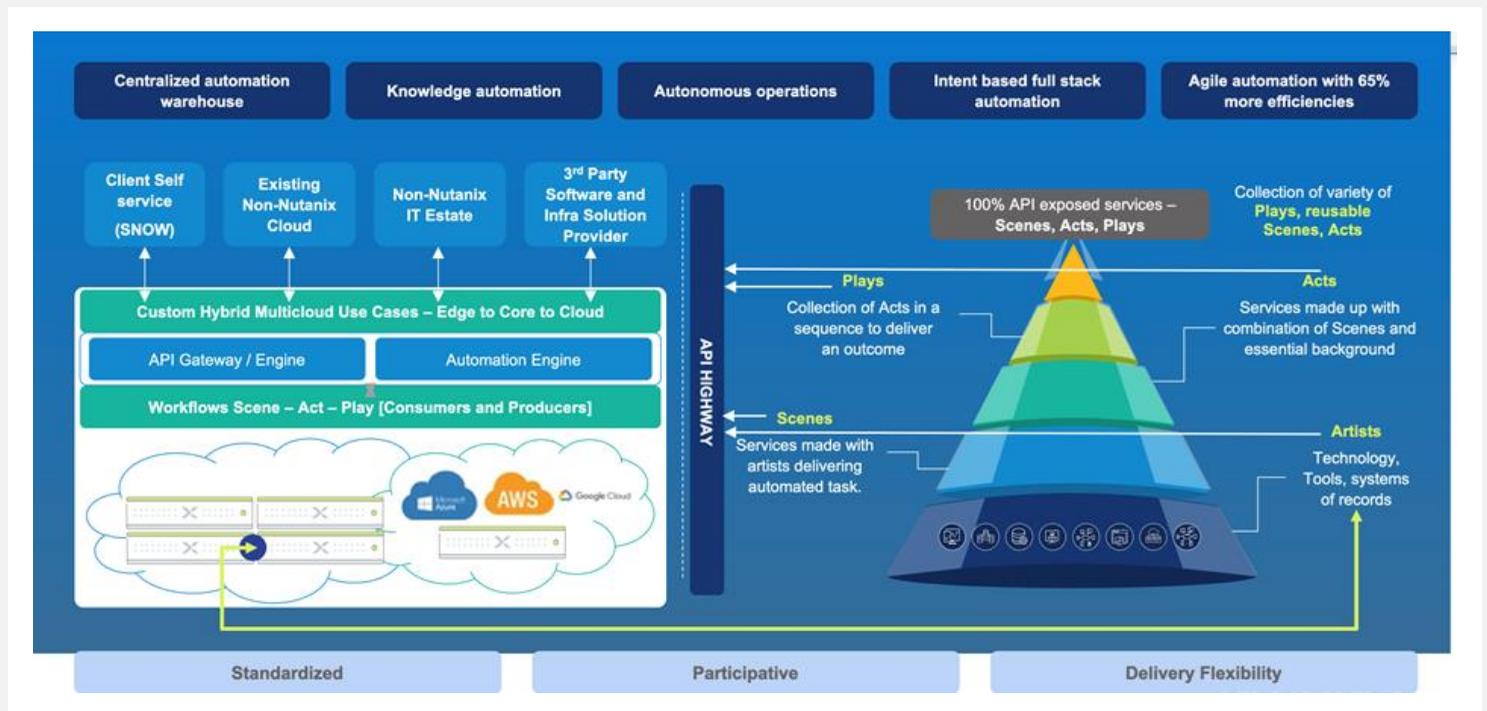
An enterprise cloud built on HCI lets organizations instantly take advantage of cloud experience, agility, resiliency, elasticity, scalability, simplified management, intelligent operation and flexible consumption models. The above diagram shows the edge to hybrid multicloud solution building blocks of the Wipro FullStride Cloud Services, powered by Nutanix. The core of the solutions is built on five key elements:

