# Safe Harbor

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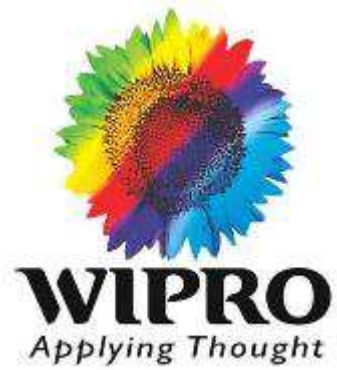
Leading the Change

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

Real time DevOps

Internet of Things

Cloud Computing

Smart systems

Smart Dust

Gamification

3D Printing

In-Memory Computing

Data Science

Virtual and Augmented Reality

Digital Transformation

Connected Things

Automation

Quantum Computing

M2M

Immersive Experience

Software Defined Networking

Software BOTs

Robotics/Drones

Natural Language

Data

Artificial Intelligence

Business disruptions impacting Enterprises

Democratisation of Talent

Hyper-personalization

App Economy

Immersive Experience

Consumerization

Empowered customers

Online attached

Automation

As-a-Service

Services Economy

Digital

Risk and Compliance

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
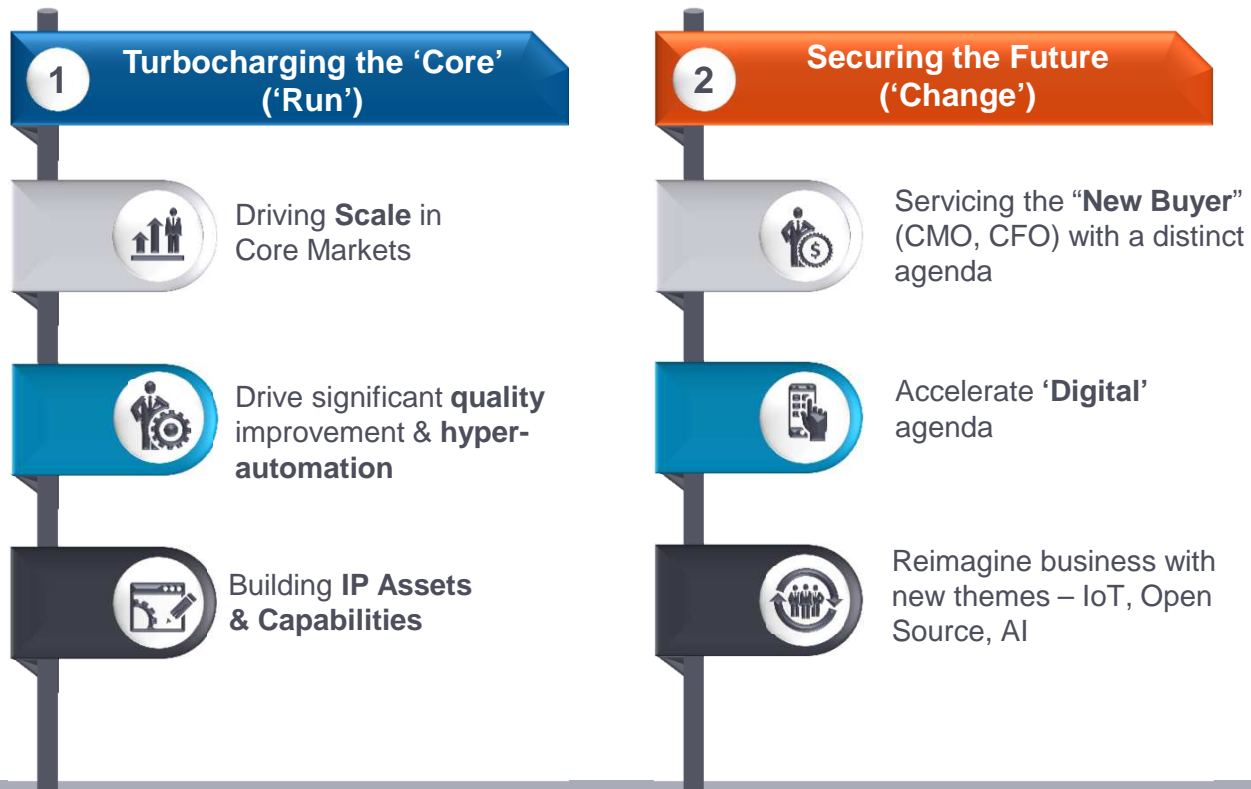
Turbocharging the Core

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]

