



# Cisco Corporate Overview



# Our Vision and Strategy



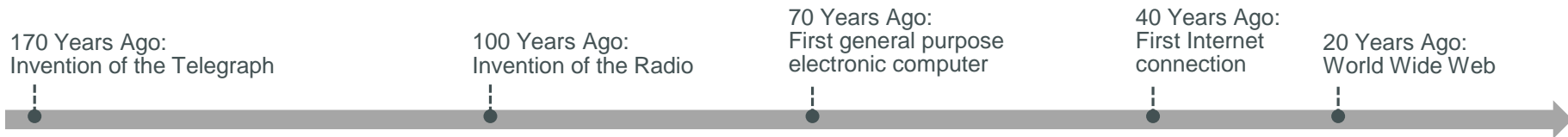
## **Vision:**

Change the way people work, live, play, and learn

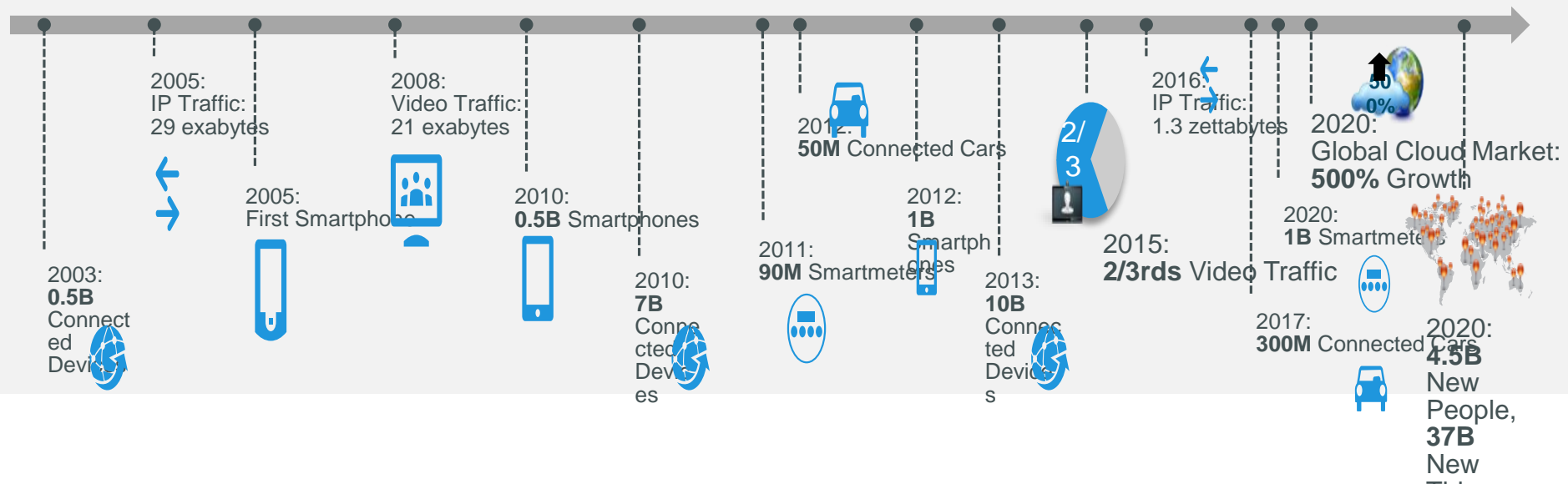
## **Strategy:**

Solve our customers' most important business challenges by delivering intelligent networks and technology architectures built on integrated products, services, and software platforms

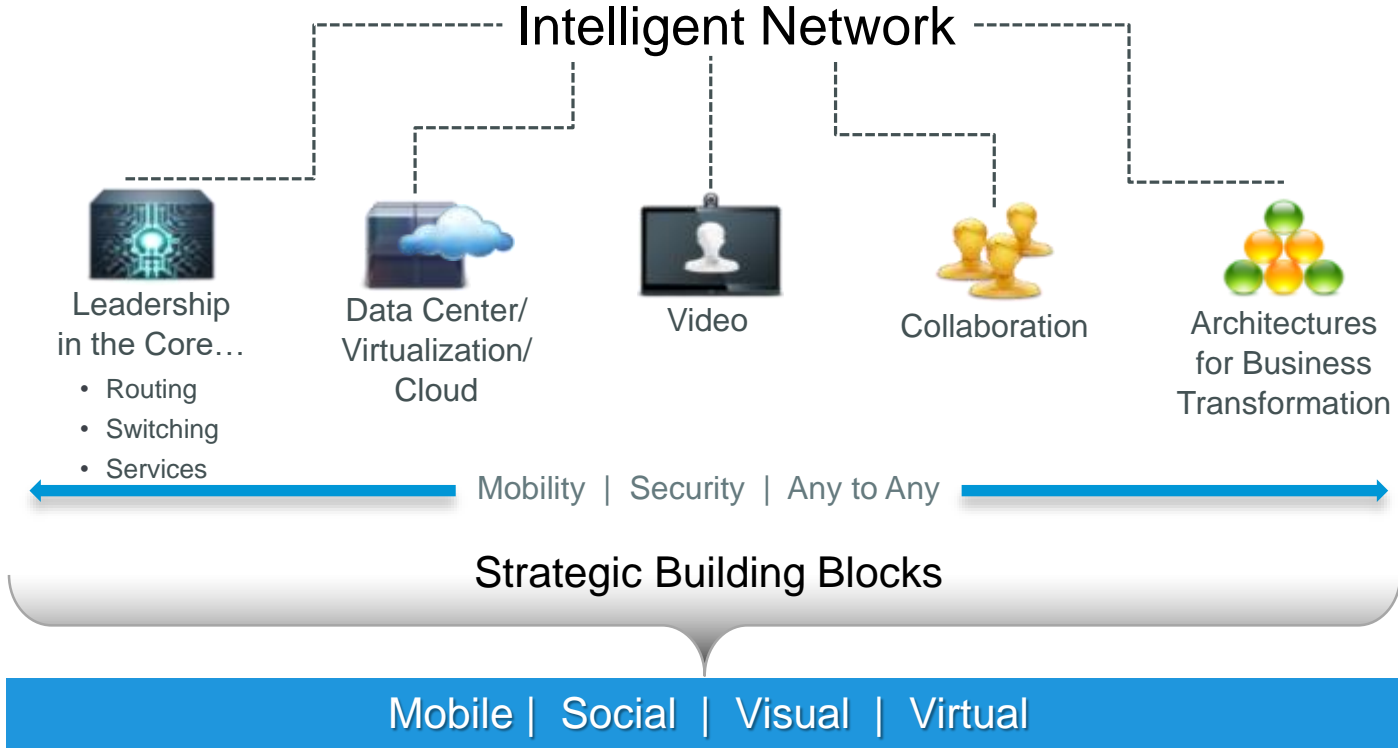
# A History of Connections



## Intelligently Connecting People, Process, Data, and Things



# Our Priorities Align to Solve your Business Challenges





# We Deliver Lasting Value

Our employees and partners are our strength.  
They help make Cisco a strong competitor in a rapidly changing world.



