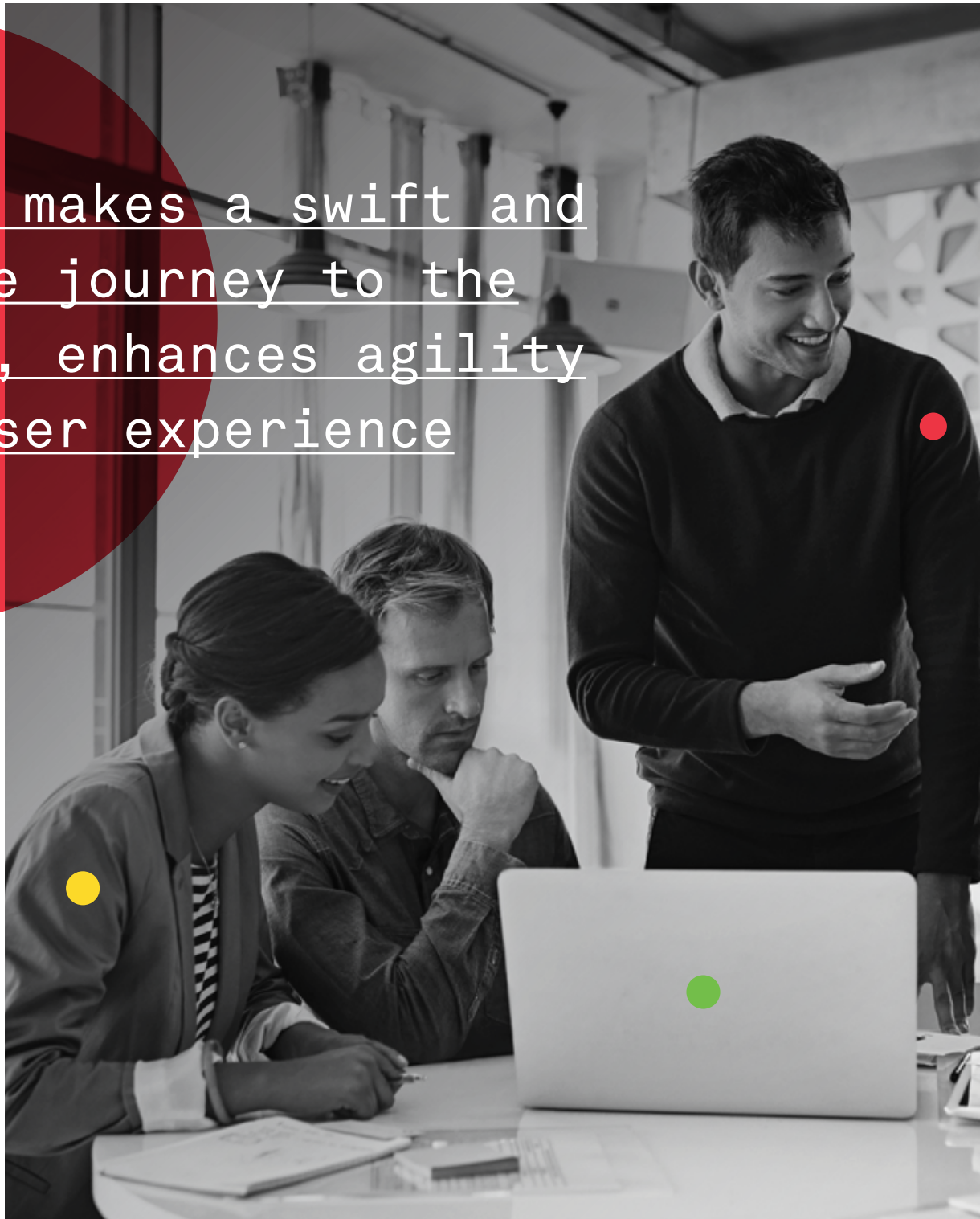


Wipro makes a swift and secure journey to the cloud, enhances agility and user experience



