

From Legacy Burden to Cloud-Scale Resilience

AMBITION

A **global software and cloud technology pioneer** operating some of the world's most widely used enterprise and consumer platforms faced a dual challenge. While accelerating cloud and AI innovation, they also needed to support deeply embedded legacy desktop technologies that could not be disrupted.

As expertise in older frameworks declined, costs rose and risk exposure increased. The ambition was clear: **stabilize mission-critical legacy systems while building a scalable, cloud-ready operating model that supports future growth.**

To achieve this, the organization needed to:

- **Secure legacy workloads:** Ensure uninterrupted support, compliance, and continuity across mission-critical desktop platforms.
- **Optimize global delivery:** Consolidate fragmented engineering teams into a single, scalable, cost-efficient delivery model.
- **Accelerate cloud and AI readiness:** Enable rapid, enterprise-wide adoption of modern cloud and GenAI initiatives.

ACTION

The organization partnered with **Wipro Engineering – Connected Services** to establish a modernization capability built for scale and resilience. Beginning with a highly secure Offshore Development Center (ODC) in Bengaluru, the engagement grew into a **340-person dedicated business unit**, delivering across three focused areas:

- **Legacy Platform Stabilization:** Transition and stabilization of desktop environments with zero operational disruption.
- **Enterprise Cloud Enablement:** Ongoing engineering and infrastructure support across global cloud platforms, consumer services, and internal BI systems.
- **AI-Driven Automation:** ML-driven CI/CD optimization to reduce redundancy and speed system deployments.

AMBITIONS REALIZED

With a resilient delivery model in place, Wipro helped transform legacy support from a cost constraint into a foundation for innovation. Over a **30+ year partnership**, the client shifted from legacy burden to a cloud-scale, future-ready operating backbone.

The Business impact:

- **\$250M in business value unlocked** through accelerated rollout of enterprise cloud and AI platforms.
- **20% reduction in deployment effort**, saving over **5,000 engineering hours** through AI-assisted automation.
- **Up to 150 role efficiencies enabled** through ML-driven consolidation, without impacting service delivery.

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