**Services and Ecosystem**  
11,000+ Services Professionals  
Nearly 70,000+ Partners



**World Class Expertise**  
20,000+ Engineers



**Diverse and Global**  
165+ Countries / 470+ Offices  
Over 70,000 Employees



**Customer Centric**  
Leadership across Service Provider,  
Enterprise, and Public Sector



**Culture**



**Societal Impact**  
10,000 Networking Academies  
Nearly 170,000 Volunteer Hours

# Cisco at a Glance



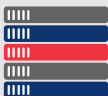
7,607

Routers



8,495

LAN Switches



12,042

Unified Computing  
System Servers

7.6

Billion DNS  
requests per day

112K



Employees

136,187



Connected  
Stakeholders



95

Countries



465

Offices



98

Services



47,526

Virtual Machines



189,787

Connected  
User Devices

86 PB

Overall Usable  
Storage

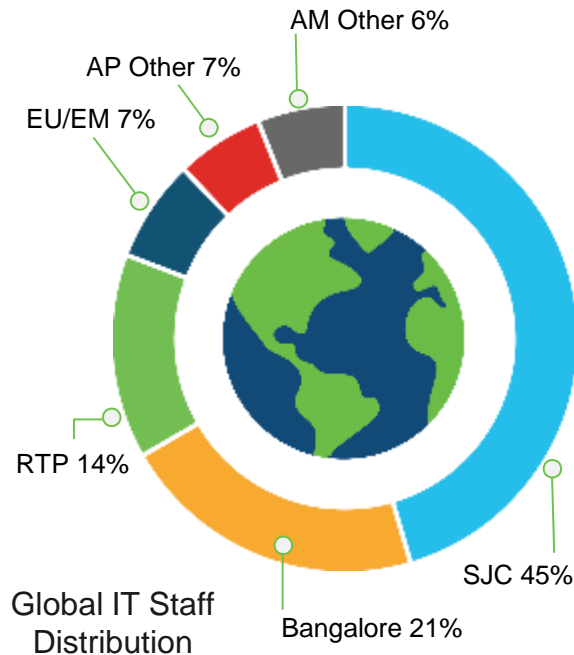
27.5 MW

Data Center  
Capacity



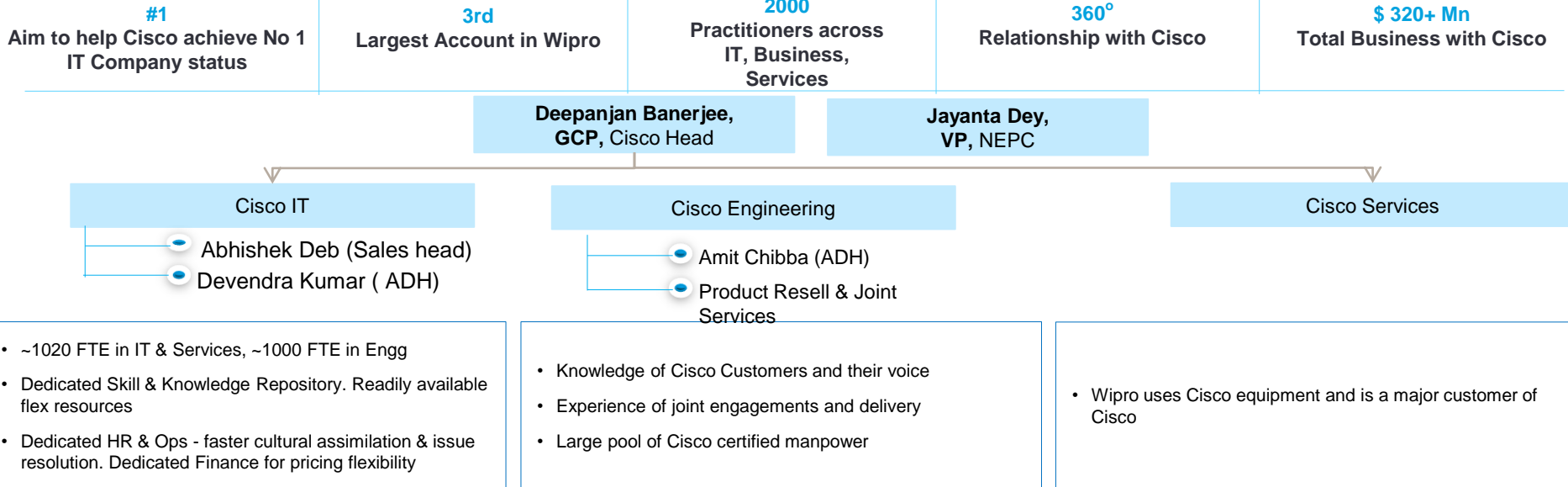
6.4M

Internet Threats  
Blocked Per Day  
(WSA w/AMP)



# **Wipro / Cisco** **Relationship**

# Cisco BU - Independent Entity with focus on Skill Scale & Speed



**KEN TROMBETTA**

Vice President, Global  
Partner Organization,  
Cisco

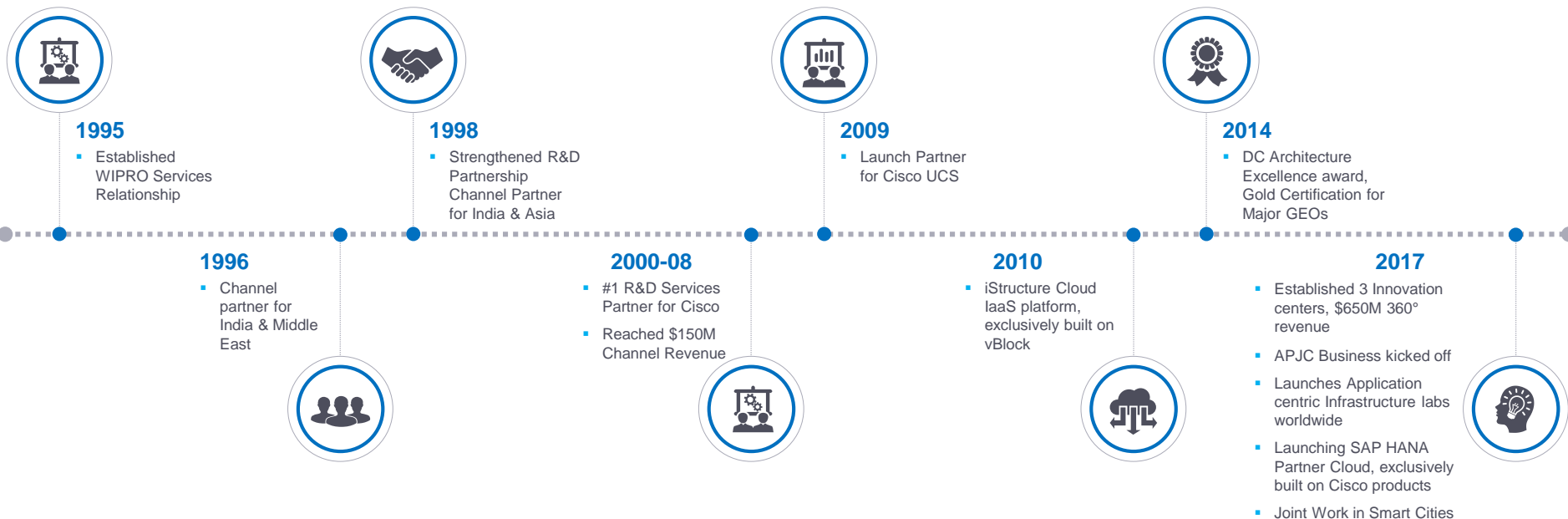


"Wipro is one of Cisco's top Global and Strategic Partners in addition to being one of our leading global system integrators. As a partner of Cisco's since 1995, Wipro delivers highly differentiated customer solutions by leveraging its diverse Cisco capabilities globally. Wipro has over 2,500 people carrying Cisco certifications across our full portfolio & solution centers in both India & Mountain View, California. This global coverage capability, coupled with Wipro's broad software expertise, ranging from ERP to big data, security & analytics, uniquely positions Wipro in delivering differentiated solutions. In addition, Wipro's deep vertical expertise enables it to deliver these solutions to both IT & the line of business stakeholders within its customers. With the digitization transformation challenging customers worldwide, we are very excited to partner with Wipro & we look forward to driving continued success for our mutual customers together."