Canada
Drive Scale

Continental Europe
Drive Scale

Japan
Reboot

UK
Maintain Leadership

Middle East
Maintain Leadership

India
Maintain Leadership

US
Drive Market Leadership

Australia
Drive Scale

[1] NASSCOM, IDC

Driving Quality & Hyper-automation in delivery

Achieve non-linear growth along with increased quality, improved predictability and time *to market*
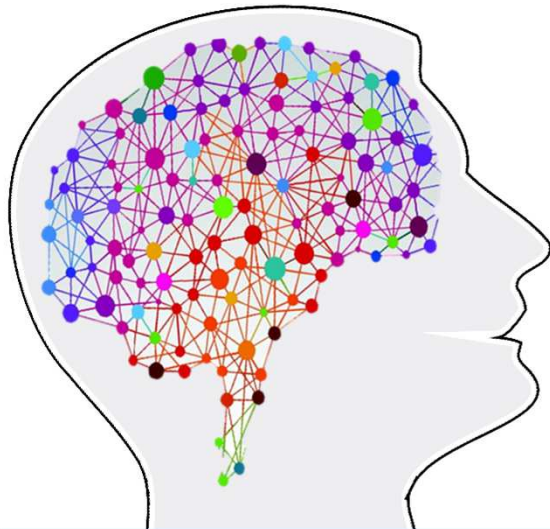
ML[1], CI[2] and NeoCortical Intelligence tools

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

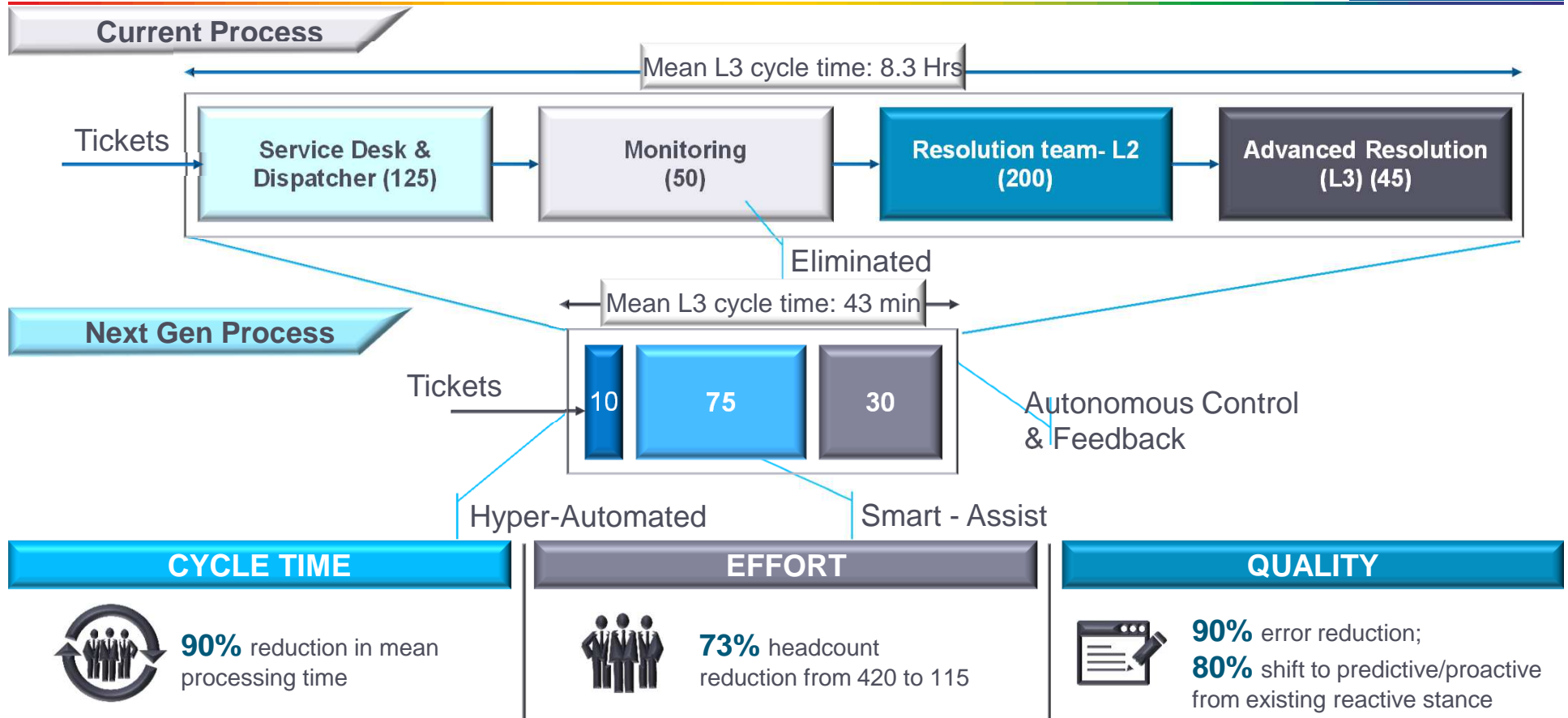Building AI[3] Engines, Algorithm banks for productivity, quality

