

Annual
Report
1998-99





WIPRO LIMITED

BOARD OF DIRECTORS

Azim H. Premji

(Chairman & Managing Director)

Dr. Ashok Ganguly (Director)

Chairman of ICI India Ltd., former Director of Unilever Plc.

Dr. Nachiket Mor (Director)

Head of Treasury at ICICI Ltd.

P. S. Pai

Vice Chairman and Executive Officer

B. C. Prabhakar (Director)

Senior Counsel

Dr. Jagdish N. Sheth (Director)

Professor in Marketing at Emory University, USA

Ashok Soota

Vice Chairman and Executive Officer

Arun K. Thiagarajan

Vice Chairman and Executive Officer

N. Vaghul (Director)

Chairman of ICICI Ltd.

Hamir K. Vissanji (Director)

Industrialist

COMMITTEES OF THE BOARD

COMPENSATION & BENEFITS COMMITTEE

N. Vaghul (Chairman)

Hamir K. Vissanji

AUDIT COMMITTEE

Hamir K. Vissanji (Chairman)

N. Vaghul

ADMINISTRATIVE COMMITTEE

Azim H. Premji

B. C. Prabhakar

CORPORATE EXECUTIVE COUNCIL

Azim H. Premji

V. Chandrasekaran

Dr. Sridhar Mitta

P. S. Pai

D. A. Prasanna

V. Rama Kumar

Dileep Ranjekar

M. S. Rao

Suresh C. Senapaty

Ashok Soota

Arun Thiagarajan

CORPORATE OFFICE

Du Parc Trinity

17, M.G. Road, Bangalore - 560 001

Tel : 91-80-5092598. Fax : 91-80-5596751/52

Azim H. Premji (Chairman)

V. Rama Kumar (Corporate Vice President,

Mission:Quality & Information Management)

Dileep Ranjekar (Corporate Executive

Vice President, Human Resources)

Suresh C. Senapaty (Corporate Executive

Vice President, Finance)

WIPRO INFOTECH SOFTWARE & SERVICES

88, M.G. Road, Bangalore - 560 001.

Tel : 91-80-5588422 Fax : 91-80-5586657

Ashok Soota (Vice Chairman)

WIPRO INFOTECH SYSTEMS & SERVICES

88, M.G. Road, Bangalore - 560 001.

Tel : 91-80-5588422 Fax : 91-80-5586657

Arun Thiagarajan (Vice Chairman)

WIPRO CONSUMER CARE & LIGHTING GROUP

Nirmal, 241-242 Nariman Point

Mumbai - 400 021.

