

Wipro Limited

Results for the Quarter and Year ended March 31, 2010
Operating Metrics Pertaining to IT Services Segments

A. IT Services

		FY 09-10					FY 08-09
		FY	Q4	Q3	Q2	Q1	FY
Revenue Split	IT Services Revenues (\$M)	4,390.4	1,165.9	1,126.8	1,065.2	1,032.6	4,323.4

B. Services

Value added services composition	Practices	FY	Q4	Q3	Q2	Q1	FY
	Technology Infrastructure Services	21.1%	21.6%	21.3%	20.6%	20.9%	19.6%
Testing Services	11.8%	11.7%	11.5%	12.0%	12.1%	11.3%	
Package Implementation	13.0%	12.7%	12.8%	13.3%	13.4%	11.7%	
BPO	10.6%	10.9%	10.6%	10.5%	10.1%	9.4%	
Product Engineering	4.2%	4.1%	4.1%	3.9%	4.6%	5.7%	
ADM	39.3%	39.0%	39.7%	39.7%	38.9%	42.3%	
Consulting	2.3%	2.7%	2.3%	2.3%	2.0%	2.3%	

Vertical composition	Verticals	FY	Q4	Q3	Q2	Q1	FY
	Technology	8.8%	8.6%	8.4%	8.7%	9.4%	11.0%
Telecom	8.2%	8.2%	7.9%	8.1%	8.4%	9.5%	
CMSP*	9.2%	8.8%	8.8%	9.6%	8.9%	8.5%	
Technology, Media & Telecom	26.2%	25.6%	26.1%	26.4%	26.7%	29.0%	
Financial Services	26.0%	26.1%	25.8%	25.7%	26.3%	26.0%	
Manufacturing	15.2%	14.8%	15.1%	15.6%	15.5%	15.1%	
Healthcare & Services	8.5%	9.2%	8.7%	8.1%	8.0%	7.6%	
Retail & Transportation	15.0%	14.7%	14.8%	15.2%	15.2%	14.1%	
Energy & Utilities	9.1%	9.6%	9.5%	9.0%	8.3%	8.2%	

*CMSP - Communication & Media Service Provider

Geo Comp	Geography	FY	Q4	Q3	Q2	Q1	FY
	Americas	57.9%	56.7%	57.1%	58.4%	59.7%	59.9%
Europe	26.2%	26.3%	26.3%	26.5%	25.5%	26.4%	
Japan	1.6%	1.5%	1.6%	1.6%	1.8%	2.5%	
India & Middle East business	8.5%	8.8%	8.9%	8.1%	7.9%	7.5%	
Other Emerging Markets	5.8%	6.7%	6.1%	5.4%	5.1%	3.7%	

Customer Relationships	Customer size distribution (TTM)	FY	Q4	Q3	Q2	Q1	FY
	>\$50M	16	16	16	16	17	17
\$20M-\$50M	40	40	37	35	36	36	
\$10M-\$20M	40	40	42	48	44	40	
\$5M-\$10M	70	70	61	53	59	60	
\$3M-\$5M	60	60	77	64	63	67	
\$1M-\$3M	180	180	165	187	194	207	
Total > \$1M	406	406	398	403	413	427	

Customer Metrics		FY	Q4	Q3	Q2	Q1	FY
	Revenue from new customers %	2.1%	3.5%	2.2%	1.9%	0.5%	2.2%
Number of new customers	121	27	31	37	26	110	
Total Number of active customers	845	845	822	840	830	863	
Customer Concentration							
Top customer	2.6%	2.5%	2.6%	2.7%	2.6%	2.5%	
Top 5	11.0%	10.5%	10.8%	11.3%	11.4%	11.1%	
Top 10	19.7%	19.3%	19.5%	19.7%	20.6%	19.8%	

		FY 09-10					FY 08-09
		FY	Q4	Q3	Q2	Q1	FY
People Management	Closing Head Count - IT Services	108,071	108,071	102,746	97,891	98,521	97,810
	Utilization						
	Global IT Services excl IFOX-Gross #*	71.5%	72.1%	73.2%	70.8%	70.0%	69.1%
	Global IT Services excl IFOX-Net	78.8%	79.3%	80.7%	78.2%	77.1%	75.8%
	Global IT Services excl IFOX -Net Excluding Trainees	81.6%	83.0%	84.5%	80.5%	78.2%	78.5%
	India / Middle East IT Services	78.9%	79.2%	77.7%	80.6%	78.1%	80.4%
	BPO (Prod FTEs/Total HC)	72.4%	72.5%	70.9%	73.9%	72.7%	68.1%
	Attrition						
	Global IT Services - Voluntary	12.1%	17.1%	13.4%	10.5%	8.4%	11.3%
	Global IT Services - Involuntary Quarterly	1.5%	0.5%	0.9%	3.1%	1.9%	1.9%
	India / Middle East IT Services	10.5%	14.9%	10.5%	8.9%	7.4%	11.3%
	BPO %- Quarterly	15%	17%	15%	17%	14%	17%
	BPO % - During Training	7%	8%	6%	7%	7%	6%
	BPO % - Post Training	8%	9%	9%	10%	7%	11%
	Sales & Support Staff - IT Services (avg)	7,925	8,309	7,971	7,752	7,670	7,765
# Global IT Services consists of Services provided world-wide except India & Middle East Business * CITOS is included for Utilization computation for Global IT Services from Q1 FY10							
C. Global IT Services (Excluding Infocrossing & BPO). CITOS is included from Q1 FY 09-10							
Service delivery	Revenue from FPP	41.5%	44.3%	42.5%	40.3%	38.4%	34.0%
	Onsite revenue - % of services	49.8%	49.4%	50.3%	49.9%	49.6%	53.1%
	Off shore revenue - % of services	50.2%	50.6%	49.7%	50.1%	50.4%	46.9%
Pricing Movement	Price Realization						
	Onsite	12,171	12,254	12,299	12,340	11,787	11,739
	Offshore	4,362	4,352	4,345	4,450	4,302	4,425
Volume Movement	Person months available						
	Onsite	140,388	36,206	35,505	34,070	34,607	157,360
	Offshore	504,700	132,063	123,428	122,581	126,628	501,175
	Support	65,778	16,863	16,309	16,216	16,390	64,481
	Total	710,866	185,132	175,242	172,867	177,625	723,016
	Person months billed						
	Onsite	133,369	34,396	33,730	32,367	32,876	149,490
Offshore	375,101	99,067	94,487	90,093	91,454	349,954	
Total*	508,470	133,463	128,217	122,460	124,330	499,444	
* Volumes and Pricing of CITOS is included from Q1 FY10. The same is not included in Q4 FY09. If CITOS were included in Q4 FY09, Volume would have declined by 1.5% in Q1 FY10 and Offshore pricing would have declined by 1.1% in Q1 FY10							