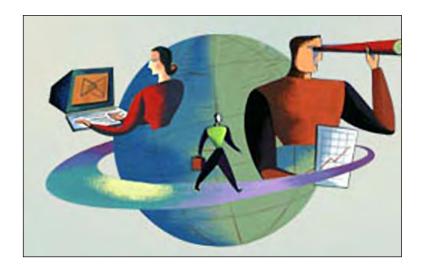# Outasker to the Outsourcer
BT Infonet Helps Wipro Set the Pace in Offshore IT Services

One of the most stunning recent developments in the world economy has been the rise of India's software and IT services industry. With its technically advanced workforce and ability to deliver high-value services at lower costs, India has quickly evolved into the world's number one center for offshore IT service delivery.

At the forefront of this new era in globalisation is Wipro Technologies, the global technology services division of Wipro Ltd. As the world's fourth largest IT services company by market capitalisation and the largest in India, Wipro leverages a global delivery platform to provide integrated business, technology and process solutions.

Meeting Wipro's Client Demands

The head of Wipro's Global IT is Aamer Azeemi. Based in India's high-tech hub of Bangalore, Aamer is responsible for managing Wipro's global network – the backbone of the company's Business Process Outsourcing (BPO) and offshore delivered IT services. Since its customers' IT requirements change in real-time, Wipro is consistently challenged to maximise the efficiency of its global network.

In the business of outsourced IT services, new projects need to be deployed rapidly in various locations around the globe, tailored networks need to be provisioned quickly to support specific customer applications, and changing capacity requirements must be quickly met.

In this regard, Wipro, which provides outsourced IT services to more than 350 companies, chooses to out-task the management of its global network to partners like BT Infonet.

Wipro Focuses on Their Business, BT Infonet Handles Network Complexity

According to Azeemi, "Wipro's whole value proposition is based on globalising processes. We have a very broad range of clients, each of whom has unique requirements that span the globe. It is vital for us to offer flexible network services to address all of their needs, in addition to providing our own users with access to the Wipro intranet."

"In our experience we found that the burden of building and managing a private network becomes increasingly difficult as the scale, complexity and reliability demands increase," said Azeemi. "At a certain point it made sense to out-task our network to a specialist. That's where BT Infonet came in. BT Infonet meets our needs in terms of quality of service, and allows us to converge the network applications we run through a managed service. By out-tasking non-core network management functions we're able to achieve significant cost savings and efficiencies."

As an example, Mr. Azeemi has worked with the BT Infonet team on the development of customised networking solutions for specific Wipro customer engagements. Using BT Infonet's IP VPN Secure service, Wipro has been able to extend multiple classes of service to its clients – allowing them to converge voice and video on the same network running mission critical e-business applications such as ERP and CRM.

In addition to converged networking capabilities, Wipro has benefited from improved application performance, enhanced network management and stringent end-to-end service level agreements. With the improved scalability

that comes with working with BT Infonet, Wipro can now rapidly deploy new sites, services and network capacity almost anywhere in the world without incurring prohibitive capital expenditure costs.

> *"A key strength for us was BT Infonet's ability to deliver services both in and outside of India without delays or packet loss by use of appropriate Classes of Service."*
>
> *– Aamer Azeemi,*
> *General Manager, Global IT*
> *Wipro Ltd.*

Reliable, Flexible Solution Developments Keep Up with Wipro's Evolving Needs

In working with BT Infonet, Mr. Azeemi cites its recent investments in India as a signal of its intention to be a strong player in the telecom market for Indian companies with offshore business interests. In 2004, BT Infonet expanded the availability of its services to Chennai and Hyderabad, in addition to its other network points of presence in Mumbai, Delhi and Bangalore.

"A key strength for us was BT Infonet's ability to deliver services both in and outside of India without delays or packet loss by use of appropriate Classes of Service," says Mr. Azeemi.

Looking to the future, the BT Infonet team in India has already begun deploying a corporate-wide MPLS-based Voice network for Wipro. "We're very pleased with our choice of BT Infonet," said Mr. Azeemi. "Their global network is reliable and resilient, and their willingness to work with us on developing flexible solutions has impressed us."

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About BT Infonet

Infonet Services Corporation, a member of the BT Group plc group of companies, known for its quality of service, is a leading provider of managed network communications services for multinational entities.

Employing a unique consultative approach, BT Infonet offers integrated solutions optimising the complex relationship between enterprise applications and the global network. Extensive project management capabilities are the foundation for the services and solution offerings (broadband, Internet, intranet, multimedia, videoconferencing, wireless/remote access, local provisioning, application and consulting services) positioning BT Infonet as a single-source partner for multinational entities. In particular, BT Infonet IP VPN solutions offer multinationals a unique combination of Private and Public IP services as well as a full set of Managed Security and Mobility Services.

Rated "Best in Class" overall in Telemark's survey of Global Managed Data Network Services, Infonet Services Corporation has also won "Best Customer Care" and "Best Carrier" at the World Communication Awards. Founded in 1970, Infonet Services Corporation owns and operates The World Network®, accessible from more than 180 countries, and provides local service support in over 70 countries and territories.

Additional information about Infonet Services Corporation is available at www.bt.infonet.com.

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