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

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

10   75   30

Autonomous Control & Feedback

Hyper-Automated   Smart - Assist

CYCLE TIME	EFFORT	QUALITY
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   CHANGE

Wipro Digital Transformation Partner

Digital Enterprise

Adjust

Adjust

Learn

Learn

Get Started

New Way

- Process & design aptitude
- Digital capability
- Agility & flexibility

Falling Behind

Reap Benefits

Strategy
Best Practices ?

Execute Perfect Plan ?

Locked In
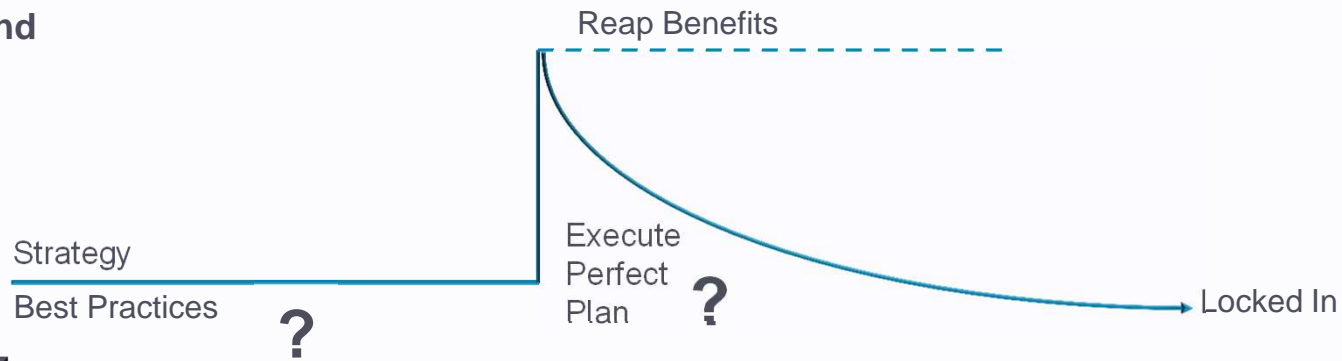
Old Way

Open Stack driving Innovation & Cost Optimization   CHANGE

Applications

Content Management Alfresco — Alfresco Software, Inc.	*Process Management* bonitasoft — BonitaSoft S.A.	*Content Management* Drupal — Acquia, Inc.
Business Intelligence JasperReports — Japsersoft Corporation	*eCommerce* Magento — Magento, Inc.	*Resource Planning* OpenERP — OpenERP S.A.	*Customer Relationship Management* SUGARCRM — SugarCRM, Inc.

Application Platform

App Server	JBOSS	Tomcat	Websphere		**Search**	Lucene	Nutch	Solr	Sphinx

Email	Courier	Dovecot	Postfix	Send Gird	**Directory**	Open LDAP	Open Xchange

Data	MySQL	PostgreSQL	NoSQL	Hadoop	**Web**	NGINX	ApacheHTTPD

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

System Platform

Cloud / Management	Eucalyptus	Cloudstack	OpenStack

Virtualization	Xen	LKVM

Linux	Kernel.org	Centos	FedoraCore	OpenSuSE	Ubuntu

Logging & Monitoring

- FluentD
- Icinga
- Kibana
- Logstash
- Nagios
- Open NMS
- Sensu
- Xymon
- Zabbix
- …

Software Defined Infrastructure   nexenta — *Global Leader in Software Defined Storage.*

