

Three Decades, One Partner: From Legacy Desktop to Generative AI

AMBITION

A **leading global software corporation** faced a sustained, two-fold challenge: continuing to innovate across cloud and AI while carrying the operational demands of deeply embedded legacy desktop technologies. Many critical systems were built on aging frameworks and the specialized expertise required was becoming increasingly scarce and expensive.

The ambition was clear: **secure and optimize legacy environments while establishing a scalable operating model capable of supporting long-term technology evolution.**

To achieve this, the organization needed to:

- **Stabilize legacy platforms:** Ensure uninterrupted support for aging desktop technologies without increasing cost or risk.
- **Optimize global delivery:** Reduce operational expense through a scalable, trusted offshore engineering model.
- **Enable future innovation:** Gradually transition from legacy maintenance to modern cloud, AI, and GenAI development.

ACTION

The software leader partnered with **Wipro Engineering – Connected Services** to establish a dedicated Offshore Development Center (ODC) in Bengaluru, initially focused on stabilizing and transitioning legacy workloads. Over a **30+ year engagement**, this delivery model evolved into a deeply integrated, multi-disciplinary engineering organization of **340+ engineers**, supporting the client across critical functions:

- **Product Engineering:** Delivered sustained engineering across enterprise cloud platforms, consumer businesses, and emerging AI initiatives.
- **Business-Critical Systems:** Provided targeted engineering for finance BI, legal and compliance, corporate marketing, and human resources.
- **Technology Modernization:** Progressively modernized the development lifecycle — from legacy desktop platforms to advanced Generative AI implementation by 2024.

AMBITIONS REALIZED

The long-standing ODC partnership transformed the client's operating model — driving efficiency, reducing cost, and enabling continuous innovation across decades of technology change.

The Business impact:

- **\$250M+ in business value unlocked** through adoption of enterprise cloud platforms, AI assistants, and collaboration technologies.
- **Up to 20% reduction in application deployment effort**, enabled by AI-assisted development and automation.
- **5,000+ operational hours saved**, alongside **up to 150 role efficiencies** through ML-driven system consolidation.

From legacy desktop systems to Generative AI platforms, the partnership has enabled the organization to modernize at pace while maintaining continuity across its core business.

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