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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

- Open Source
- Internet of Things
- Connected Things
- Data Science
- Smart Dust
- Real time DevOps
- Cloud Computing
- 3D Printing
- Virtual and Augmented Reality
- Quantum Computing
- Digital Transformation
- Immersive Experience
- Software Defined Networking
- M2M
- Automation
- Robotics/Drones
- Software BOTs
- Natural Language
- Artificial Intelligence
- Data
Business disruptions impacting Enterprises

Democratisation of Talent

Hyper-personalization

Immersive Experience

App Economy

Empowered customers

Online attached

Consumerization

Services Economy

Automation

As-a-Service

Risk and Compliance

Digital

Customer Experience

Connected Things

Connected devices
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

- ML¹, CI² and NeoCortical Intelligence tools
- 240 patent filings in FY’ 14-15; Build-up of 4 targeted solutions
- Building AI³ Engines, Algorithm banks for productivity, quality
- 200+ member team working for past 2 years

¹ Machine Learning
² Computational Intelligence
³ Artificial Intelligence
Impact from Hyper-automation

Current Process

- Mean L3 cycle time: 8.3 Hrs
- Service Desk & Dispatcher (125)
- Monitoring (50)
- Resolution team- L2 (200)
- Advanced Resolution (L3) (45)
- Tickets Eliminated
- Mean L3 cycle time: 43 min
- Hyper-Automated
- Smart - Assist

Next Gen Process

- 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

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Securing the Future
Wipro is Helping Clients Accelerate their Digital Agenda

Wipro Digital Transformation Partner

New Way
Get Started
Learn
Adjust
Adjut
Digital Enterprise

Falling Behind
Reap Benefits
Execute Perfect Plan
Locked In

Old Way
Strategy
Best Practices

Process & design aptitude
Digital capability
Agility & flexibility
Open Stack driving Innovation & Cost Optimization

Applications
- JBOSS
- Tomcat
- Websphere
- Alfresco
- Magento
- OpenERP
- Drupal
- SugarCRM

Search
- Lucene
- Nutch
- Solr
- Sphinx

Email
- Courier
- Dovecot
- Postfix
- Send Grid

Directory
- Open LDAP
- Open Xchange

Data
- MySQL
- PostgreSQL
- NoSQL
- Hadoop

Languages
- C/C++
- Java
- Javascript
- Perl
- PHP
- Python
- Ruby
- Scala

Cloud / Management
- Eucalyptus
- Cloudstack
- OpenStack

Virtualization
- Xen
- LKVM

System Platform

Linux
- Kernel.org
- Centos
- FedoraCore
- OpenSuSE
- Ubuntu

Applications Platform

System Platform

Software Defined Infrastructure

Open Source Hardware

Logging & Monitoring
- FluentD
- Icinga
- Kibana
- Logstash
- Nagios
- Open NMS
- Sensu
- Xymon
- Zabbix

...
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
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