Tel : 91-22-2029254 Fax : 91-22-2841143

P. S. Pai (Vice Chairman)

HEALTHCARE TECHNOLOGY SERVICES

WIPRO GE MEDICAL SYSTEMS LIMITED

4, Kadugodi Industrial Area

Sadaramangala, Bangalore - 560 067

Tel : 91-80-8452923 Fax : 91-80-8452924

WIPRO BIOMED

903, Prakash deep, 7, Tolstoy Marg

New Delhi - 110 001

Tel : 91-11-3325677 Fax : 91-11-3738675

D. A. Prasanna (Chief Executive Officer)

WIPRO FLUID POWER

9B/10A, Peenya Industrial Area

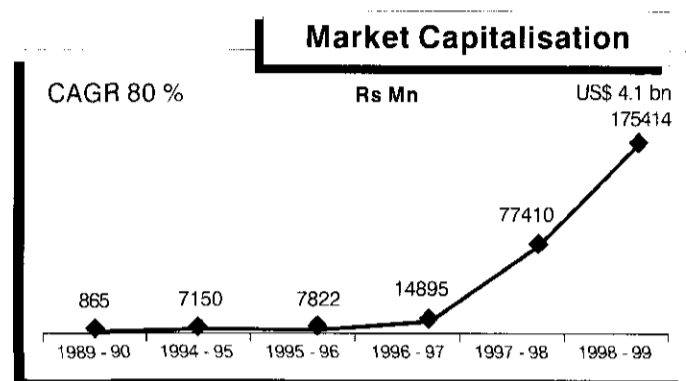
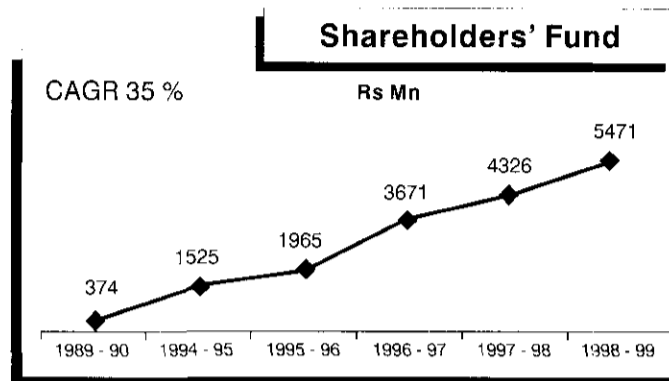
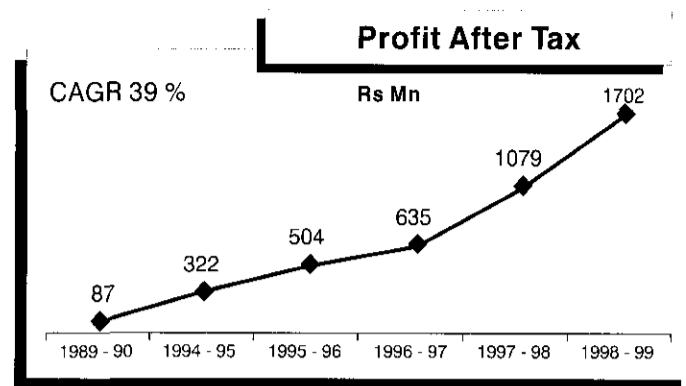
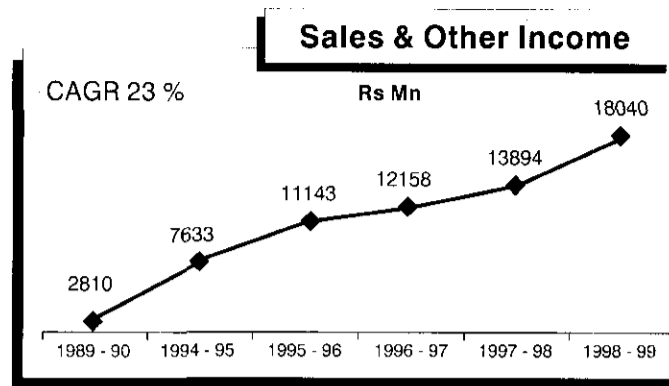
Phase 1, Bangalore - 560 058

Tel : 91-80-8394982 Fax : 91-80-8396450

M. S. Rao (President)

WIPRO LIMITED

(Year ends March 31)



The figures in the above graphs pertain to Wipro Limited. Wipro Corporation comprises Wipro Limited and its subsidiaries and affiliates (Wipro Finance, Wipro Acer, Wipro Inc, Wipro Japan & Wipro GE). Wipro Corporation has grossed a revenue of Rs 21,581 Mn up by 30% over previous year (Rs 16,587 Mn). Profit after tax (net of minority interest) is Rs 1561 Mn up by 56% over the previous year. The Profit after tax is before a non recurring charge of Rs 503 Mn pertaining to Wipro Finance.