# Cisco & Wipro Partnership: 22 Year Strong

## Our Journey Together



# Vision & 360 Degree Relationship



# Wipro Cisco Joint Solutions

A Trusted  
Partnership  
Spanning **22** YEARS



**Banking & Finance,  
Securitis &  
Insurance**

Signalytics Platform



**Retail, Consumer  
Packaged Goods,  
Transportation,  
Government &  
Media**

Customer centricity,  
Cross / Upsell Analytics



**Manufacturing, Hi-  
Tech & Telecom**

Machine Data, Connected  
Equipment platform,  
Supply Chain Analytics  
Express ERP



**Healthcare, Life  
Science & Services**

Collaboration Portal,  
Remote Healthcare,  
Medical Gateway



**Energy, Natural  
Resources Utilities  
& Construction**

Crisis Management,  
Upstream Analytics 3D  
Visualization Anywhere VDI,  
Downstream SCM in a box



**Communication**

Network Performance,  
Customer Churn, Cross  
Sell / Upsell Analytics

**Data Center  
Solutions**

**Network / Collaboration  
Transformation Solutions**

**Smart  
Solutions**

**Industry  
Solutions**

Wipro IaaS

Network-as-a-Service

VirtuaDesk™

Digital Mining

Boundary Less DC

Unified Communication as-a-Service  
(Wipro UCaaS)

Mobility

3D Visualisation for O&G

RoBoDo - Wipro Remote Office Branch  
Office Distribution Office Solution

Wireless Solutions

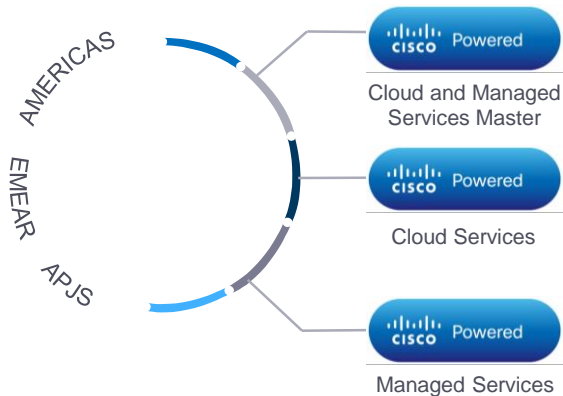
HANA Cloud Services

Smart Cities

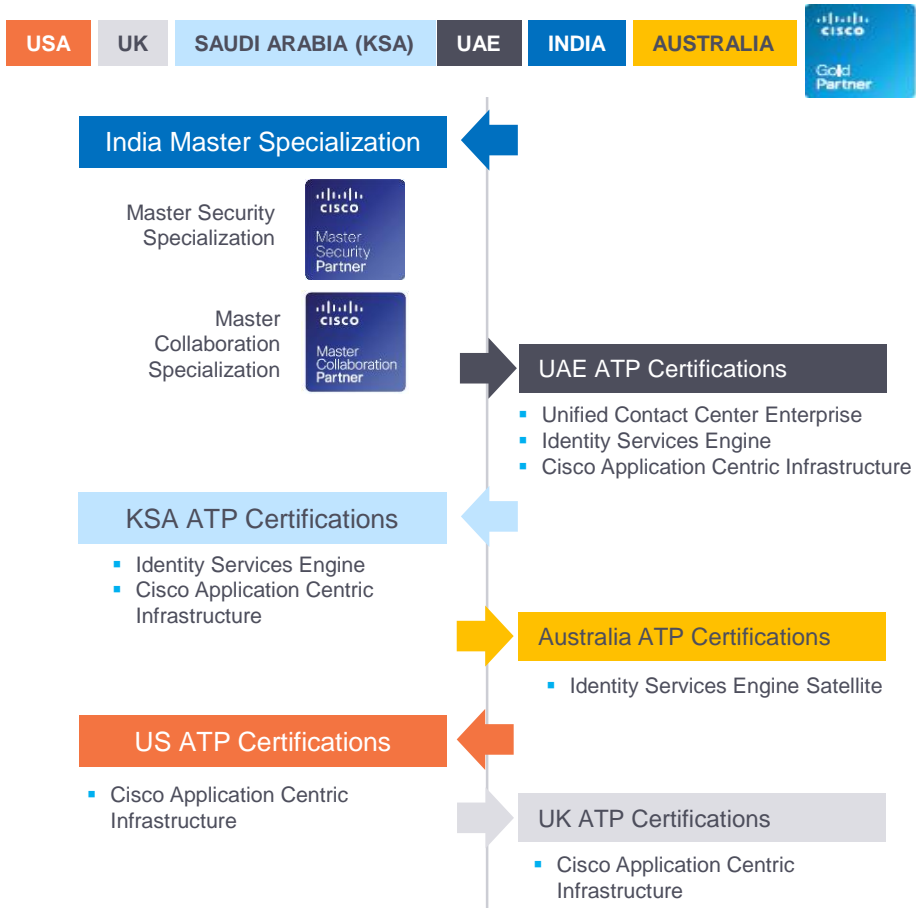
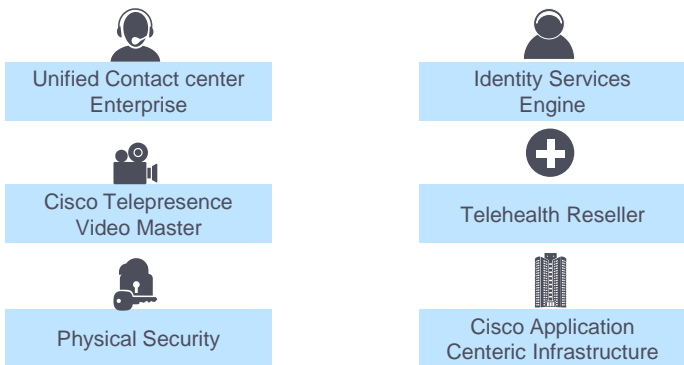
Open DC Solutions

Digital Insights

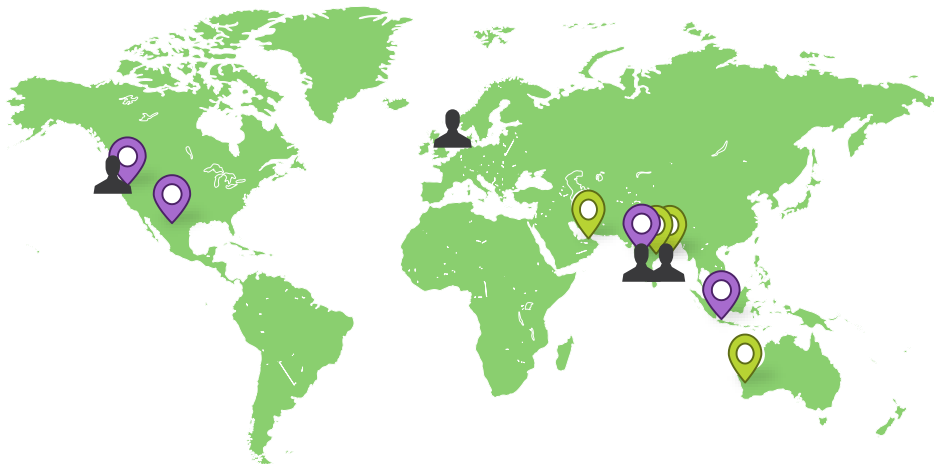
# Global Certifications



## India Atp Certifications



# Co-Innovation, Investments



## **Mountain View**

Wipro-Cisco Customer Experience Center (California)



## **Houston**

Wipro Oil And Gas Experience Center



## **Bangalore**

- Wipro Cisco Application Centric Infrastructure Experience Center
- Wipro Tarang Lab - Product Qualification and Compliance Lab
- Wipro Security Lab (to be launched)



## **Dubai**

ACI & IoT Lab  
(To Be Launched)



## **Singapore**

Digital Insights - Big Data For CXOs - Showcase In Cisco EBC



## **Perth**

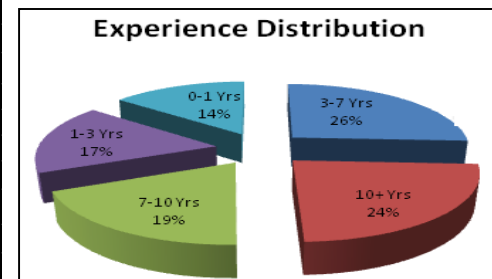
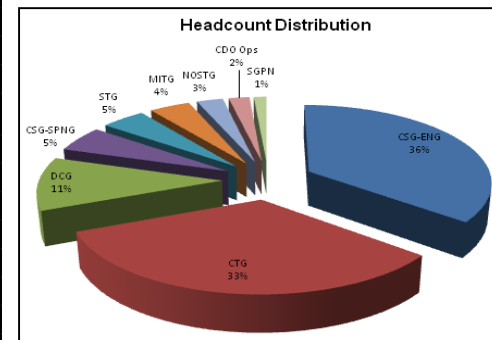
Digital Mining as A Service – Wipro Mining on Hana – Showcase in Wipro DC (Australia)



