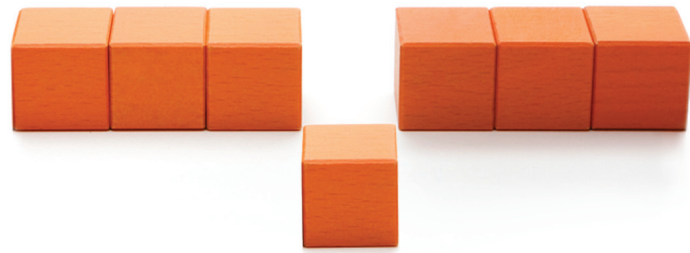**WIPRO**
Applying Thought

BUILDING ON GROWTH

As business grew, Tata AIG Life's IT infrastructure grew without planning. Wipro, entrusted with the task of restoring order, consolidated and aligned IT to both current and future business goals.

INDUSTRY LANDSCAPE

Strong and consistent economic growth combined with a population of over 1.3 billion makes India one of the most promising markets for the insurance industry. India's life insurance premium, as a percentage of GDP is 1.8% against 5.2% in the US, 6.5% in the UK and 8% in South Korea, and indicates the huge untapped market potential today. Major international players such as AIG, Aviva, MetLife, New York Life, Prudential, Allianz, Sun Life, Standard Life and Lombard are minority stakeholders in joint ventures with Indian companies in both life and non-life segments.

THE CLIENT

Formed in 2001, Tata AIG Life Insurance Company Limited (Tata AIG Life) is a joint venture between Tata Sons and AIA Group Limited (AIA). The new company leverages Tata's pre-eminent leadership position in India and AIA's presence as the largest, independent listed pan-Asia life insurance group in the world spanning 15 markets in Asia Pacific.

OPPORTUNITY

As the client's life insurance and general insurance divisions were growing very rapidly both in terms of geographical spread as well as business, IT infrastructure too grew quickly without planning. Decisions were taken at zonal/local level and support was decentralized allowing very little control over the overall operations. The need of the hour was thus stronger coordination between central and local IT support, processes to control access to various services, speed of services, uniformity of processes, service levels and IT environment. The IT management expenses needed to be reviewed and optimized while network uptime needed to be increased across branches. Other requirements included establishing and meeting committed SLAs on response and resolution.

"The integration of the proactive monitoring tools along with rigorous implementation of the ITIL based processes has helped us achieve our business objectives. The strong domain expertise achieved by the Wipro team over the past four years of engagement and their intense customer orientation has helped us effect speedy and effective transformation."

Mr. Vishal Somani
AVP - Head IT Infrastructure and IT Compliance

SOLUTION

The highlights of Wipro's work were:

- Implemented tools for monitoring of IT infrastructure and application availability as well as performance.

- Implemented a central service desk.

- Managed application development and messaging services using in-house resources.

- 97% compliance with antivirus updates of latest DAT leading to greater security and complete conformance to latest patch levels on end user computing devices.

- Followed the ITIL framework and adhered to the ISO20000 and 27001 certification.

- Moved management of 80% of IT operations through Wipro's Global Service Management Center (GSMC) enabling Centralized Remote Management.

- Automated, identified IT Processes through systematic SIPs.

- Allowed for variabilized and flexible cost structures by aligning costs of IT operations and management to business requirements.

BUSINESS IMPACT

- Optimized the TCO and Operational Expenses by INR 70mn over 3 years as a result of variabilized costs.

- Mitigated more than 80% of critical risks and established a clear risk management structure.

- Faster resolution time (reduced from 5 days to 6 hours) ensured greater productivity for business users.

- Customized business model that can be ramped up or down as per requirement with variable pricing.

- Significant savings due to a largely self-supporting system with the added advantage of communication and authentication infrastructure.

- Enabled faster response to services and eliminated undue dependency on the IT staff for mundane activities.

- Enabled effective availability of critical business application with better speed to business.

- Complete visibility into the state of IT operations to the stakeholders at various levels.

About Wipro

Wipro Infotech, the India, Middle East and Africa business of Wipro Limited (NYSE:WIT) is a leading Information Technology, Consulting and Outsourcing company, that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360° view of "Business through Technology" – helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation and an organization wide commitment to sustainability, Wipro's IT business has over 130,000 employees and clients across 54 countries.

For more information email us at: reachus@wipro.com

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CORPORATE OFFICE, WIPRO LIMITED, DODDAKANNELLI, SARJAPUR ROAD, BANGALORE - 560 035, INDIA TEL : +91 (80) 2844 0011, FAX : +91 (80) 2844 0256