zapthink zapnote

ZAPTHINK ZAPNOTE™

WIPRO
GLOBAL IT TRANSFORMATION SERVICES LEVERAGING SOA

Analyst: Ronald Schmelzer

Abstract

Wipro Technologies, based in India, is a strategic business advisor to its global clients, focused on providing measurable returns on their business ideas. Its comprehensive service portfolio - consisting of consulting, application development, IT infrastructure support, business process outsourcing, package implementation, testing and quality assurance, product design and development makes it a foremost global sourcing provider.

Wipro Technologies has proven that they can pioneer major trends in IT. With over 20 years experience in providing business-driven IT products and services, the company is now moving to take their cross-industry, cross-domain approach towards SOA. What makes the Wipro SOA offerings most compelling is a combination of the wealth of their talent and their specific expertise in Web Services and SOA. With hundreds of technology experts and solution delivery personnel , the company aims to provide the broadest possible base of skills for SOA strategy and planning, architecture and design, development and deployment, and runtime infrastructure management.

Wipro – Global IT Services Powerhouse

Wipro Technologies, with over 20 years of experience in IT, is one of the foremost, India-based "pure-play" global sourcing vendor providing a complete IT services portfolio consisting of consulting, application development, reengineering, package implementation, IT infrastructure and support, product design and development, and Business Process Outsourcing. As a pioneer of the Global Delivery Model (GDM), the company has combined two decades of IT experience, extensive capabilities in technology and deep domain expertise to deliver integrated business, technology and process solutions to its clients thereby providing significant improvements in quality of service, productivity and cost savings.

Wipro has grown annually at 45% over the last five years, generating over US $ 1.2 Billion in revenues and has over 37,000 employees at the end of 2004. The company currently engages 370+ clients across 4 continents (Asia / N. America / Europe and Australia) in 35 countries through its global delivery centers in 38 locations.

Wipro is organized around specific industry verticals and horizontal businesses. It uses its adaptive engagement model to provide cross-service solutions and services to customers in industries spanning Finance & Securities, Insurance, Energy & Utilities, Manufacturing, Retail, Telecom, Embedded, Healthcare, Media & Entertainment and Travel & Transportation.

The horizontal businesses include:

> *Technology Infrastructure services* - IT infrastructure management, IT service desk, IT infrastructure consulting & Systems Integration, and Telecom infrastructure management.

> *Enterprise Application Solutions* – Packaged Application implementation, Package evaluation, and business process analysis.

> *Business Process Outsourcing* – Customer interaction services, Finance, accounting, and human resources (HR) outsourcing, procurement outsourcing, and niche industry process outsourcing, such as claims processing and other outsourced processes.

> *Independent validation & verification services* – Life cycle testing, Test process consultancy, specialized testing, and test automation.

> *eEnabling solutions* – Services around Enterprise Integration, Business Intelligence and Datawarehouse, Portal and Content management, Web services and SOA and Enterprise Security services.

> *Consulting Services* – A wide range of technology, process, and business consulting capabilities.

Traditionally, Wipro's consulting services have been provided by domain experts; functional specialists and technical specialists focused in industry verticals and horizontal technology service lines. The model is now moving towards a consulting service line that, like other "horizontals," works across and through the vertical industry groups. This has largely been achieved through an emphasis on growing its front-end consulting services and through an acquisition strategy in the United States that expand current services offerings and the industry footprint of the practice.

The company claims that 90% of their customers work with Wipro across more than service line to align IT strategy with evolving business needs. In addition, performing research & development on behalf of their customers is a significant portion of the Wipro business. They

do a lot of work for large computer and telecom vendors to produce their software and hardware applications. The company also designs, builds, and develops prototypes for customers like Alcatel as well as other hardware and embedded software applications.

Wipro's SOA Offerings

The Wipro *e-Enabling* group, with over 3,000 consulting employees, is a horizontally focused group that is cross-matrixed to the other vertical and domain-specific solution areas of the company. The Web Services focus group was started in 2000 to spread emerging technologies throughout the organization in a thought-leading, innovative manner, so that the organization could implement large projects utilizing Web Services, all the while building up practical implementation expertise. Originally, Wipro focused mainly on business-to-business implementations of Web Services, but then widened focus to internal applications as well as .NET-specific implementations. Once Web Services reached a point of maturity, the group split out their .NET expertise into a separate group, and put more general Web Services capabilities as well as J2EE-based implementations into its own focus area. These group's capabilities are utilized by all the practices within Wipro. Over the last 3-4 years, these Web Services-related groups have grown to over 650+ employees that can build and develop Web Services-based applications, which is separte from their expertise in Integration. In addition, 250 people focus specifically on tools and technologies for implementing SOA.