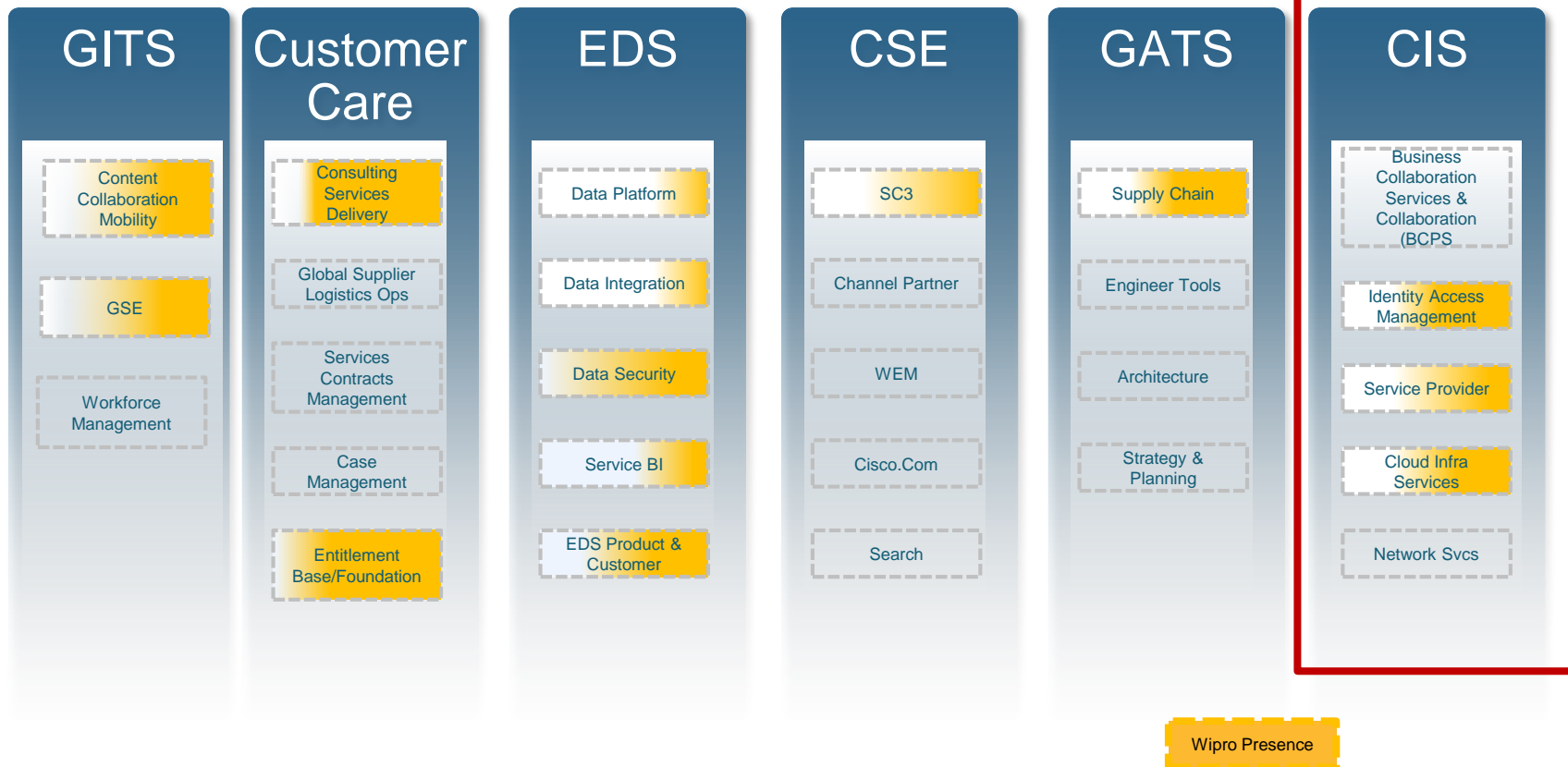
# Wipro is engaged with Cisco across multiple Engineering/ CDO programs



| Cisco Group | Development    | Sustenance     | Dev- Test      | Automation     | Regression         | Others                |
|-------------|----------------|----------------|----------------|----------------|--------------------|-----------------------|
| CSG-SPNG    | NG - MWR       | NG-MWR,ME-3400 | NG-MWR,ME-3400 | NG-MWR         | MUR                | NG-MWR                |
|             |                | ASR9000 SNMP   | ASR9000 SNMP   |                |                    | RoHS                  |
|             |                | 7600           | 7600           | 7600           | 7600               | Mechanical Analysis   |
| CSG-ENG     | Nano           | ASR1000 SNMP   | ASR1000 SNMP   | Nano           | ARTG, IOS security | Nano PM, VE           |
|             | Plank CR       | CAT 3K, 6K     | CAT 3K, 6K     | CAT 5K         | CAT 2K, 3K         | ASIC verification     |
|             | IE2000/ IE3000 | IE2000/ IE3000 | IE2000/ IE3000 | IE2000/ IE3000 | IE2000/ IE3000     | IE2000/ IE3000        |
| DCG         | N1K            | N1K Sustaining | UCSM           | UCS            | UCS                | VE, Storage Certf n   |
|             | Alpine         | NXOS SNMP      | Eckhert        | N1K N5K        | N1K                | Certification         |
|             | UCS Platform   |                | UCS            | N7K            | N7K                |                       |
|             | ACE            | N7K SNMP       | MDS, ACE       | DCNM           | DCNM               | CA Japanese           |
| MITG        | Femto (RMS)    | Femto (RMS)    | Femto (RMS)    |                | Femto (RMS)        |                       |
|             |                | MUR            | MUR            |                |                    |                       |
|             | SmallCell      |                | Smallcell      | Smallcell      | Smallcell          |                       |
| STG         |                | VPN Stack      | ASA            | ASA, ESA       | ASA                |                       |
| NOSTG       | IOS XR         | IOS XR         |                |                | L2VPN              |                       |
| NMTG        |                | CNote/ CperfE  |                |                |                    |                       |
| CDO Ops     | Web            | CC tools       | Web            | PDS QA         |                    |                       |
|             |                | EDCS           |                |                |                    |                       |
|             |                | TIMS           |                |                |                    |                       |
| CTG         | UCCE           | CUCM           | CIS            | Telepresence   | Telepresence       | DS                    |
|             | UCCX           | Telepresence   | UCCE           | UCCE           | Zydeco Il Tempo    | Multimedia Consulting |
|             | 3PCC           |                | 3PCC           | 3PCC           | 3PCC               |                       |
|             | MCU/TMS/CTX    | MCU/TMS/CTX    | HCS            | UCCX           | EIM/ WIM           |                       |



# Wipro Footprint in Cisco IT



# Wipro a leading managed support service provider for Cisco

## Cisco IT

- GSE Support (Advance Service, Supply Chain, ITSM, SC3) – **230 HC**
- GIS operations (ESP, IAM, DBA, Performance, Middleware, Platform) – **320 HC**

## Cisco Services

- AS IOT Day-2 Support ( Secure Ops) – **15 HC**
- SSO Production Support - **25 HC**
- AS NOS Ops – **18 HC**

## Cisco Engineering/CDO

- Core SW Group – 7600 support – **30 HC**
- Collaboration Support ( CCE, Tandberg) – **90 HC**