WIPRO LIMITED BUSINESS PERFORMANCE FOR THE YEAR ENDED MARCH 1999

in Rs Mn

Particulars	Wipro Limited	Information Technology		Consumer Care & Lighting	Others/ Eliminations
		Software Exports	Systems & Services		
Sales & Other income *	18040	6325	7121	3788	806
Growth over previous year	31%	61%	22%	16%	
Profit before depreciation interest and taxes	2765	2015	482	516	-248
Growth over previous year	41%	61%	31%	44%	
Profit before interest and taxes	2120	1647	362	461	-350
Growth over previous year	36%	56%	26%	54%	
Operating margin	12%	26%	5%	12%	
Profit before tax	1764				
Growth over previous year	58%				
Profit after tax (before nonrecurring items)	1702				
Growth over previous year	58%				
Operating cash flow (Rs Mn)	2468				
Free cash flow (Rs Mn)	1234				
Return on networth	47%				
Return on revalued networth	35%				
Return on average revalued capital employed	27%				
Return on average capital employed	32%	71%	20%	64%	-18%

* net of excise duty

Notes :

- One time provision was made by Wipro Finance Limited in September 1998 after a comprehensive review of the quality of its assets. Consequently, Wipro Limited made a non-recurring provision of Rs 582 mn to completely represent diminution in the value of investment and other consequential liabilities. The Profit after tax of Rs 1702 mn is before the provision.
- The additional charge of depreciation due to increase in depreciation rates on Computers from 33% to 50% on Furniture and Fixtures from 9.5% to 19% and on Office Equipments from 4.75% to 19% and due to depreciation on Computers hitherto restricted to 95% of the cost now being provided upto 100% is Rs 186 mn of which Software Exports account for Rs 135 mn.
- Others / eliminations:
 - Represent Wipro Fluid Power, Wipro Communication Services, Wipro Biomed and Corporate Services.
 - Includes spend on Wipro Brand Identity promotion, Six Sigma Quality initiative and losses of Communication Services Division of Rs 81 mn.
- Operating cash flow is profit after tax as increased by interest and depreciation and increased / decreased by change in net working capital.
- Free cash flow represents operating cash flow as decreased by net outflows on acquisition of Fixed Assets.

Azim H. Premji
Chairman & Managing Director



April 30, 1999

Dear Customers, Employees and Shareholders:

1998-99 was another successful year for us. Sales at Rs 18040 million (US\$ 425 million) grew by 31% and Net Profits at Rs 1702 million (\$ 40 million) by 58%.

We have further consolidated our position as an integrated Corporation which serves Customers in high value Information Technology – Software, Services and Systems, Consumer Care and Lighting Brands, and Healthcare Technology Services.

Though we have been a successful organisation, we believe that the organisation and the people live for the future. The next millennium will witness significant changes in technology, economy and society. We are on a threshold of a technology revolution and even the face of our Customer will change. What will remain unchanged is the need of the Customer for an organisation with a “Human Face.” We believe that it is the Customer who has the choice to grant us the future. It is with this belief that we renewed our commitment to the Customer in 1998.

Our Promise to the Customer is:

“With utmost respect for Human Values, we promise to serve our Customer with Integrity, through a variety of Innovative, Value for Money Products and Services, by Applying Thought day after day.”

The four Core Values encapsulated in Our Promise form the foundation of our existence in business. These Values are:

- **Human Value** - We respect Customers as individuals, recognize that they have different needs and continually strive towards satisfying those needs to improve the quality of their lives.
- **Integrity** - Our individual and business relationships are governed by the highest standards of Integrity.
- **Innovative Solutions** - We constantly research and develop superior Products and Services that meet the ever-changing needs of Customers.
- **Value for Money** - We promise to serve Customers with continuous improvement in quality, cost and delivery of our Products and Services.

Our future will be charted by our total commitment to our Core Values.

Today, we serve our Customers through the following businesses:

We serve Customers more specifically in the areas of Information Technology – Software, Services and Systems, Consumer Care and Lighting and Healthcare Technology Services.

We are India's leading Information Technology Software, Services and Systems Company; the second largest Software exporter from India and the largest publicly held Software company.

