Safe Harbor

This presentation may contain certain “forward looking” statements, which involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those that may be projected by these forward looking statements. These uncertainties have been detailed in the reports filed by Wipro with the Securities and Exchange Commission and these filings are available at www.sec.gov. This presentation also contains references to findings of various reports available in the public domain. Wipro makes no representation as to their accuracy or that the company subscribes to those findings.
Infrastructure Services is a large Opportunity

Total IT Services market: $980Bn in 2015 growing to $1066Bn by 2017
Gartner Forecast: IT Services, Worldwide, 2012-2018, 4Q14 Update

<table>
<thead>
<tr>
<th>GEO</th>
<th>2015 Market share</th>
<th>CAGR</th>
</tr>
</thead>
<tbody>
<tr>
<td>US &amp; Canada</td>
<td>39.2%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Europe</td>
<td>30.0%</td>
<td>2.1%</td>
</tr>
<tr>
<td>APAC</td>
<td>24.8%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Rest of the World</td>
<td>6.0%</td>
<td>7.0%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>3.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Practice</th>
<th>2015 Market share</th>
<th>CAGR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Datacenter</td>
<td>35.7%</td>
<td>7.3%</td>
</tr>
<tr>
<td>EUC</td>
<td>11.6%</td>
<td>-0.3%</td>
</tr>
<tr>
<td>Network</td>
<td>11.8%</td>
<td>0.1%</td>
</tr>
<tr>
<td>SI</td>
<td>15.9%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Infra Consulting</td>
<td>5.5%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Product</td>
<td>19.5%</td>
<td>0.4%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>3.5%</td>
</tr>
</tbody>
</table>

Large renewal market

Total market size of Renewal is ~$190Bn in next two years

"IS Outsourcing: Fastest growing segment: NASSCOM"

Source: ISG

Source: NASSCOM strategic review 2015
Wipro has Global Scale & Strategic depth

$2.1 Billion
700 Clients
19% YOY Growth
32,000 Employees

KPMG UK's Pulse Survey rates Wipro as #1 Infrastructure Services Provider

Everest ranks Wipro as a "Major Contender" in the PEAK Matrix Assessment for Infrastructure Services (ITO) in 2013

*FY14 nos Including Products
### We have the momentum (1 of 2)

<table>
<thead>
<tr>
<th>USA</th>
<th>CANADA</th>
<th>Middle East</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Manufacturing</strong></td>
<td><strong>Power, Natural Gas</strong></td>
<td><strong>Chemical</strong></td>
</tr>
<tr>
<td>DC Migration &amp; Backup Redesign</td>
<td>DC, EUC and N/w transformation &amp; manage services</td>
<td>Transformation for Service desk, EUC, N/w Security, Data center</td>
</tr>
<tr>
<td><strong>E-commerce</strong></td>
<td><strong>Postal</strong></td>
<td><strong>Oil</strong></td>
</tr>
<tr>
<td>DC, EUC and N/W</td>
<td>Infra OS- Utility based Model</td>
<td>DC management and Ops</td>
</tr>
<tr>
<td>Transformation &amp; management</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Apparel</strong></td>
<td><strong>Insurance</strong></td>
<td></td>
</tr>
<tr>
<td>DC, EUC &amp;SD, Networking and security</td>
<td>Total Outsourcing deal with Automation</td>
<td></td>
</tr>
<tr>
<td><strong>Insurance</strong></td>
<td></td>
<td></td>
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<tr>
<td>Total Outsourcing deal with Automation</td>
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</tr>
</tbody>
</table>
We have the momentum (2 of 2)

IRELAND
- Banking
  Datacenter outsourcing
- Construction
  Integrated Apps+Infra+BPO
- Natural Gas
  IT outsourcing

UK
- Banking
  Optimization of platforms, core banking servers

Continental Europe
- Steel
  Platform integration and managed services
- Media
  RIM of LAN wan video. Open source based hybrid cloud
- Manufacturing
  Workplace transformation

AUSTRALIA
- Retail
  Infrastructure transformation in DC,EUC and Network
- Media
  EUC & SD management along with operations of IT network and Data Centre

JAPAN
- Pharma
  Infrastructure-as-a-Service

INDIA
- Airport
  Total infrastructure outsourcing
Case Study – Global Consolidation

Old World Scenario
- Globalization and growth through M&A’s
- Focus on integration of newer entities

Industry Challenges
- Low R&D productivity
- Lack of sufficient pipeline of drugs coupled with patent cliff
- Increasing cost pressures

Business Expectations
- Global standardization through One Company & One Worldwide Vendor
- Shift from CAPEX to OPEX model for datacenters

Ruthless Efficiency & Business Enablement Levers
- Variabilization & IaaS models to meet business demands
- Globally standardized service with uplift for regional nuances
- Significant savings from existing de-centralized model