In general, the e-Enabling practice group at Wipro group consists of the following divisions, each with between 300 and 1200 employees that focus on solution delivery:

➢ Data Warehousing and Business Intelligence

➢ Enterprise Content Management and Portals

➢ Enterprise Application Integration

➢ Enterprise Consulting and Architecture

➢ Enterprise Security

The SOA competency centers directly support the e-Enabling group practices, and allow the company to deliver specific capabilities for specific markets. It is in these technology segments that Wipro is starting to implement application-specific SOA offerings. More importantly, the company sees their SOA efforts as spanning all of their e-Enabling groups mentioned above. For example, there are aspects of SOA in their EAI, and Enterprise Consulting and Architecture groups, and as such, Wipro doesn't see that SOA should be isolated separately from their implementation groups, but rather be a central thought-leading group, shared by each of their specific practice areas.

What makes Wipro's approach all the more unique is that they have built a series of SOA-focused consulting practices that help companies grasp all aspects of SOA, including security, maangement, reliability, and aspects of architecture development. In particular, the company has developed expertise that provides:

➢ Application Development using Web Services, for both J2EE and .NET platforms

> ➢ Migration Service that enables company to move from one platform to another, or stay on a single platform, but optimize implementation

> ➢ Maintenance Service that supports and enhances Wipro's Global Command Center that delivers shared infrastructure and support services as well as management, networking, and disaster recovery

> ➢ Legacy Modernization that aims to help companies extend their legacy systems with Service interfaces so that they continue to deliver significant business benefits.

However, what makes the Wipro SOA offerings most compelling is a combination of the wealth of their talent and the development of a Center of Excellence (CoE) focused on Web Services and SOA. With over 650 integration experts and solution delivery personnel trained on products from IBM, and SeeBeyond, the company aims to provide the broadest possible base of skills for SOA strategy and planning, architecture and design, development and deployment, and runtime infrastructure management. Specifically, the company has developed an SOA CoE that provides the following:

> ➢ Strategic actvities, including technology selection, functional prototype development, technology-business alignment, and architectural roadmap development.

> ➢ Technology-focused activities, including Web Services business modeling and IT consulting, as well as reusable asset framework consulting, hardware and software blueprints, and technology adoption roadmaps.

> ➢ Process-focused activities including corporate and industry standards development, process definition and reengineering, workflow development and streamlining, and process visibility.

In addition, the manufacturing and financial services domain-specific consulting groups within Wipro are setting up their own SOA CoE that can identify coarse or fine-grained Services and then implement the company's own integration framework for rapid SOA deployment. The company developed their own framework for SOA that gives their customers a solution that is 60-65% ready out-of-the-box, with the remainder quickly customized for customers.

One of the components of this framework is the "SMART" Methodology (SOA Methodology for Architecting Real Time enterprise), which provides a six-step methodology for implementing SOA where various parts can be applied to companies' SOA development practices as appropriate. The methodology includes tactical delivery, assessment, modeling, management, and roll-out services. One of these is called "SOAble" which provides a score card-based approach that uses Six Sigma methodologies for helping to filter out which applications can benefit from SOA implementation. Another component is the QUICKTAKE offering which provides a quick way to examine the financial viability of SOA projects through the use of a tool for quick evaluation and demonstration of ROI in four dominant currencies, making it useful globally. Finally, the company also offers a solution called eXtendum that focuses on extending the power and reach of legacy systems.

Some of this framework consists of runtime applications and code, while other parts consist of Service definitions and libraries, business models and pre-defined processes, as well as executable code with configurable parameters. Combined with an assessment offering that aims to evaluate which customer business processes are able to be implemented in an SOA, the framework aims to make SOA a reality for their customers.