Our presence in Consumer Care and Lighting is in carefully selected segments. We are # 1 in ethnic Toilet Soaps. We provide general Lighting systems and also end-to-end solutions in commercial and institutional Lighting systems. Our focus is on brand building and best value delivery systems. We serve the Healthcare Technology Services needs of the Customer through Wipro GE (a joint venture with the \$100 billion GE) and through Wipro Biomed, and are # 1 in Healthcare Technology Services in South Asia.

Our Five Year Vision

- People come first
- Leadership in every business we are in. Be #1 Information Technology Service Provider from India, #1 in Healthcare Technology Services and # 1 in Fluid Power
- Among the ten most admired Indian companies
- Create Shareholder value as reflected by being ranked among the top 10 Indian companies in Market Capitalisation

How do we fulfill our Vision?

We will fulfill our Vision through our **Quality**, our **People**, our **Reach** and our **Technology Services**.



Quality - Six Sigma quality forms the core of our quality initiative across the Corporation. Six Sigma quality means a process excellence that yields only 3.4 defects in a million opportunities to make a defect. This applies to design, manufacturing and service as well as other transactions of the business. Along with defect reduction, Six Sigma initiatives also address cycle time reduction and continuous improvement to deliver Value for Money to the Customer.

Through 2 Master Black Belts, 27 Black Belts and 162 projects championed by an equal number of Green Belts, in the very first operating year of Six Sigma, we have achieved a saving of Rs.44 million (\$ 1 million) in 1998-99. This is expected to grow to Rs.155 million (\$ 4 million) in 1999-2000, while retaining the investments in Quality at Rs. 30 million (\$ 0.7 million).

The above savings are impressive and opportunities to multiply them are enormous. But it is the culture change across the organisation, in terms of Customer orientation, increasing reliance on data in decision making and the teamwork which results from Six Sigma that excite us the most.

Some concrete benefits generated by Six Sigma projects during 1998-99 are:

- Improved Customer Satisfaction in Software, Services and Systems
- Customer response projects in Wipro Customer Services through improved call registration
- Better working capital management through management of Order to Receipt cycle
- Higher product reliability of Wipro dot matrix printers
- Improved product quality in Wipro fluorescent tube lights
- Higher production throughput in the Santoor soap manufacturing line
- Faster development of new design of tipping systems using DFM technique

The Leadership centrally orchestrates Six Sigma in Wipro Corporation. Today, most of our critical business processes are below Three Sigma. By March 2000, we will achieve Four Sigma and by December 2002, we target to be Six Sigma in most of our key business processes. We will judge our progress in this journey by the measure of Customer Satisfaction.

In our Software business, we adopted the quality initiative of Software Engineering Institute, USA, for excellence in Software processes. In 1999, our Software business - **Enterprise Solutions Division and Global Software Operations of Wipro GE were assessed at SEI - CMM Level 5, the highest level of certification, making us the first Service company in the world to achieve this standard.**

The Government of India has recognised our Quality initiatives by awarding us the Excellence in Electronics in Information Technology award in six of the seven years since the award was instituted. The Rajiv Gandhi Quality Award in 1994 and 1998, and the National Golden Peacock Award for Software Quality in 1995 and 1996, are a testimony of our commitment to Quality.

Our People - Wiproites are our front-end for delivering "Our Promise," for achieving our Vision, and are our face to the Customer. We attract, carefully select, and retain some of the best talent in the country.

We are among the top five most preferred companies on the campus of premier business, engineering and financial institutes in India. We provide a challenging, open and completely apolitical work environment through an informal work culture, clarity of jobs through objective setting, a well integrated performance management system, 360-degree feedback to employees in leadership position, career building based on merit, and periodic employee perception surveys to fine tune our people processes. We invest in training our team through intense programs such as Wipro Leaders Program and create future leaders for Wipro.

Our rewards and recognition of employees is based on an objective evaluation of performance, potential, criticality and market value of the employee. We pioneered Stock Options in the Indian Corporate Sector in 1984 and have supplemented it with profit sharing Shadow Stock Options, since 1993, covering most of our middle and senior management.