### Benefits Delivered

#### Efficiency

- Reduce Operational Costs – L1 MTTR improvement

#### Productivity

- Left shift

#### Experience

- Faster Resolution
- Quality

#### Cost Optimization

- Incident Reduction

NextGen automation

Preventive Maintenance

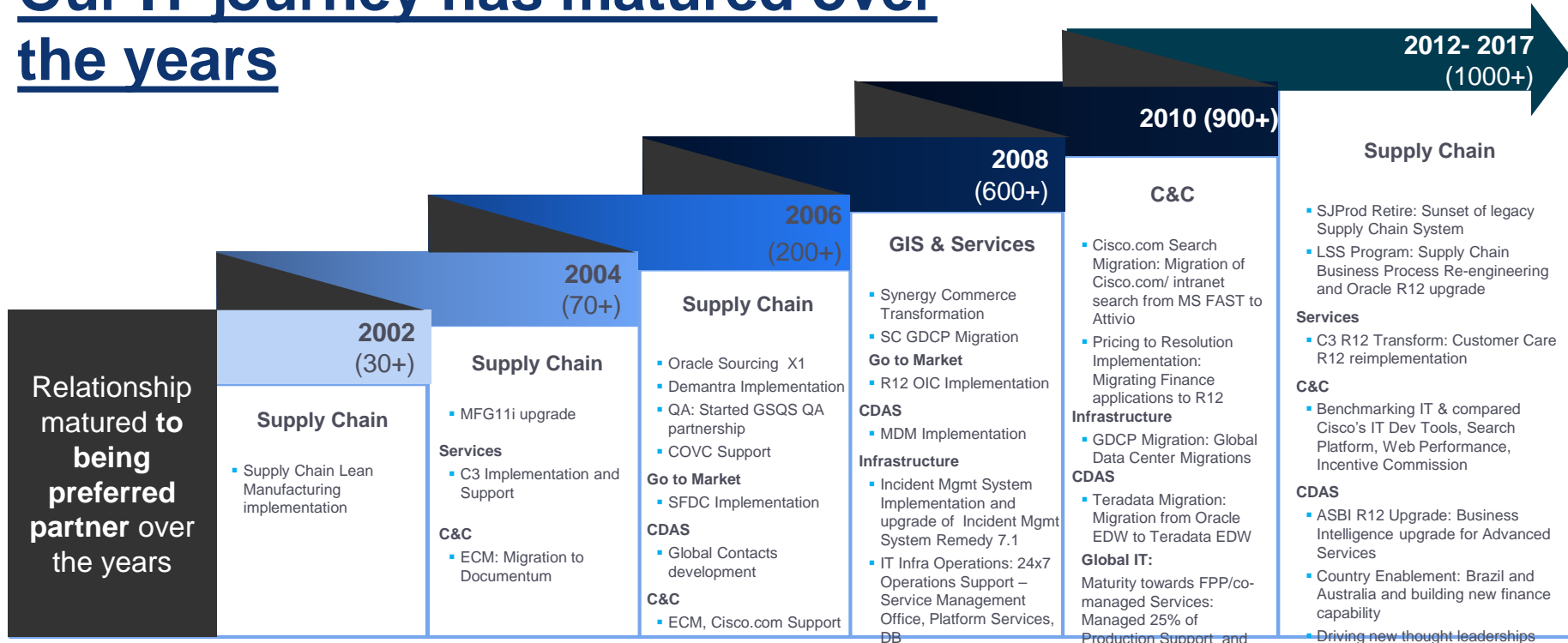
Left-Shift

Preventive analytics and proactive maintenance

Waste elimination / Optimization

- Dedicated Cognitive Automation CoE Within Cisco
- Touchless support framework using Wipro Holmes
- Self Service through Cisco Spark
- Proactive monitoring solution
- Conceptualized and Innovated Click to Chat For IT Operations – [Enabled Case avoidance and Reduction in MTTR]
- Implemented Visual Dashboards, Automation(Self Help/Heal), Proactive Audits – [Case reduction ]

# Our IT journey has matured over the years



**Strategic Initiatives : Large Scale Services , Services Transformation, Governed Capabilities, Country Enablement, Consolidation and Optimizations across the Organization**

**Provide E-2-E horizontal/vertical solutions for GBPs**



Collaboration



Optimization



LSS



Simplification

**Cisco:**  
**Global Field Support**



# **Wipro-Cisco Relationship**

# **Best IoT Solution Partner Award @Cisco partner summit 2017**



**Ken Trombetta**, Vice President of Cisco's Global and Strategic Partner Organization along with Wipro team

**'IoT Solution Partner of the Year' is awarded in recognition of Wipro's vision, industry domain knowledge and vertically aligned joint IoT solution development with Cisco.**

- Joint investments in offering "Cities of the future" across geographies. First win at a tier -1 city in India
- IoT solution for a leading India-based mining company
- Innovative Fleet Management Solution for a transportation customer the Middle East
- Wipro's DesignIT collaboration with Cisco on the next gen 'Connected spaces' offering
- Wipro Lighting partnership with Cisco to enable Next Gen 'IoT lighting' solutions. Wipro Lighting's Power over Ethernet (PoE) based solutions will use Cisco digital framework to create flexible lighting solutions for modern workspaces.

# Wipro is the right partner for global field support

## Transition & Delivery Readiness

- Bengaluru, India ODC is ready with Cisco InfoSec certification, seating & network connectivity
- Robust Transition plan mitigating risks – Team with experience in taking transition from incumbent vendor
- Resource readiness to start engagement from April 2018
- Dedicated HR Manager in Cisco account for Talent management & ramp-up.

## Transformation Journey

- Wipro automation COE for Cisco already has experience in integrating Holmes Chat bots to Cisco spark and other support use cases to drive transformation.
- 40+ ServiceNow consultants available within Cisco engagements(ESP) , Estore, EMAN to enable transformation initiatives aligned to Cisco's vision as suggested in our solution (Market Place) .
- Presence in Contact Center Operations (CCAT) and IT Security (IAM) to support Transformation journey

## We understand Cisco Culture, Technology and Business

- We understand Cisco's IT processes & culture through our presence across various managed service engagements( ServiceNow, eStore support, Database & Platform support). 2000+ Wipro resources are already part of Cisco across IT, Services, Supply chain, CDO groups.
- Growing presence in Poland, Mexico & China aligned to Cisco Strategy
- Global Presence: 72 Global Delivery Center and 14 Global Data Centers
- 6 Global Cisco Innovation Labs, \$15000 Sq. Ft of Engineering Labs , Early Access to Cisco newer Technology
- Proven experience within Cisco to fast track resource ramp-up, rebadge & rehire incumbent resources to mitigate risks related to knowledge retention . We have rebadged 125+ resources within Cisco across various engagements

# **Program Overview**

# Program Overview

| Category   | Details  |
|--|--|
| Account Type (Hunting / Farming)                     | Farming  |
| Vertical & (Model A/B)                               | Technology    Model A (OPPY ID: OPP000200941)  |
| SBU  | <b>TECH</b>  |
| Service Lines Involved                               | CIS - SD, FS, Infra and Asset management   |
| Delivery Location                                    | Onsite: San Jose & RTP (Raleigh) (Client location), Guadalajara-II, Dalian   |
|  | Offshore: Bangalore  |
| Term of Program (in Yrs.)                            | 3 Yrs.   |
| Currency   | USD  |
| FTE Size   | 276<br>Wipro Internal = 116 (Transition Resources : 17, BAU Resources : 101)<br>Vendor Resources ( RTS/Cameo = 60 LTS/Cameo, Excis = ~100) |
| Program Commencement Date<br>(Transition start date) | 15 Nov-2018  |
| Account Executive sponsor                            | Ale Srinivasulu  |
| Delivery End to End Owner                            | Sanjay Sharma  |
| Program Director/ADH                                 | PD – Devendra Negi (Onsite-US) / DM – Sathish Kumar (Offshore - BLR)   |
| Transition Director/Transition Manager               | TD – Joy Larkin (Onsite-US) / TM - Hitesh Sharma (Offshore - BLR)  |



# Wipro – CISCO Two in A Box

| Role                                | Wipro                 | Cisco   |
|-------------------------------------|-----------------------|---|
| Exec Sponsor                        | Ale Srinivasulu       | Jason Wong  |
| Business Leadership- LTS & RTS/GSTS | Devendra Negi         | Greg Cooper, Kevin Ingle  |
| Transition Director/Manager         | Joy Larkin            | Ross Huffman  |
| Delivery Manager                    | Sathish Kumar S.      | Kevin Ingle   |
| RTS L1 -SD - Track Lead             | Oliver Bernard Dsilva | Fran Wang – RTS/GSTS L1 Lead  |
| FS/LTS - Track Lead                 | Abhilash K N          | Tony Yeh  |
| RTS-L2 – Track Lead                 | Tapesh Borekar        | Fran Wang – RTS (Tier 2) Lead   |
| Asset Management Track Lead         | Sivanandan S          | Georgia Quinn   |
| ITSM/process                        | Abhijeet Karande      | Fran Wang – Process Owner<br>Stan Cole – Process SPOC & Tool SPOC (SLA Reporting)<br>Tracy Salmon - Knowledge & Content Management  |
| HOLMES/Tools Lead                   | Abhijit Chatterjee    | Stan Cole, Fran Wang  |
| OPS Lead/Track Lead/Co-PM APAC      | Dipanjan Nag          | Fran Wang – APAC Lead<br>Stan Cole – NA and EMEA Lead<br>Other Project Lifecycle Leads – Matt Edwin for GSTS and Mobility Support<br>Tyesha Basnight for Home and Network Support |
| Procurement                         | Sakthirajan           | Zsolt Toth  |