## Client background

- **Company:** Wipro Limited
- **Key services:** Information technology, consulting, and business process services
- **Geographies:** The US, Canada, Latin America, Continental Europe, India & Middle East, Asia Pacific

## Challenge

Wipro serves over 1000 customers through more than 70 delivery centers. Its complex IT landscape comprised of over 300 business apps and 5000 servers, hosted on legacy infrastructure on premise. Critical end-user facing apps such as myWipro, Wipro's one-stop portal for all employee transactions including myHelpline that processes around 200,000 tickets per month, used on premise infrastructure and support for performance, scalability, and availability requirements of Wipro, was found to be sub-optimal.

Additionally, managing the infrastructure, meeting stringent security and compliance requirements, and providing the latest technologies to enhance user experience, was a strategic imperative for Wipro to build a strong digital core and enable business growth.

## Solution/approach

Wipro pioneered Cloud adoption at scale back in 2014 and has championed the hybrid Cloud model. The Cloud strategy chosen was to deploy standard productivity apps under the O365 suite that offered a host of Cloud-based applications, email, video conferencing, file storage, file sharing, and social tools. Wipro migrated most of the line of business applications to the public Cloud (Microsoft Azure and Amazon Web Services) in the Infrastructure-as-a-Service mode while upgrading the core ERP to SAP Suite on HANA on premise thus pioneering the hybrid Cloud.

Wipro leveraged Platform-as-a-Service capabilities to refactor and modernize some of the legacy apps such as performance management. Wipro also implemented Software-as-a-Service in select value chains such as ariba on-demand for procure to pay.

# Wipro successfully migrates a majority of its applications to the public Cloud to meet the demands of innovation, flexibility, speed, and productivity

## Business impact

Wipro's journey to the Cloud is notable due to its scale, the speed at which it was completed, and the seamless experience for employees. Wipro successfully migrated 125,000 mailboxes to the Cloud in a record time of just 18 weeks, and the overall migration of close to 200+ applications to Cloud was completed in eight months realizing the benefits of:



Increased infrastructure availability and reliability

Infra and app availability has improved significantly post-Cloud adoption. With Cloud managed services, dependencies on infra teams for management and maintenance has been reduced, leading to operational efficiencies. SaaS offered reduced time to deploy upgrades and no maintenance overheads.



Enhanced user experience comes with scale

Cloud adoption has helped apps to scale dramatically. For instance, user experience of the performance management system, which is subject to peak loads during certain times of the year, is not affected as infrastructure scales on demand. myWipro can now support 9000+ global concurrent users. Application responsiveness has improved significantly - the response time of myHelpline has been reduced by 50%.



## Increased collaboration and engagement while ensuring compliance

Social communication with the help of cloud-based tools such as Yammer, and chat-based workspaces such as Microsoft teams, has replaced emails with continuous, searchable conversations, and enabled employees to be productive-anytime, anywhere. Open communications on Yammer has made it the platform of choice for CXO connects. Compliance is ensured and simplified for example with O365 eDiscovery and legal hold capabilities with Microsoft exchange online.



## Higher agility and productivity

Infrastructure provisioning does not require hardware procurement and can now be completed in minutes through golden images leading to higher productivity. Wipro built a new blueprint for application development and deployment, and institutionalized DevOps in the lifecycle. Using Cloud native capabilities of microservices and PaaS models, together with continuous integration/continuous deployment, has led to enhanced developer productivity, which in turn has led to reduced total cost of application development and maintenance to the extent of 60%.



“Our adoption of Cloud and migration to Office 365 was not just one of the fastest by any company in this space to date, but it was also a seamless experience across various geographies, with zero disruption to Wipro employees. With improved predictability around services, cost, quality and fostering a collaborative environment, Cloud has become a way of life at Wipro.”

### **Raja Ukil**

CIO and Senior Vice President,  
Wipro Ltd.



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