The Human Resources Review and Planning, the human resources equivalent of strategic planning consisting of succession planning, analysis of top and bottom 10% of employees and deciding concrete actions with respect to identified talent, provides the backbone to our talent development, and addressal of non-performance.



Reach -The essence of our business is to reach out to the Customer. We have used innovative approaches to achieve this. We innovated flexi packs for reaching Customers in Consumer Care business in 1983, set up a re-seller network for reaching Information Technology Customers in India and used franchisees in our Information Technology Service business in 1991 to leverage on proprietors to meet Customer needs.

We understand the "bazaar markets" in India. Our Consumer Care business has a direct and indirect reach to one million outlets in urban and rural areas, ensuring product availability to the consumer even in the remotest villages in the country. We plan to enhance this reach to two million outlets directly and indirectly. In the Information Technology Systems and Services business we have a direct presence in over 165 towns in India.

Technology Services -Technology Services is a major profit and growth initiative of the Corporation. This initiative has changed the mindset of the Company from that of a provider of products to a company that is a provider of Software Services and customised, integrated, high value Information Technology based productivity solutions. The high quality product is just a part of this end-to-end service. With this focus, we have broadened the definition of Services - from the traditional activities of Annual Maintenance Services to running large networks and upgrading the already high tech products to meet the ever-increasing demands of Customers.

We enjoy a unique position in being able to provide end-to-end services to Customers, because of our leading presence in almost every segment of Information Technology Software, Services and Systems. To illustrate, we ensure Customer satisfaction, when along with a world class CT Scan machine, we provide the Hardware and Software that enable not just documentation of diagnosis, but billing as well as accounting of the business generated by our machine.

The initiative is driven by high growth and opportunities in our Software and Services, Systems and Services and in Healthcare Technology Services business.

How do we measure today, vis-à-vis our Vision?

People come first :

- More than 78% of our employees feel that Wipro is the best organisation for them to be in (source - Employee Perception Survey)
- We are among the most preferred employers in most of the premier engineering and management institutes in India
- Attrition rates lower than industry average
- Corporate Citizen Award 1998 from Rotary Club of Bangalore

Leadership in Businesses we are in :

- # 2 in Information Technology
- # 1 Publicly listed Software company
- # 1 in Healthcare Technology Services
- # 1 in Hair Care soaps
- # 1 in Fluid Power cylinders

Among the ten most admired companies in India :

- # 1 Corporate Brand in 1999 (Dalal Street Journal)
- # 2 in Survival Index among companies in India (Business Today 1998)
- Best Company of the year award from Bangalore Stock Exchange
- # 1 among India's Fastest Growing Business Groups (Business Barons - BRIS survey among India's top 50 business groups, 1998)

Among the top ten in Market Capitalisation in India :

- Among top 5 Indian companies in Market Capitalisation.
- The Institute of Chartered Financial Analysts of India has recognised us for highest Shareholder Value Creation in India for the period 1993-98.



Executive Summary of Business Operations

Sales for Wipro Limited in the year ended March 31, 1999 were Rs.18,040 million (\$ 425 million), up by 31% and Profit After Tax was Rs.1702 million (\$ 40 million), up by 58% over the previous year. Over the last 10 years, Sales have grown at a compounded annual rate of 23% and Profit After Tax at 39%. The market capitalisation of Wipro Limited as of end March 1999 was Rs.175 billion (US\$4.1 billion), a compounded annual growth rate of 80% over the last 10 years. We continue our policy of retaining profits to build our business, and dividend is recommended at Rs.1.50 per share for the year 1998-99.

In 1998-99, our Software Exports grew by 61% to Rs.6325 million (\$ 149 million) and Operating Profits by 56% to Rs.1647 million (\$ 39 million). At Operating Profit level, Software Exports accounted for 78% of Wipro Limited. This makes us the largest publicly held Software exporter and the clear #2 in terms of value of exports from India.