Wipro Solutions & Differentiators
- Multilingual delivery
- Outcome based pricing model to manage variations in demand (-20% to +30%)
- Deployment of ServiceNxt framework and automation tools like Fixomatic
- Centralized monitoring from India for global infrastructure

Largest Pharma company in Japan and a global leader with market presence in 70 countries and over 30,000 employees
Case Study - Business Linked KPIs

A leading British integrated support services company with a substantial portfolio of Public Private Partnership projects and extensive construction services

Old World Scenario
- Significant erosion of profit in previous year
- Needed huge cost take outs to the tune of 30-35% from IT

Industry Challenges
- Internal IT managed by internal team
- IT heads for projects were internal team
- IT for customer projects o/s to Accenture for the last 10 years

Business Expectations
- Replace incumbent and provide required cost take outs

Ruthless Efficiency & Business Enablement Levers
- Committed cost savings - TCO reduction by 30%
- 6% YoY productivity improvement
- Business linked KPI and SLA’s
- Variabilization through core flex delivery models

Wipro Solutions & Differentiators
- Automation, standardization and continuous improvement through platform based delivery
- Integrated IT BPO delivery for BLA transformation
- Infrastructure sharing across customer projects
# Case Study - Business Transformation

A leading American specialty glass and ceramics manufacturing company, primarily for industrial and scientific applications

## Old World Scenario
- Highly Distributed Environment with 112 globally distributed Sites - 25 countries & 5 Data Center in 3 continents

## Industry Challenges
- Achieve important economies of scale that continue to reduce the cost and deliver superior quality for customers
- Increasing challenges in Data Privacy and Regulatory Compliance

## Business Expectations
- Major and complex transformation for a First Time IT Outsourcer with standardized services across regions
- IT on a pure play 'Consumption Model' moving away from the legacy 'Buy & Stack-up' Models.

## Ruthless Efficiency & Business Enablement Levers
- Globally standardized service across 3 continents & multiple remote sites
- Wipro to be the 'Virtual IT' organization and would take end-end responsibility of all underlying Third Party contracts

## Wipro Solutions & Differentiators
- 20% of TCO into Build (Projects - uplift revenue) with 20 Infrastructure & Security Transformation Projects
- Largest Cloud Orchestration deal for Wipro on Converged Infrastructure with Global Disaster Recovery Sites
- Heavy Focus on Data Privacy and Regulatory Compliance
Case Study – National Critical Infrastructure

ICT Offerings

- Application Infrastructure
- Services Support
- Security Support
- Network Support, Server Support, Active Directory Management
- Help Desk Services
- Asset Management Services
- Vendor Management

- 34 million passengers per annum capacity
- 5.4 million Sq ft. area
- 9 level passenger terminal building and 2 piers each 1.2 km long.
- 6 Common check-in islands -168 check-in counters
- 95 Immigration counters, 78 Passenger Boarding Bridges
- 6.7 million Sq. ft. of apron area
- Over 215000 Sq. ft. of retail space.
- 9 level passenger terminal building
Changing Business Landscape

1. The rise of the digital economy
   (Connected devices, Internet of things)

2. The data monetization Gap
   (Scale & explosion in availability of data but lack of exploitation)

3. Blurring industry borders
   (Face of competition & pace of innovation)

Our Belief ...

- Managing business will continue to get complex
- Cross industry phenomenon due to digitization of the Front office will lead to a lot of cross Industry innovations
- Using the data & meaningful insights to make decisions will be key to the growth.
Changing Data Fabric – A Connected World

<table>
<thead>
<tr>
<th>Increasing Sources of Data</th>
<th></th>
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<tbody>
<tr>
<td><strong>Machine / Device</strong></td>
<td><strong>Sensors / IT Systems / Devices</strong></td>
</tr>
<tr>
<td><strong>Customer Experience</strong></td>
<td><strong>Contact, Emails, Voice, Video</strong></td>
</tr>
<tr>
<td><strong>Social Interactions</strong></td>
<td><strong>Networks like Twitter, FB..</strong></td>
</tr>
<tr>
<td><strong>Market / Public</strong></td>
<td><strong>Fin Markets, Open Data</strong></td>
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</tbody>
</table>
Changing technology Landscape

Non-IT Devices

IT aware Devices

Software Defined Everything

Intelligent Software

Redundant Hardware
Wipro is responding to the new world

CxO’s Ask
- Agility
- Services Based
- Relevant Data
- Multi-system integrated
- Open Systems

Wipro Responds
- Open Cloud
- XaaS
- IoT
- Smart infra
- Open DC

Intelligent Software

Non-IT Devices

IT aware Devices

Redundant Hardware

Software Defined Everything
Bracing for the change

- New skill set required at all levels to manage “New World Infrastructure”
- Focus on Turnkey projects – Software defined infra, Smart city, Internet of things etc.
- Cross skill set needed in higher volume
- Pre tested, validated reference architecture and solutions
- Strategic alliances with niche technology players
# Case Study – Smart city

