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Leading the Change

T K Kurien
CEO & Member of the Board,
Wipro Limited
“It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of Light, it was the season of Darkness, it was the spring of hope, it was the winter of despair, we had everything before us, we had nothing before us, we were all going direct to Heaven..”

Tale of Two Cities,
Charles Dickens
Technology disruptions impacting Enterprises

Intelligent platforms

**Open Source**

**Internet of Things**
- Smart Dust

Data Science

**Gamification**

**3D Printing**
- Virtual and Augmented Reality

**Quantum Computing**
- Smart systems

**Real time DevOps**
- In-Memory Computing

**Real time DevOps**
- Digital Transformation

**Software BOTs**
- Automation

**Artificial Intelligence**
- Robotics/Drones

**Data**
- Natural Language

**Software Defined Networking**
- M2M

**Intelligent platforms**

**Internet of Things**

**Connected Things**

**Computer vision**

**Open Source**

**Cloud Computing**

**Real time DevOps**

**In-Memory Computing**

**Quantum Computing**

**Real time DevOps**

**Digital Transformation**

**Software BOTs**

**Artificial Intelligence**

**Data**
Business disruptions impacting Enterprises

Democratisation of Talent

Immersive Experience

Hyper-personalization

App Economy

Empowered customers

Online attached

Consumerization

As-a-Service

Services Economy

Automation

Risk and Compliance

Digital

Connected devices

Customer Experience

Connected Things

Risk and Compliance
Implications on the World of Tomorrow

- Context and location will change the way we do(digital) business. Every thing is digital…

- **Open Source** and **Open Stack** driving change in Infra and application landscape. You cannot beat free

- **Internet of Things**: Digitally connected devices will create a fluid experience set. **Industrial Internet**

- Inline **Data** and **Artificial Intelligence** tools create process fluidity and a new way to manage and industrialize process. **Machine Intelligence**
Our Vision for an Evolving World
Our Strategy is to support the new buyer reimagine business while driving operational excellence.

1. Turbocharging the ‘Core’ (‘Run’)
   - Driving Scale in Core Markets
   - Drive significant quality improvement & hyper-automation
   - Building IP Assets & Capabilities

2. Securing the Future (‘Change’)
   - Servicing the “New Buyer” (CMO, CFO) with a distinct agenda
   - Accelerate ‘Digital’ agenda
   - Reimagine business with new themes – IoT, Open Source, AI
Turbocharging the Core
Driving Scale in Core Markets

There is a sizable opportunity in traditional business – Offshore centric companies still have only 14% share in a total market of $834 Billion\(^1\)

\(^1\) NASSCOM, IDC
Driving Quality & Hyper-automation in delivery

Achieve non-linear growth along with increased quality, improved predictability and time to market

ML\(^1\), CI\(^2\) and NeoCortical Intelligence tools

Building AI\(^3\) Engines, Algorithm banks for productivity, quality

240 patent filings in FY’ 14-15; Build-up of 4 targeted solutions

200+ member team working for past 2 years

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\(^1\) Machine Learning
\(^2\) Computational Intelligence
\(^3\) Artificial Intelligence
Impact from Hyper-automation

Current Process

Mean L3 cycle time: 8.3 Hrs

Tickets

Service Desk & Dispatcher (125) → Monitoring (50) → Resolution team- L2 (200) → Advanced Resolution (L3) (45)

Eliminated

Next Gen Process

Mean L3 cycle time: 43 min

Tickets

Hyper-Automated

90% reduction in mean processing time

73% headcount reduction from 420 to 115

90% error reduction;
80% shift to predictive/proactive from existing reactive stance
Securing the Future
Wipro is Helping Clients Accelerate their Digital Agenda

**New Way**
- Get Started
- Learn
- Adjust

**Old Way**
- Falling Behind
- Strategy
- Best Practices
- Execute
- Perfect Plan
- Reap Benefits
- Locked In

**Digital Transformation Partner**

- Process & design aptitude
- Digital capability
- Agility & flexibility
Open Stack driving Innovation & Cost Optimization
Internet of Things: Devices and Processes help drive cycle time reduction and right first time

Sensing upstream is really where value of IOT\(^1\) comes

Focus for Wipro is Industrial Applications

10 Industrial Processes picked for IOT\(^1\) over the next 12 months

\(^1\)Internet of Things
Building the Ecosystem

Corporate Venture Capital Fund
- $100M Corporate Venture Capital Fund to invest in cutting edge start-ups in Digital, Internet of Things (IOT), Open source & Artificial Intelligence (AI)

Mergers & Acquisitions
- M&A focused on Markets, Technology & Product areas in white spaces

Partnerships
- Work closely with a set of start-ups and enable flow of innovation and share best practices
Successful execution will drive Industry-leading growth

- The Global Market for IT Services continues to grow

- We see ‘Digital’ transform the market landscape - we are making the right investments. We expect it to be among the top 3 service lines in the next 3 years

- On Delivery, we see Hyper-automation reduce Cost of Operations significantly. In 3 years, people deployment will come down by 35% for the same scope of work
Sense forward and respond today

T K Kurien
CEO & Member of the Board, Wipro Limited