While Wipro maintains an official stance of product and vendor neutrality when it comes to implementing their SOA solutions, the company is most familiar with IBM, TIBCO, BEA, webMethods, SeeBeyond, and Microsoft technologies, as well as working with emerging technology companies like Sonic Software and Fiorano.

The ZapThink Take

Wipro Technologies has proven that they can pioneer major trends in IT. Being one of the first to promote and popularize Business Process Outsourcing in the 1980's, the company is now making a major tack to take the same cross-industry, cross-domain approach towards SOA. Rather than concentrating their SOA expertise in one industry domain or one horizontal group, the company aims to make SOA proficiency widespread within the organization, so that all of their various industry and technology groups can apply the best practices of business agility in their implementations. On the plus side, this means that Wipro may soon be shaping up to be a significant force for SOA implementation, especially as it converges with off-shore and outsourced business process and Services delivery. On the other hand, Wipro's approach will also demand significant skill and talent capabilities, further exacerbating the squeeze on available SOA talent. However, ZapThink expects its SOA practices to see significant traction through 2005.

Wipro Profile

Profile: Wipro	December 2004
Overview:	
With over two decades of IT experience, Wipro Technologies pioneered the offshore delivery model. Combining extensive capabilities in technology with deep domain expertise, Wipro delivers seamless solutions that bring tangible business value to leading organizations around the world.	
Founded:	
1945 as an oil-mill and hydrogenated cooking oil company. In 1980, launched Information technology services for domestic market.	
Funding: Publicly-held (NYSE:WIT)	
Chairman: Azim H. Premji	
Employees: Over 37,000	
HQ Address:	
Doddakannelli Sarjapur Road Bangalore - 560 035 INDIA	
URL: http://www.wipro.com	
Main Phone:	
+91 (80) 28440011	
Contact:	
(877) go2-wipro, info@wipro.com	

Related Research

- ➢ *SOA Consulting* Foundation Report (ZTR-WS109)

- ➢ *MphasiS* ZapNote (ZTZN-1151)

- ➢ *EDS* ZapNote (ZTZN-1154)

- ➢ *Accenture* ZapNote (ZTZN-1155)

- ➢ *SAIC* ZapNote (ZTZN-1160)

- ➢ *Infosys* ZapNote (ZTZN-1162)

- ➢ *Samsung SDS* ZapNote (ZTZN-1163)

About ZapThink, LLC

ZapThink is an IT market intelligence firm that provides trusted advice and critical insight into XML, Web Services, and Service Orientation. We provide our target audience of IT vendors, service providers and end-users a clear roadmap for standards-based, loosely coupled distributed computing – a vision of IT meeting the needs of the agile business.

ZapThink's role is to help companies understand these IT products and services in the context of SOAs and the vision of Service Orientation. ZapThink provides *market intelligence* to IT vendors who offer XML and Web Services-based products to help them understand their competitive landscape and how to communicate their value proposition to their customers within the context of Service Orientation, and lay out their product roadmaps for the coming wave of Service Orientation. ZapThink also provides *implementation intelligence* to IT users who are seeking guidance and clarity into how to assemble the available products and services into a coherent roadmap to Service Orientation. Finally, ZapThink provides *demand intelligence* to IT vendors and service providers who must understand the needs of IT users as they follow the roadmap to Service Orientation.

ZapThink's senior analysts are widely regarded as the "go to analysts" for XML, Web Services, and SOAs by vendors, end-users, and the press. They are in great demand as speakers, and have presented at conferences and industry events around the world. They are among the most quoted industry analysts in the IT industry.

ZapThink was founded in October 2000 and is headquartered in Waltham, Massachusetts. Its customers include Global 1000 firms, public sector organizations around the world, and many emerging businesses. ZapThink Analysts have years of experience in IT as well as research and analysis. Its analysts have previously been with such firms as IDC and ChannelWave, and have sat on the working group committees for standards bodies such as RosettaNet, UDDI, CPExchange, ebXML, EIDX, and CompTIA.

Call, email, or visit the ZapThink Web site to learn more about how ZapThink can help you to better understand how XML and Web Services impact your business or organization.

ZAPTHINK CONTACT:
ZapThink, LLC
11 Willow Street, Suite 200
Waltham, MA 02453
Phone: +1 (781) 207 0203
Fax: +1 (786) 524 3186
info@zapthink.com
www.zapthink.com