

Wipro Global Command Centre

Innovation Summary

□ Context

- Problem detection and resolution process by the managed service provider (MSP) is reactive and ad hoc. At its native form this process is costly for the clients as the service engineers need to be onsite for correcting the defect.
- The system administrators are given full access to the outsourced servers with no tracking system on their activities.
- Customers are informed about the device problems only during an outage, so have no means to know the real time health status of their IT infrastructure

□ Challenge/ Opportunity

- There is a need to make this process proactive, process oriented, predictable and measurable
 - Reduce cost by moving offshore. Never done so far.
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Innovation

- ❑ GCC's remote delivery model reduces the onsite service costs and encompasses proactive monitoring of IT with event correlation, thus drastically reducing system downtimes and user dissatisfaction levels
 - ❑ Services with such strong value proposition have been offered only onsite traditionally
 - ❑ The customer gets real time status of the health of the IT infrastructure
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Innovation Scorecard

- Uniqueness
 - GCC is the only solution of its kind in the remote infrastructure management market
 - Also, as a result of very strong process formulation, the operator costs are further reduced. The operator is now a non-engineer. This is a new to the industry.
 - Due to its virtualization and multi point operations, GCC de-risks the customers and Wipro from environmental catastrophes. Customers business continue to run as GCC delivers services from multiple locations and can quickly take over from failed locations.

Source: Wipro GCC

Received Nasscom Innovation Award 2005 for the initiative

Innovation Scorecard

□ Impact

- GCC today deliveries over \$60Mn worth of contracted services from customers. It is poised for growth at a rate that exceeds the normal growth rate of Wipro's businesses. Data source: Wipro. Substantiated in the sense that clients exist and the business claim exists in the press in many areas.
- Costs are cut to a fraction as a result of using the internet effectively.

□ Leverage

- Reduced staff strength by 24% after taking over services bringing down cost
- Reduced response time from 2 hours to 30 minutes reducing downtime
- Measurable infrastructure uptime of 99.95% achieved
- Offshore service has grown from 3% five years back to over 70% now.

Data source: Wipro.

Jury Questions and Auditor Remarks

- ❑ Clever solution or innovation?? Definitely innovative. Created an entire new business model within Wipro and also opened out a new possibility for India to compete within.
 - ❑ The innovation was in the fact that they overcame challenges in infrastructure, cost and concerns about security of data. The usual method of running remote infrastructure services has been to set up a direct link between the organization and the vendor. This pushes costs up dramatically. The team found a way of using the internet for this. The major concern was security and availability of service. Both these were overcome. Something else that is unique is the setting up of remote intervention access only during a problem, and tracking the keystrokes of the engineer responding to the alert controls even the access.
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Auditor Remarks

- The extent of challenges taken up and overcome are truly astounding. The scope of the business now is tremendous. Theoretically, today, Wipro GCC can run the entire New York Stock Exchange and all the water dams and electricity supply units across the world from Bangalore. And they are taking the first steps in this direction. They are now moving away from running just IT infrastructure into running complete infrastructure.
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