**Governance**

**&**

**Program Delivery Structure**

# Three tier governance

## Key Players

### Cisco

- Executive Management

### Wipro

- Executive Sponsor
- Client Partner
- Account Delivery

### Vendors

- Account Executive
- Service Lead

### Cisco

- Program Management

### Wipro

- Account Delivery
- Program Manager
- Service Leads

### Vendors

- Delivery Leads
- Service Lead

### Cisco

- Program Management Leads
- Competency Leads

### Wipro

- Program Manager
- Tower Leads
- Project Managers

### Vendors

- Service Leads
- SMEs

## Governance Layer

### Strategic Layer

Strategic Direction, Relationship Review, Priorities Alignment, Benefits Realization, Innovation & Transformation

#### QUARTERLY REVIEW

### Management Layer

Demand & Capacity Management, Risk & Compliance Review, Escalation Handling, Decisions on Tech. Improvements

#### MONTHLY REVIEW

### Operational Layer

Customer Satisfaction, SLA Review, Project Management, Incident / Problem / Change Management

#### DAILY / WEEKLY STATUS MEETINGS

SD

EUS

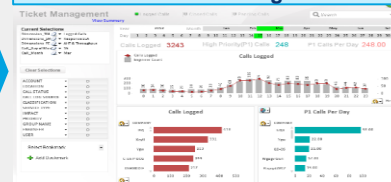
Transition

## Dashboards

### Single Pane of Glass



### Operations / Governance Intelligence



### Process Based Dashboards



Ongoing Communication, Escalation

Program Performance

Strategy Balance

SLA/Service Performance

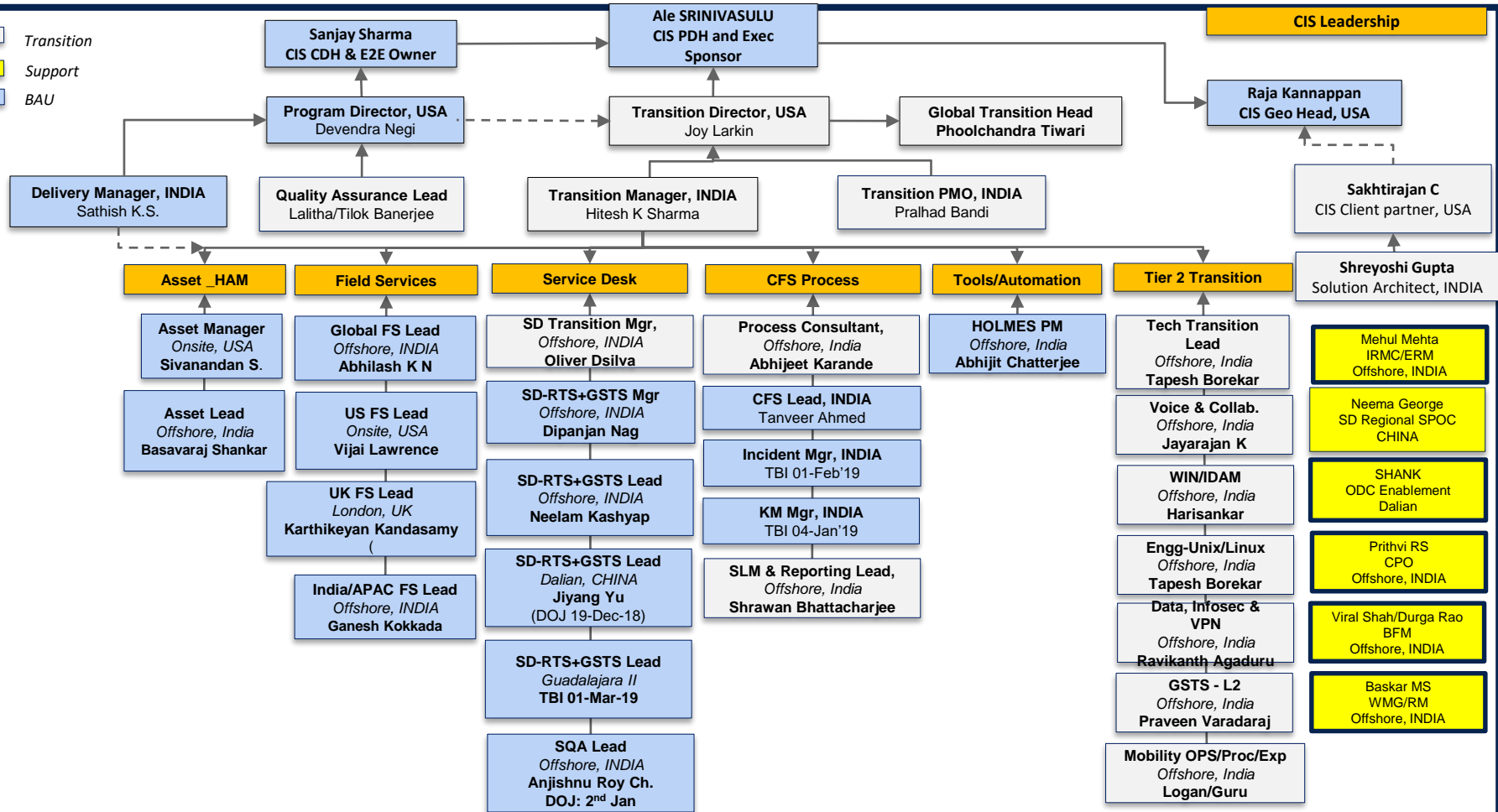
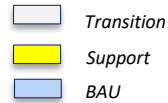
Targets Materialization