<table>
<thead>
<tr>
<th>Situation</th>
<th>Our Approach</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Envisaged an integrated city solution</td>
<td>• Integrated solution &amp; Platform which integrated all modules of the Digital Lifestyle experience Automation</td>
<td>• An Integrated service delivery model - Single Window Clearance, Integrated Bill etc</td>
</tr>
<tr>
<td>City wide Network infrastructure</td>
<td>• Network design &amp; Integration of all components on a Media Center PC</td>
<td>Convergence of Broadband Internet, Wire line Voice and Television (IPTV, DTH )</td>
</tr>
<tr>
<td></td>
<td>• Project Management capabilities</td>
<td>• Flexibility for subscribers to choose between service providers</td>
</tr>
<tr>
<td></td>
<td>• Solution Documentation</td>
<td>• Efficient Backend operations between various SPV through shared services. Shared Services becoming a Profit Center</td>
</tr>
<tr>
<td></td>
<td>• Preparing Sales &amp; Marketing Catalogue for the Digital Experience</td>
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</table>

Villa Security
Entertainment
Automation
Case Study – Smart University

Women only University, Riyadh with 50,000 students and 12,000 employees

- Data Network, On MPLS
- Wireless LAN 5500 Aps, Cisco, Commsouth
- IP Telephony 25000, Cisco
- Structured Cabling (ISP & OSP) 100000 terminations 90Km
- Network Mgmt, P NNMi
- Master Clock 16
- RTLS System 20700 Tags
- IPTV, Ericson, Sonic Foundry, Minerva - MW 11000 STB
- Integrated Security/Access System 100 Readers, 30 Controllers
- Audio Visual System, Kreston, Christie Video Wall
- IP CCTV 930
- Tier-3 Data Centers 5 Nos
- Tier-3 Data Centers 5 Nos
Our Investment in IP & frameworks

- **ServiceNXT™** - Wipro’s Blueprint for Next-Gen IT Monitoring & Mgmt Services
- **VirtuaDesk™** - Wipro’s Appliance based Desktop Virtualization Solution
- **FixOmatic™** - End User Service Requests & Datacentre Operations Automation
- **istructure™** - Wipro’s Public / Private Cloud IaaS / PaaS Offering
- **ROBODO™** - Integrated Appliance based solution for Remote Office-Branch Offices
- **SDI** - Wipro’s Blueprint for Software defined Storage & Network
- **InsightX™** - Application Led Discovery of Infrastructure & Dependencies for Rationalization & Optimization

- Accelerated Timelines
- Outcome based Pricing
- Extended Savings on RUN

Ready to Deploy Blue Prints
Award winning IPs & Solutions
Top Partnership with OEMs
Factory Model for Rollouts
Manage & Own User Adoption
### Wipro’s AI framework - HOLMES

<table>
<thead>
<tr>
<th>NATURALLY INTERACTIVE</th>
<th>KNOWLEDGE REPRESENTATION</th>
<th>ALGORITHMIC INTELLIGENCE</th>
<th>LEARNING</th>
<th>REASONING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wipro AI Platform</strong> – A Generic Cognitive Computing Platform that Enables Development of AI Applications.</td>
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<tr>
<td>CURATED KNOWLEDGE SYSTEM - WIPRO POLICIES</td>
<td>Predictive Analytics Engine</td>
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<tr>
<td>NLP Employee Engagement</td>
<td>Customer Support Help Desk Bots</td>
<td>Enterprise KYC Automation</td>
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<tr>
<td><strong>DIGITAL BRANCHLESS BANK</strong></td>
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<tr>
<td>SAP Application Management Bots</td>
<td>Intelligent Recruitment Agent</td>
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</tr>
<tr>
<td><strong>Context and Event Driven Services</strong></td>
<td><strong>Task &amp; Process Automation, State Machines - FSM, CEP</strong></td>
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</table>
Helpdesk Automation

**Service Ticket**

01. We create Machine Learning models using historical information, corpus of tickets, resolutions, assignments.

02. Alex an employee has an issue with his printer & types the problem into a natural language interface.

03. The bot receives the ticket and intelligently categorizes it assigning to the right personnel.

04. Once assigned to a category, the ticket is picked up by a relevant agent and another bot recommends to the agent a preferred solution.

05. A third bot will look into all the assignment of categorization, status of ticket and find out unresolved tickets.

06. The information about issues, problems, resolution from every ticket are fed back into intelligent categorization and assignment bot.

**METRICS**

- 500,000 + tickets corpus
- 3500+ Categories
- 60+ Service Functions
- 10% reduction in transition time
- 95% accuracy in Infrastructure tickets handling
- 12,000 tickets handled per day
Thank You

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