Our focus on diversifying the Customer base (addition of 60 new accounts) and building a sustainable business post year 2000 (Y2K services accounting only for 7% of our Software Exports) has resulted in our not leveraging the current market opportunity to the hilt. The performance in Software Exports for the year fell short of our internal targets in terms of Sales Growth and Operating Margin to Sales. We are addressing this issue in 1999 by building in parallel new account growth with rapid account value ramp up for keeping pace with our technical execution capabilities.

Our initiative in building the Wipro brand in India has contributed to our Systems and Services business, which includes Wipro Comfort (our Customer Service brand umbrella) and Wipro SuperGenius (our Personal Computer and Server brand) growing by 22% to Rs.7121 million (\$ 168 million). Our Consumer Care and Lighting business grew by 16% (ahead of market growth rate) to Rs.3788 million (\$ 89 million). In 1998-99 we turned around Wipro Lighting with a growth of 38% in Sales, and monthly profits in the second half of the year.

Others indicate Communications Services business, our base for Internet business, which incurred a start up loss, Wipro Fluid Power and Wipro Biomed, which were impacted by the economic slow down, and our spends on the Wipro Brand Identity promotion. Setbacks suffered by these businesses are primarily due to a slow down in the domestic industry, and are temporary. We expect growth and profitability in 1999-2000 in all our Divisions. In Wipro Net Ltd., our high growth Internet Service business, we are investing for the future.

Our three businesses, Information Technology comprising Software and Services and Systems and Services, Consumer Care and Lighting and Healthcare Technology Services are in **high growth areas**, providing us with the opportunity to **consolidate our Leadership position**.

The market we address is expected to grow at 25% per annum over the next three years. Our plan is for Software and Services revenues to account for 40% of Wipro Limited's Sales in 1999-2000 versus 35% in 1998-99. In Software and Services business we will globalise the senior management to penetrate the Customer base with an international presence, along with building quantum improvement in marketing delivery systems of account development and fixed price contract wins. We will build and sustain the progress we have made in technical execution capabilities.

To consolidate our Leadership position, our capacity creating capital investments will be primarily in Software and Services business, with focus in other businesses for enhancing utilisation of existing assets through investment in balancing equipment. We will continue to invest in Six Sigma initiatives, employee development and training, Research and Development and the Wipro brand.

Our past success gives us confidence to boldly build the future. We have the right core values, right initiatives, right talent and right culture to achieve our Vision.

As we grow larger, we are committed to retain the sensitivity, leanness, simplicity, speed and the entrepreneurial nature of our organisation.

I thank you all for your continuing support.

Very sincerely,

Azim H Premji
Chairman and Managing Director



Wipro Infotech Software & Services

Innovative Solutions through Quality Leadership

At Wipro Infotech Software and Services, we aim to harness the power of Information Technology to give our Customers a cutting edge in their business. We do this with our unique combination of innovative Software solutions tailored to suit the Customer's needs and our Quality leadership ensuring consistency, predictability and reliability in all our endeavors.

Our Quality Leadership:

We have become the first Software Services company in the world to attain the SEI Level 5 rating, the highest level of certification for software development under the SEI-CMM framework, a worldwide standard for excellence in Software Quality. To further our quest for excellence in Quality, we have adopted the TQM model of Six Sigma. Six Sigma provides the analytical tools to sustain the SEI Level 5 processes by focussing on defect reduction and cycle time reduction in all software development and support functions.