Open Source Hardware   raspberry pi   OPEN

Internet of Things: Devices and Processes help drive cycle time reduction and right first time
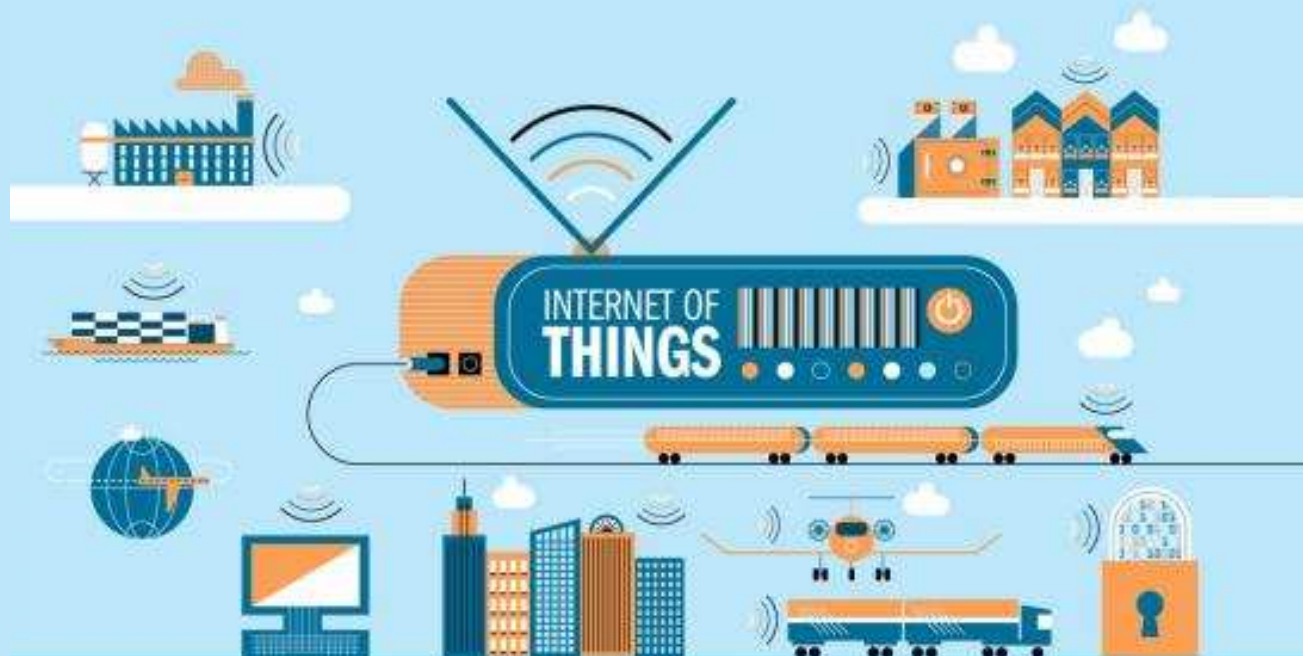
Sensing upstream is really where value of IOT[1] comes

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
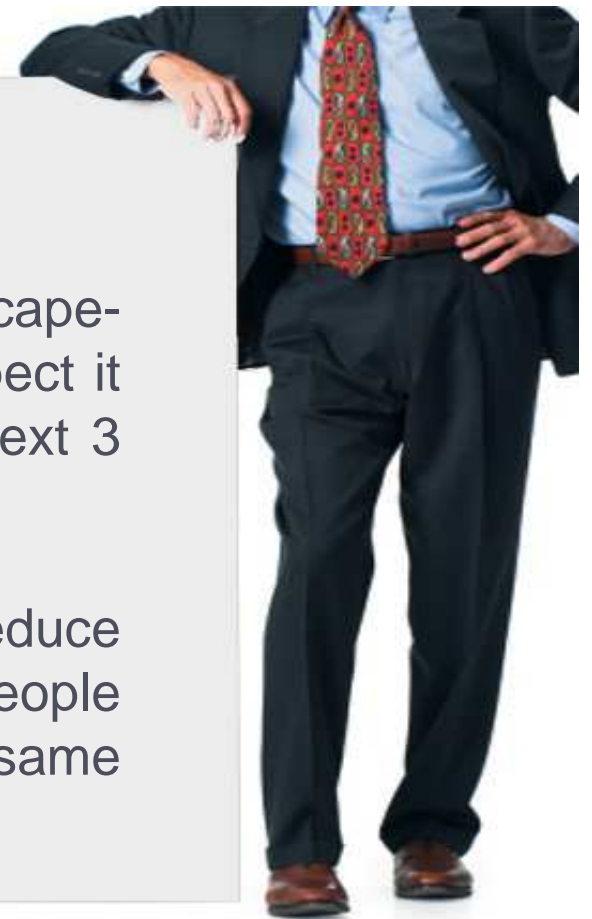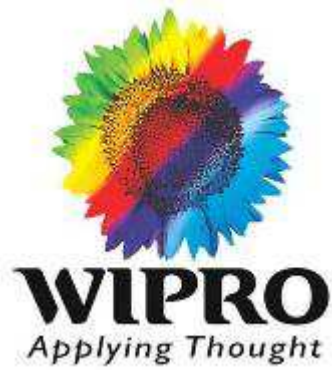
Sense forward and respond today

T K Kurien

CEO & Member of the Board,

Wipro Limited