



# Wipro – Data Center Outsourcing Services Vendor Assessment

Report Abstract

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16 pages





## Who Is This ITO Vendor Assessment For?

NelsonHall's Vendor Assessment of Wipro's "Data Center Outsourcing Services" provides a comprehensive view of the company's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of data center outsourcing services and identifying vendor suitability
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.



## Key Findings & Highlights

Wipro focuses on the provision of industrialized low-cost data center services that are delivered remotely. Tools used for standardizing and industrialization include common ticketing software, monitoring software, network self-healing tools and support-desk software. Wipro global command centers (GCCs) provide hubs for remote infrastructure management (RIM) services where requirements such as data center security, technical call handling and disaster recovery are handled. Wipro also operates a number of centers of excellence (CoE) where employees provide technology-specific services. The CoEs specialize in infrastructure technology such as LAN, and computing platforms such as Unix, Wintel, and IBM mainframes.

Having significantly boosted its data center capabilities with the acquisition of Infocrossing in 2007 for ~\$600m, Wipro is looking to grow its data center outsourcing business further by targeting clients that require major transformation and restructuring of legacy data centers.

With adoption of cloud computing on the rise, IaaS will play a key role in Wipro's service line expansion and growth. It intends to use cloud-based services, such as its iStructure IaaS platform, to offer potential clients legacy modernization and service cost reduction.

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## Scope of the Report

The report provides a comprehensive and objective analysis of Wipro's data center outsourcing offerings, capabilities, and market and financial strength, including:

- Identification of the company's service-specific strategy, emphases and new developments
- Service-specific revenue estimates
- Analysis of the company's offerings and key service components
- Analysis of the company's approach to, and locations for, service delivery
- Analysis of the company's strengths, weaknesses and outlook.

## Report Length

16 pages

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## Other vendor assessments in this series to be published soon:

Capgemini

CGI

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