ABOUT WIPRO

Wipro (NYSE:WIT) is a $5.2 bn global provider of IT Services, Outsourced R&D, Infrastructure Outsourcing, Business Process Services, and Business Consulting. With over 25 years in the global delivery of technology services, Wipro is the world's largest third-party provider of R&D services and the world's first PCMM and CMMi level company. Wipro is the first to perfect a unique quality methodology, the Wipro Way – a combination of Six Sigma, Lean Manufacturing, Kaizen and CMM - to provide unmatched business value and predictability to our clients.

WHY WIPRO

- Delivering technology-driven business solutions for the past 26 years
- 72 development centers, 850 clients and over 110,000 employees in 56 countries
- The world's largest independent R&D services provider and the world's largest offshore third party testing services provider
- One of the world's top offshore Indian BPO service providers and the largest offshore technology infrastructure management services provider
- The world's first PCMM and CMMI Level 5 company, and the first company outside USA to receive the
  IEEE Software Process Award
- 50+ Centers of Excellence (CoEs) to develop domain-specific frameworks and solutions
- A dedicated 'Innovation Council' that helps you stay ahead of the learning curve

AWARDS AND ACCOLADES

- Winner of NDTV Profit Business Leadership Awards 2009 – Software and Hardware category
- Winner of 2009 Asian MAKE awards - recognized for transforming enterprise knowledge into shareholder value,
  knowledge sharing and enterprise-wide collaboration
- Winner of the 2009 ASTD (American Society of Training and Development) BEST Award
- Best New BPO Locator Award for Wipro BPO at the International Information and Communications Technology (ICT) Awards
- Winner of the All Stars Awards at The Network World Asia All Stars Awards 2008
- Winner of The Smart Workplace Award in the Professional Services category from the Economic Times
- Winner of SAP® Pinnacle Award for thought-leadership around enterprise SOA
- Winner of the FSO Excellence award for 'Offshore Deal of the Year' for Credit Suisse engagement
- Winner of FAO Research Awards of Distinction for Avago engagement (Wipro BPO)
- Two time winner of Everest Group's Outsourcing Excellence Award
- Dale Carnegie's 'Global Leadership Award'

INTEGRATED SERVICE OFFERINGS

INDUSTRY VERTICALS

	FINANCIAL SERVICES	RETAIL, CPG, TRANSPORTATION & GOVERNMENT	MANUFACTURING	HEALTHCARE & SERVICES	ENERGY & UTILITIES	TECHNOLOGY	TELECOM & MEDIA
SERVICE LINES	CONSULTING						
	BUSINESS TECHNOLOGY SERVICES						
	ENTERPRISE APPLICATION SERVICES						
	INFRASTRUCTURE MANAGEMENT SERVICES						
	TESTING SERVICES						
	PRODUCT ENGINEERING SERVICES						
	BUSINESS PROCESS OUTSOURCING (BPO)						

CONSULTING SERVICES

- Discovering & enabling customers' transformation agenda

- Maximize value from Wipro services: Process, Technology & Infrastructure Optimization

- Enterprise Architecture
  - Governance & maturity
  - Application portfolio rationalization

- IT planning and governance

ENTERPRISE APPLICATION SERVICES

- 30 – 40% productivity from Package Application Management Services (AMS)

- Pioneer in "Outcome based delivery models" like FlexDelivery (leverages virtualized delivery centre's to cater to variability in work)

TESTING SERVICES

- End to end testing lifecycle ownership across industries & domains

- SLA-based, scalable, process standardization, delivery efficiency, optimum utilization, trained testing professionals Testing IPs, Point solutions and frameworks

- Pioneers in offering Testing as a Managed Service (TMS)™

BUSINESS TECHNOLOGY SERVICES

- Application Management Services through innovative Factory Model (20% -30% reduction in cycle time)

- Unified security solutions for the complete lifecycle of audit, legal, compliance and ongoing security management services

- Innovative managed services models for technology domains. Global Integration Factory, Global Security Operations Center etc.

INFRASTRUCTURE MANAGEMENT SERVICES

- Total Infrastructure Outsourcing: End-user computing, network services, datacenter services, security

- 99.95% availability of IT infrastructure spread across the globe through Global Command Center

PRODUCT ENGINEERING SERVICES

- World's #1 provider of Semiconductor IP in the IEEE 1394, Wireless LAN, UltraWideBand & Bluetooth

- World-class product compliance and certification facility to provide testing and consultancy services

BPO SERVICES

- Multi Channel Service Delivery (Voice, E-Mail, Web, Chat) for CRM across the customer lifecycle

- Over 123 Processes, handling over 15 mn transactions per month

TRANSFORMING THE INSURANCE INDUSTRY WITH CUTTING-EDGE SOLUTIONS

Credentials as a practitioner servicing Insurers across the globe

- 6,500+ (2500 in BPO space) dedicated resources servicing 50+ clients globally
- Partnered with a client to process over 100 Mn claims annually, filled in from across the globe
- Provides a Single View for 30 Mn customers across Life, Pensions & Annuities
- Runs the core policy servicing system for 280 Mn policy holders, with 147.55 Mn customer Ids
- Increased conversion rate by over 400% for direct internet auto purchase

Solutions for the Insurance Industry

Industry practices:

- Sales & Distribution
- Policy Lifecycle Management
- Life Insurance
- Claims Transformation
- Performance Management
- Governance, Risk & Compliance
- Business Transformation

Strong IT Delivery Experience

Supported by partnerships with key insurance application providers and Wipro developed accelerators in persistency management, analytics, claims transformation etc

Business Technology Services:
The bridge between IT applications and business transformation

- Business Process Management
- Service Oriented Architecture
- Legacy Modernisation
- eMobility
- Project & Portfolio Management
- Business Intelligence & Information Management
- Portals & Content Management
- Enterprise Business Integration
- Enterprise Security

Business Process Outsourcing
Delivering strategic BPO services and solutions that match the high stakes

- Customer Service
- Technical Help Desk
- Finance & Accounting (F&A)
- Human Resources (HR)
- Knowledge (KPO)
- Legal (LPO)

Wipro's experience in the outsourcing industry has led to the development of Base)))™, a Wipro technology platform that integrates outsourced services with the customer's internal business processes.