We believe that a true test of our Leadership in Quality lies in the value it can provide to our Customers. We have established well defined Software engineering practices which ensure repeatable, measurable and consistent processes. As a result, we have observed that more than 70% of the projects we have undertaken in 1998-99

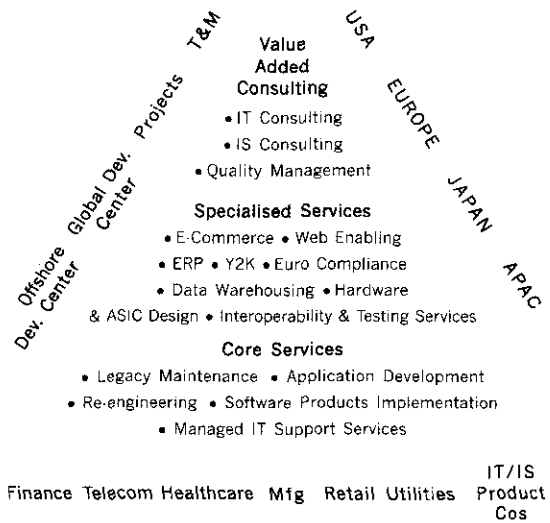
SEI - CMM Five levels of Maturity	
Level 5	Optimising
Level 4	Managed
Level 3	Defined
Level 2	Repeatable
Level 1	Initial

were completed on time (Standish Group reports that the industry average for successful project completion in 1995 was 16%). Our strong process infrastructure has resulted in reduced defects with a rejection rate index of less than 3%. Our focus on continuous process change management has hastened our ability to dynamically adapt to business changes and come up with solutions to new business requirements like Ecom and ERP conversion.

A One Stop Shop for Software Services

We offer a wide spectrum of Software Services to

meet the evolving business needs of the Customer. We are a one stop shop for all the Information Systems needs of our Enterprise customers and we also address the engineering needs of our Technology customers. Our complete range of service offerings can be categorized as follows:



The above services are offered across specific industry groups – Finance, Manufacturing, Healthcare, Retail, Utilities, Telecom and Technology.

People - Our Key Resource:

We have a resource base of over 5000 highly talented Software professionals, with expertise in Internet, Objects, Data Warehousing, Client Server, Main-frames, Real Time Services, Embedded Systems and ASIC Designs.

Our sustained business leadership (since 1980's) in the Information Technology industry in India, our brand image, a reputation of being a value based professional management and our focus on building relationship with business / engineering schools, enhance our ability to attract and recruit superior talent in India. Our partnership with the Birla Institute of Technology (a top 5 engineering institute) for developing technical specialists and with the Indian Institute of Management, Bangalore, for developing project managers to acquire Enterprise Software management expertise, are among the innovative measures adopted by us to bring about greater integration between academia and industry. We have evolved an

Wipro Infotech Software & Services

in-house program to train non technical graduates under a two-year 'work and learn' program called the "Wipro Academy for Software Excellence." This program provides us with a constant source of talent to meet ongoing project requirements.

We are able to get the best performance from these professionals since we provide a world class and highly stimulating work environment which is informal, apolitical and merit based. As a result our attrition rates are lower than the industry average. The motivation for superior performance gets augmented through our well designed compensation and benefits plan, consisting of an excellent balance of fixed and performance based variable compensation. We also have active Shadow Stock and Employee Stock Option Plans.

We make significant investment to develop and upgrade our professionals to be able to provide the best to our Customers. We have over 20 full time faculty members and a training facility to accommodate over

400 people at a time, to provide guided training. In addition we have created interactive learning centers equipped with the necessary software to facilitate self-paced learning at every desktop. We have also developed a Competency based Accelerated Learning Program for our project managers. With this program, we are able to measure

the personal competency development of the participants to manage projects and build Customer relationships.