Towers Performance

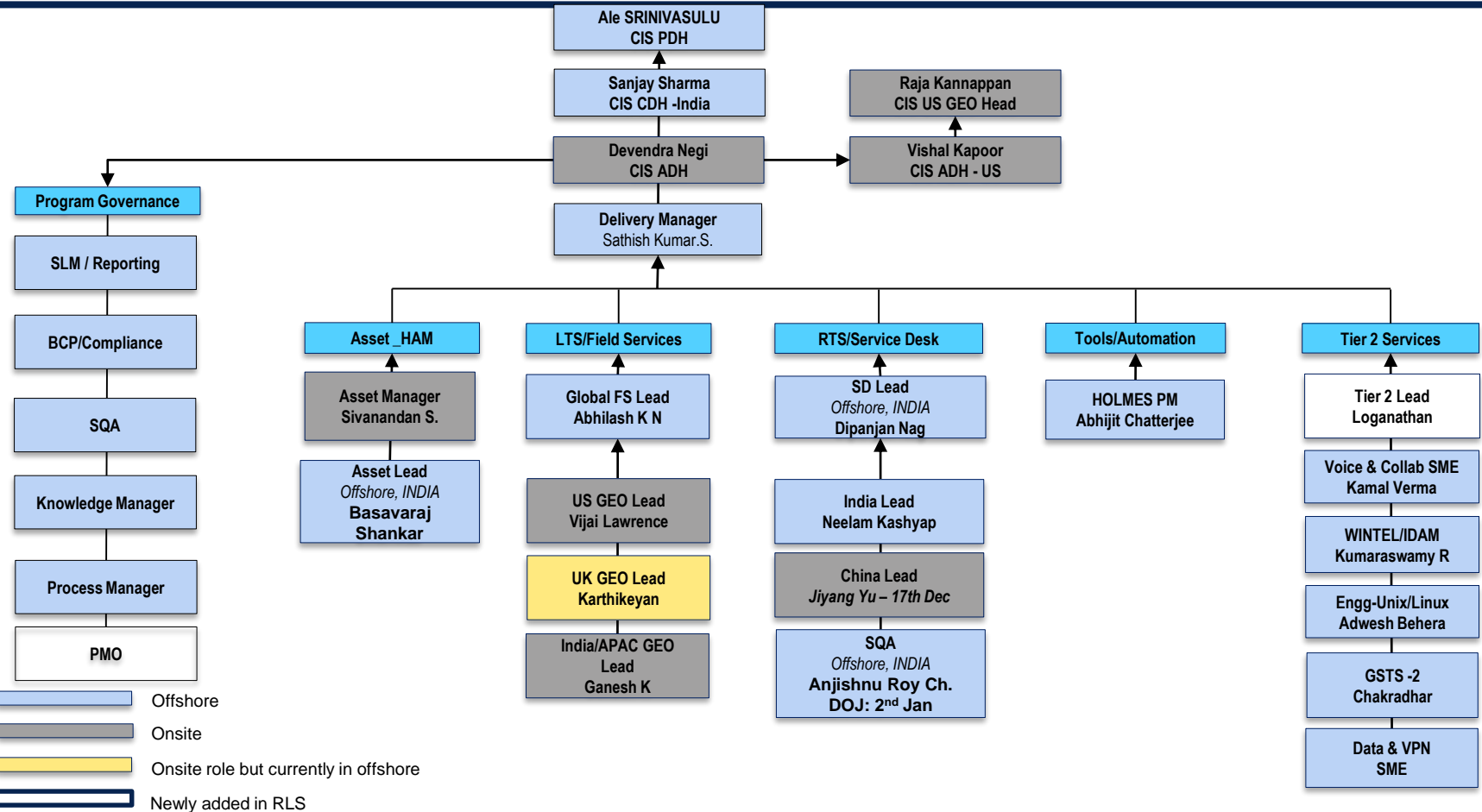
Successful Execution

Strategic Direction

# Wipro's Transition Org Structure



# Wipro's BAU Org Structure





# SOW to Tower Mapping

| Cisco - Global Field Support    |   | Wipro                                  | Cisco  | R n R  |
|---------------------------------|---|--|--|--|
| Tower                           | Function  | Lead/Manager                           | Lead/Manager   | In Scope   |
| FS<br>(Local Technical Support) | Tech Café/Hub                                     | Abhilash K N                           | Tony Yeh   | 8 Café   |
|                                 | Hub-Spoke/ Dispatch                               |  |  | 87 Hubs/<br>425 Dispatch                             |
|                                 | Asset mgmt update                                 |  |  | Record Update  |
|                                 | Dispatch & Logistics, Packaging, Stocking Support |  |  | Asset stock Maintenance                              |
|                                 | Vendor coordination                               |  |  | Support overall 613 Site                             |
| Asset Management                | Inventory/Tracking management                     | Sivanandan S.                          | Franck Page  | 13 dedicated sites                                   |
|                                 | Logistics   |  |  | 12 logistics Centers                                 |
|                                 | Stocking & Disposal                               |  |  | Support 115K Devices                                 |
| Service Desk                    | Remote Technical Support                          | Oliver Dsilva                          | Fran Wang – Global Lead RTS/GSTS<br>Matt Edwin for GSTS                    | 115 K Users  |
|                                 | Global Sales Technical Support                    |  |  | L1,L1.5 Support                                      |
|                                 | Remote Desktop Support                            |  |  | L1,L1.5 Support                                      |
|                                 | Niche Skill                                       |  |  | MAC OS Support                                       |
|                                 | Self Help/Heal & UxM support                      |  |  | L0 Support   |
|                                 | SD Tools  |  |  | Transition   |
| Process/ITSM                    | Incident Management                               | Abhijeet Karande                       | Fran Wang – Process Owner<br>Tracy Salmon - Knowledge & Content Management | As-Is Process understanding<br>No ownership Transfer |
|                                 | Service Req. Management                           |  |  |  |
|                                 | Knowledge Management                              |  |  |  |
|                                 | Onboarding & Compliance                           |  |  |  |
|                                 | SLM & Reporting                                   | Abhijeet Karande/Shrawan Bhattacharjee | Stan Cole – Process SPOC & Tool SPOC (SLA Reporting)<br>Kelvin Chan        |  |

# SOW to Tower Mapping

| Cisco - Global Field Support                   |   | Wipro   | Cisco                                      | R n R   |
|--|---|---|--|---|
| Tower  | Function  | Lead/Manager                                  | Lead/Manager                               | In Scope  |
| Tier 2 Engg Service                            | Linux/Unix Services                                 | Tapesh Borekar                                | David Davila<br>David Bryant               | End-user services for Engineers Linux environment                                     |
| Tier 2 HRA & Infosec                           | Data, VPN & Infosec Service                         | Ravikanth                                     | Tyesha Basnight (RTP)<br>Alan Ju (Syd)     | End-user services for Home User VPN & Remote Access                                   |
| Tier 2 Contact Center Services & Collaboration | Cisco Voice and Collaboration                       | Jayarajan K                                   | Jason Tomlinson (RTP)<br>David Denyer (UK) | End-user services for Voice and Collaboration Services                                |
| Tier 2 Global Technical Sales Support          | SalesForce  | Praveen Varadaraj                             | Matt Edwin (RTP)                           | Functional Support to Cisco Sales team using SalesForce                               |
| Tier 2 Mobility OPS, Procurement, Expenses     | Telecommunication Services, iExpenses, iProcurement | Guruprasad Vasudevan,<br>Loganathan Nagarajan | Matt Edwin (RTP)<br>Dave Shen (Amsterdam)  | Functional Support & Service to End user for Telecommunication, Procurement, Expenses |

# Solution Summary

## 1. Implementation approach

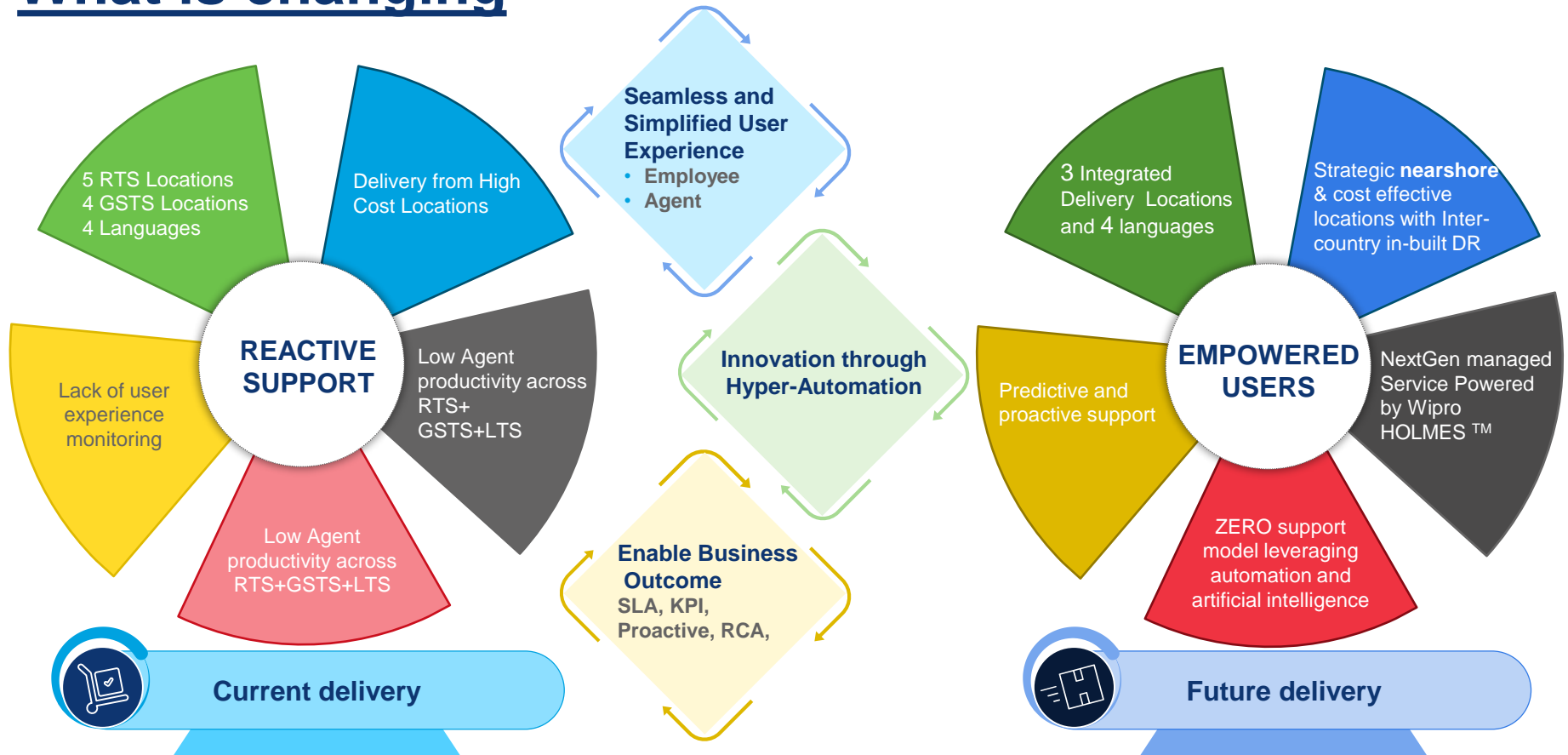
1. Target operating model
2. Delivery location
3. LTS and Asset Management delivery model
4. Tools implementation
5. Organizational Structure