Enterprise Application Services
Enabling business transformation as you evolve

- Enterprise Resource Planning
- Supply Chain Management
- Customer Relationship Management
- Application Management Services
- Application and enterprise systems integration
- Business continuity planning
- Contact centre infrastructure
- Data centers & DR

Our integration services include consultancy, system integration and project management of IT services that provide:

- Enterprise management
- Network integration
- Platform integration
- Retail automation
- Security infrastructure

Consulting Services
Think ahead with the right strategic insights.

- Business Transformation
- Process Excellence
- Quality Excellence
- Enterprise Architecture
- Functional Excellence
- Governance, Risk & Compliance
- Shared Services

Accelerator Based Offerings
- EVERLAST - Business Continuity Management Services
- SOXCONTROL - Sarbanes Oxley Compliance Management
- IRISKSHIELD - Information Risk Management
- THREATSHIELD - Technical Risk Assessment
- SECURESHIELD - Information Security Management
- CARDSECURE - Payment Card Industry DSS Compliance Management

Infrastructure Services
You build. We ensure: Growth, excellence and transformation

- Transformation consulting & Global SI
- Business Service Management
- IT Service Desk
- End-user computing
- Network Services
- Data Centre Services
- Enterprise Security
- Application Management Services
- Contact Centre Technology Management Services
- Enterprise Services
- Technology Transformation Services and Unisupport

Testing Services
Ensure that your ultimate output remains final

- Testing as a Managed Service
- Testing Accelerators & Tools
- Specialised Testing Services-
  - Performance testing
  - SOA test
  - Packaged application testing
- Testing Lab on Hire
- Test Consultancy
  - Automation testing
  - Data warehouse testing

Snapshots of recent engagements with Insurance clients across the globe

Client	Examples of Wipro's recent activities within the Insurance sector
Global life insurance unit of a leading Europe based Insurance provider with significant global presence	Wipro's Enterprise Security Solution's practice has been selected to develop a consistent, integrated and cost effective approach to addressing the core 'security' needs of an Insurer. Wipro is deploying a suite of security related applications built around Detica NetReveal's AML & anti-Fraud solution, Detica NetReveal's Identity-Theft and Anti-Bribery solution and FircoSoft list matching tool.
Chinese Business arm of a Fortune 500 Insurance Group with operations across the world	Wipro was selected for a consulting engagement to analyze the Financial business processes as used by country specific operating units. The objective was to identify and evaluate areas of improvement. The outcome of this exercise is to determine a sequenced roadmap for transformation. The geographic scope covers 8 ASEAN countries (China, Hong Kong, India, Malaysia, Singapore, Thailand, Philippines & Indonesia).
A leading US regional multi-line insurance company, offering auto, home, business and life insurance	Wipro was selected for an engagement that is an extended release of OneShield Dragon covering operations in 12 US States. The engagement has been based on an initial release for 1 state and a limited set of agents. Wipro, having undertaken a Due Diligence, has developed the Requirements Definition for the 12 states and also for the client's entire agency channel comprising circa 9200 agents.
Wealth Management Business of a leading Sydney based financial services group	The customer has empanelled Wipro as a strategic supplier of IT Services based upon its analysis of Wipro's Capability, Capacity and proven Experience. The major areas in scope cover Application Development & Maintenance services and Testing services.
US based regional insurer which serves individuals, families and small businesses in 24 states.	Wipro is a long term partner for applications development, maintenance and quality assurance, for the client. Salient feature of this engagement is Wipro's involvement in end-to-end implementation of OneShield Dragon package to provide automated renewal capability for Auto and Homeowners Insurance business. We are also involved in enabling new business/endorsement capability.
The client is a large life insurer in Asia and one of the largest in India	Wipro was chosen as the partner for a transformational engagement. Wipro transformed the core policy administration system into a multi-tier architectural environment, enabling the business to derive enhanced value in servicing 255 million in-force policies.

About Wipro's Insurance solutions business

1   Part of Wipro's Financial Solutions division having US $1.1 Bn revenue

2   Partnering with leading insurers in North America, Europe (including UK) and APAC (including India & Australia) and a strategic IT partner to some of the large European composite insurers

3   Strategic alliances with leading industry vendors like OneShield, Prima, eBaoTech, Oracle Insurance, SAP, Callidus, Symbility, and Ravenflow.

4   Our success stories range from customer acquisition portals to claims transformation, actuarial modeling to distribution and customer management. Our technical expertise enables solutions for risk modeling, portfolio management, business rule engines and process reengineering.

5   An industry recognized high performer:

- Featured by Aite Group report as one of the Top IT services providers to Insurance Industry

- Wipro named "IT Outsourcing Service Provider of the year" at the third Annual NOA Awards - UK

- Featured by Celent as a leading IT services provider in US and EMEA insurance industry

- Named as one of the top vendors in the Indian Insurance space by Gartner

- Excellence in Education award by LOMA

WIPRO
Applying Thought

CONSULTING | SYSTEM INTEGRATION | OUTSOURCING
NYSE:WIT | OVER 100,000 EMPLOYEES | 54 COUNTRIES