- 1 Nutanix Cloud Infrastructure (NCI)** provides a complete software stack to unify hybrid cloud infrastructure, including compute, storage and network, hypervisors and containers, on public or private clouds, all with built-in resilience, self-healing, disaster recovery capabilities and security.
- 2 Nutanix Cloud Manager (NCM)** adds the control plane for provisioning, operating, automating and governing workloads across clouds. NCM brings unprecedented simplicity by combining aspects of administration, reporting, intelligent infrastructure, self-service, application automation and application provisioning, with cost and security governance.
- 3 Nutanix Unified Storage (NUS)** is a distributed and software-defined storage solution that provides the scale organizations need to serve any workload anywhere — from core to edge to cloud. It is an alternative to traditional storage servers for unstructured files and objects storage. It also offers intelligent analytics integrated into the solution, providing data visibility and deep insights for the governance and security of data.
- 4 Wipro Digital Database Platform, Powered by Nutanix Database-as-a-Service (NDB)**, enables small, nimble teams to easily manage large fleets of SQL Server, Oracle Database, MySQL, MongoDB and PostgreSQL databases using a single API and console, freeing their time and skills to focus on mission-critical databases. With Nutanix Database Service, developers can self-service their database needs through a simple Database-as-a-Service experience.
- 5 Wipro virtuadesk, powered by Nutanix End User Computing-as-a-Service**, delivers virtual apps and desktops to users worldwide, from public, private and hybrid cloud infrastructure. Nutanix Frame is a simple, fast and flexible Desktop-as-a-Service (DaaS) platform that can run end-user workloads on Nutanix VDI, on public clouds (Azure, AWS or GCP) or on both these, to enable a true hybrid cloud approach to end-user computing.

While the above works seamlessly, there is a need for a managed services layer, which is offered by Wipro's automation engine, ServiceTheatre solution. It allows the delivery of end-to-end cloud professional services to speed up ROI and lower the cost of ownership. The solution accelerates services roll out during various phases of an IT lifecycle, such as build, operate and modernize. It leverages state-of-the-art modular automation and composability of services exposed as API endpoint. These services can be augmented or called directly from the digital platform, self-service portal or DevOps workflows. Some of the important use cases are automated provisioning, DBaaS as single console, automated migrations and single pane of glass, which are built up on top of the Nutanix platform, integrated with Wipro's ServiceTheatre solution.



Figure 3: ServiceTheatre integration with Nutanix Enterprise Cloud



Source: Nutanix

Some key benefits of ServiceTheatre are:

- Up to 30 percent improvement in IT operations and managed services
- Transforms IT services delivery by enabling providers with platform augmented services model
- Delivers consistent service standard and maturity across hybrid cloud/multicloud environments
- Provides single-pane-of-glass service delivery for hybrid cloud environments
- Centralizes automation and leverages a modular approach to create and curate new automation utilities from existing ones





# Summary Facts



## Headquarters

Wipro is headquartered in Bengaluru, India.



## Revenue

The company's 2021-2022 revenue was \$10.4B.



## Employee Strength

The company reports more than 2,50,000 employees.



## Service Portfolio

Digital Transformation, Technology Services, Consulting and Business Process Services.



## Competitors

Wipro competes against both global and Indian IT services firms, consulting firms, BPS providers and systems integrators.



# Summary Facts



## Headquarters

Corporate Headquarters,  
1740 Technology Drive,  
Suite 150, San Jose, CA 95110,  
United States (855)-NUTANIX



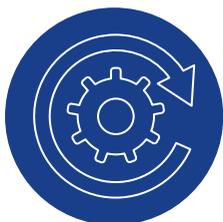
## Revenue

1.28B (as of Q1 FY23)



## Employee Strength

6500+



## Service Portfolio

Hybrid multicloud solution  
provider, Hyperconverged  
Infrastructure,  
Database-as-a-Services,  
EUC solutions, Multicloud  
cost governance solutions,  
Unified Storage Solutions



## Competitors

Primary HCI  
vendors like VMware,  
Cisco are nearest  
competitor and Public  
cloud providers



## Net promoter Score

90+





## **Shashank Rajmane**

Manager and Principal Analyst

**[Shashank.Rajmane@isg-one.com](mailto:Shashank.Rajmane@isg-one.com)**

At ISG, Shashank Rajmane is the Principal Analyst for Public Cloud Transformation and Private/Hybrid Cloud & Data Center Outsourcing studies. He has more than a decade of extensive research experience and has led the ISG Provider Lens™ studies – Public Cloud Consulting & Transformation and Private/Hybrid Cloud & Data Center Outsourcing Services. He leads the efforts for the U.S. geography and global geography reports. Apart from authoring these reports, Shashank has been part of many consulting engagements and helps ISG's enterprise clients select the right service providers and vendors based on their IT buying requirements. He is also responsible for authoring thought leadership papers, briefing notes, blogs, and service provider intelligence reports, especially in the next-generation cloud and infrastructure services domain. He has also authored several research papers on best practices for choosing cloud vendors and cloud management platforms, along with writing several whitepapers on the cloud industry.



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