Offshore Development Centers:

We were the first company to introduce the concept of Offshore Development Centers (ODC) in India. Currently, we have around 30 such ODCs which are completely networked, highly secure and function



Software Engineers at one of Wipro's 30 Offshore Development Centers

Our Team Profile

Phds / M Tech	500+
B.Tech.	2700+
MCA	600+
MBA	250+
Graduates	750+
Others	200+
Total	5000+

as virtual extensions of the client's Information Systems or development environment. These ODCs offer the following key benefits to our clients:

- Readily available, world class infrastructure, complete with communication facilities to anywhere in the world
- Well defined SEI Level 5 certified quality processes, backed by Six Sigma initiatives for continuous process improvement
- Quick ramp-up of resource with skills matching the requirements of the Customer / project
- Leveraging on project management expertise developed from within
- A cost advantage of 30-50% due to operating efficiencies
- Increased productivity due to virtual 24 hour operations

Global Presence:

Our operations and customer base spread across North America, Europe, Japan and Asia Pacific. To facilitate business development and get closer to our customers we have established local subsidiaries in the US and Japan. Currently, we have over 1000 Software professionals providing their expertise to customers outside India. Our client base includes some of the top Fortune 500 companies. Our partnership with world leaders like GE, Nortel, AlliedSignal, Seagate and Sequent extend over the last 5 years and has been growing stronger by the year.

In conclusion Wipro integrates people, processes and technology to deliver innovative solutions for the Customer. These solutions are backed by world class quality processes.

Wipro Infotech Systems & Services

The Systems and Services group of Wipro Infotech is in two broad areas of business: Products such as PCs, Printers and other Peripherals and Solutions, and Services such as Facilities Management, Network Integration, Professional Services and Wipro Net, our Internet Service business.

Leading Brands: In the Products area we are a leading brand in PCs through the Wipro SuperGenius range of PCs and one of the top two Printer companies with our brands of Wipro Dot Matrix Printers, Wipro Line Matrix Printers and Wipro Inkjet printers. We also offer Servers from Acer and Sun Microsystems, Inkjet printers from Epson and Canon and Networking products from industry leaders such as Cisco, Motorola and 3Com, to complete our portfolio.

The Service Edge: In the Services and Solutions area the Wipro Comfort family of Services covers areas such as after sales maintenance and upgradation, turnkey system integration, network management and application customisation and implementation. Our strengths in facilities management resulted in the winning of key customers in this area, such as Maruti Udyog, Bank of America and ICICI. Our focus on global support services resulted in the establishment of a presence in the UK, Singapore and South Africa providing value added services to international customers. This is an area that will provide us with strong growth in future.

Our Products and Services continue to be supported by our country's largest Customer Services support organisation consistently rated as the best in the industry.

Leading the industry: Our leadership in the domestic IT business was reaffirmed with the receipt of the Dataquest Award for the country's Top Hardware Vendor, the Top Server Vendor and for the Most Valuable Company last year. We were also independently rated as the # 1 Networking Company and the # 1 Systems Integrator in India.

Our Customers today encompass the who's who of Corporate India. Some of the largest IT users in this country today are Customers of Wipro. We cover key areas such as Banking, Finance, Insurance, Manufacturing, Telecommunication, and the Government and today have an installed base with

most of the Top 500 companies in the country. We continue to increase our Customer base every year in every part of our business.

Networking to reach: One of the key strengths of our business has been our dedicated set of channel partners. Wipro innovated the model of business through channel partners and today has one of the largest networks of channel partners spanning 100 cities and numbering more than 350. These partners provide us exclusive access to a variety of Customers from homes and small and medium businesses, and give us an unparalleled competitive edge.

Customer satisfaction through quality: The Six Sigma initiative was adopted very rigorously in the business last year. Key gains that have resulted are significant reductions in manufacturing defects and in cycle time for delivery to Customers, in addition to improving processes across the length and breadth of the company. More than 700 employees were trained in this methodology and undertook projects covering every facet of the business. The Six Sigma approach resulted in savings of more than Rs 27 million last year and we expect this figure to increase over the years. We are confident that this approach will in the near future transform us into a globally competitive IT company.



Wipro SuperGenius stormed the Indian Market with 24,000 computers sold in the first year

Our Peripherals factory at Mysore and our Computer manufacturing facilities at Pondicherry are ISO 9000 certified. In addition we received the ISO certification for the Sales and Marketing functions of our Peripherals Division and for the Facilities Management services provided by our Customer Services Division.