## 2. Transition plan

## 3. Operational Set Up

1. Transformation

# What is changing



# **Remote Technical Support** **Solution**

# Scope Overview

RTS – Remote Technical Support  
GSTS – Global Sales Technical Support

## Technical Support Services

### Wipro Scope

#### RTS and GSTS

- Incident and Service Request Management
- Operations Management
- Remote helpdesk Support
- Reporting, Customer Satisfaction, Documentation and Continuous service improvement
- Self-Help Support Roles and Responsibilities
- Break-fix, Installs, Moves, Adds, Changes and Disposals (IMACD) ticket logging
- SD – L1 and L1.5/RDS
- Tier 2 Support

#### L2 Complex Services within RTS

Provide L1/L2 support for the below services within Cisco

- GSTS
- Engineering
- Acquisitions
- CVO/Collaboration
- Infosec
- Contact Center
- Mobility/Mobility Ops/Procurement

### Cisco Retained

- Operations Management
- Escalation point of contact
- Business event plan

Asset Management Tool,  
Procurement of Assets  
and Spares

ITSM and RDS System  
Provisioning and Support

Desktop Engineering and  
Software Asset  
Management

Barcode Scanner/Tagging  
Tool

Consumables, Shipping  
Channel and Packaging  
Supplies

Telecom System, Toll  
Free Number,  
Data and Voice  
Connectivity

- No of Users – 105,000
- No of Devices - 124,000
- Languages in Scope – English, Japanese, Korean and Mandarin

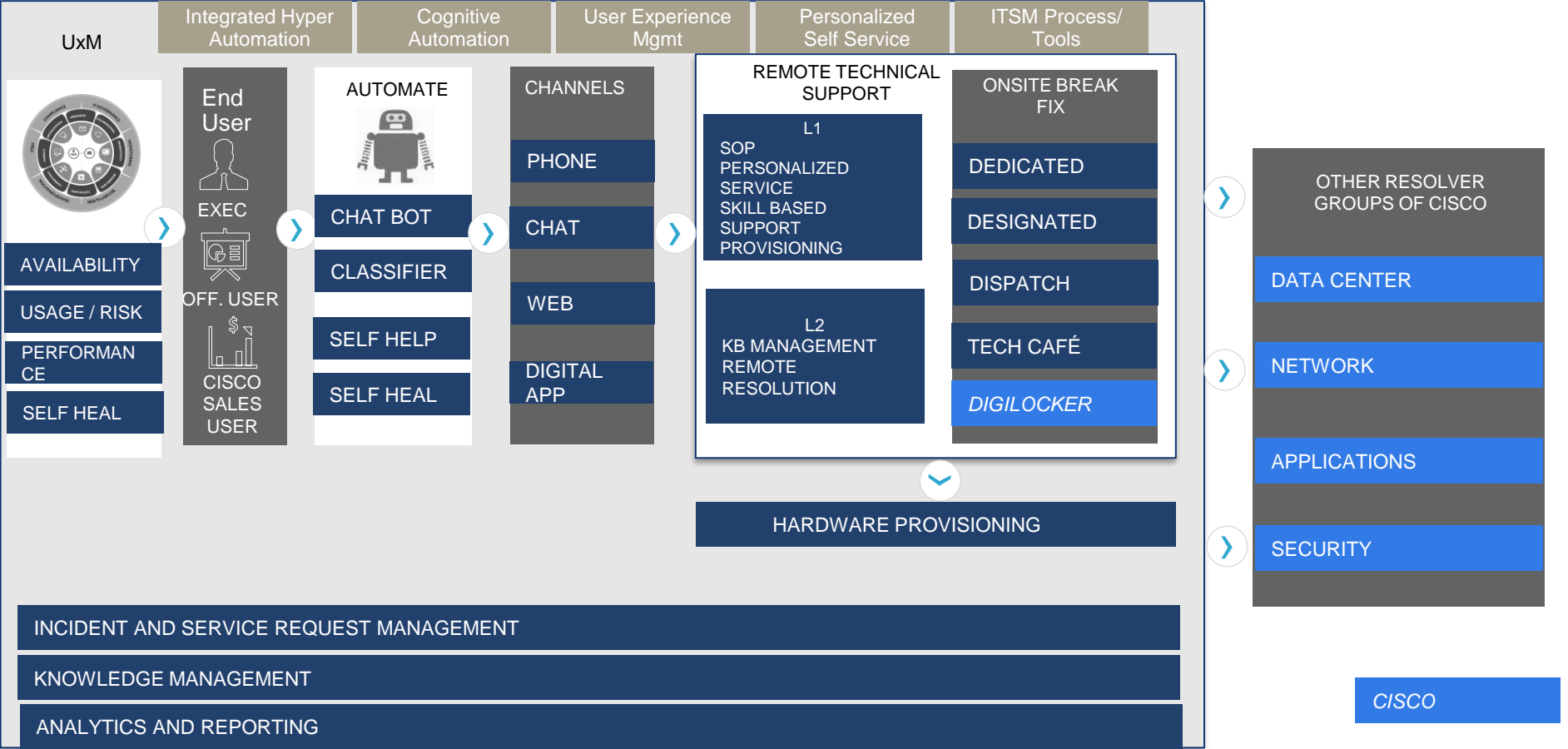
#### Domain and Service Window:

- 24x7 for Tier 1 English
- 9x5 for Korean, Mandarin and Japanese
- Business hour support for LTS

#### Volumetric

- RTS – 80000 tickets per quarter and 10000 chat tickets
- GSTS – 17000 tickets per quarter and 1000 chat tickets
- Net ticket volume – 26000 per month

# Overall Target Operating Model



# Delivery Locations for RTS

Wipro Global SD Delivery Center

Wipro Global other Locations

Cisco Global FS Locations

## Multiple Locations, US and Canada

- Desk side Support Services
- Asset Management



## Cisco, San Jose

- Desk side Support Services
- Asset Management

## Multiple Locations, EMEAR

- Desk side Support Services
- Asset Management



## Cisco, Singapore

- Desk side Support Services
- Asset Management



## Cisco, Japan

- Desk side Support Services
- Asset Management



## Wipro, Dalian

- Service Desk – 10x5
- Remote Desktop Mgmt.
- Asset Management
- Desk Side Support services



## Wipro, Guadalajara

- Service Desk – 16X5
- Remote Desktop Mgmt.
- Asset Management

## Multiple Locations, LATAM

- Desk side Support Services
- Asset Management

## Cisco, Bengaluru

- Desk side Support Services
- Asset Management



## Cameo Global, Bengaluru

- Service Desk – 24x7
- Remote Desktop Mgmt.
- Desk side Support Services
- Asset Management



## Multiple Locations, Australia and New Zealand

- Desk side Support Services
- Asset Management



# **Local Technical Support** **Solution**

# Scope Overview

RTS – Remote Technical Support  
GSTS – Global Sales Technical Support  
LTS – Local Technical Support

## Technical Support Services

### Wipro Scope

#### RTS and GSTS

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- Self-Help Support Roles and Responsibilities
- Break-fix, Installs, Moves, Adds, Changes and Disposals (IMACD) ticket logging
- SD – L1 and L1.5/RDS
- Tier 2 Support

#### LTS

- Desk-side Support
- Device Break-fix Support
- Vendor Coordination
- IMACD (Install, Move, Add, Change and Dispose)
- Dispatch Support

#### Asset Management

- Update Asset Inventory
- Manage warranty/repair coordination
- Physical logistics handling
- Asset tracking

### Cisco Retained

- Operations Management
- Escalation point of contact
- Business event plan

Asset Management Tool,  
Procurement of Assets  
and Spares

ITSM and RDS System  
Provisioning and Support

Desktop Engineering and  
Software Asset  
Management

Barcode Scanner/Tagging  
Tool

Consumables, Shipping  
Channel and Packaging  
Supplies

Telecom System, Toll  
Free Number,  
Data and Voice  
Connectivity

- No of Users – 105,000
- No of Devices - 124,000
- Languages in Scope – English, Japanese, Korean and Mandarin

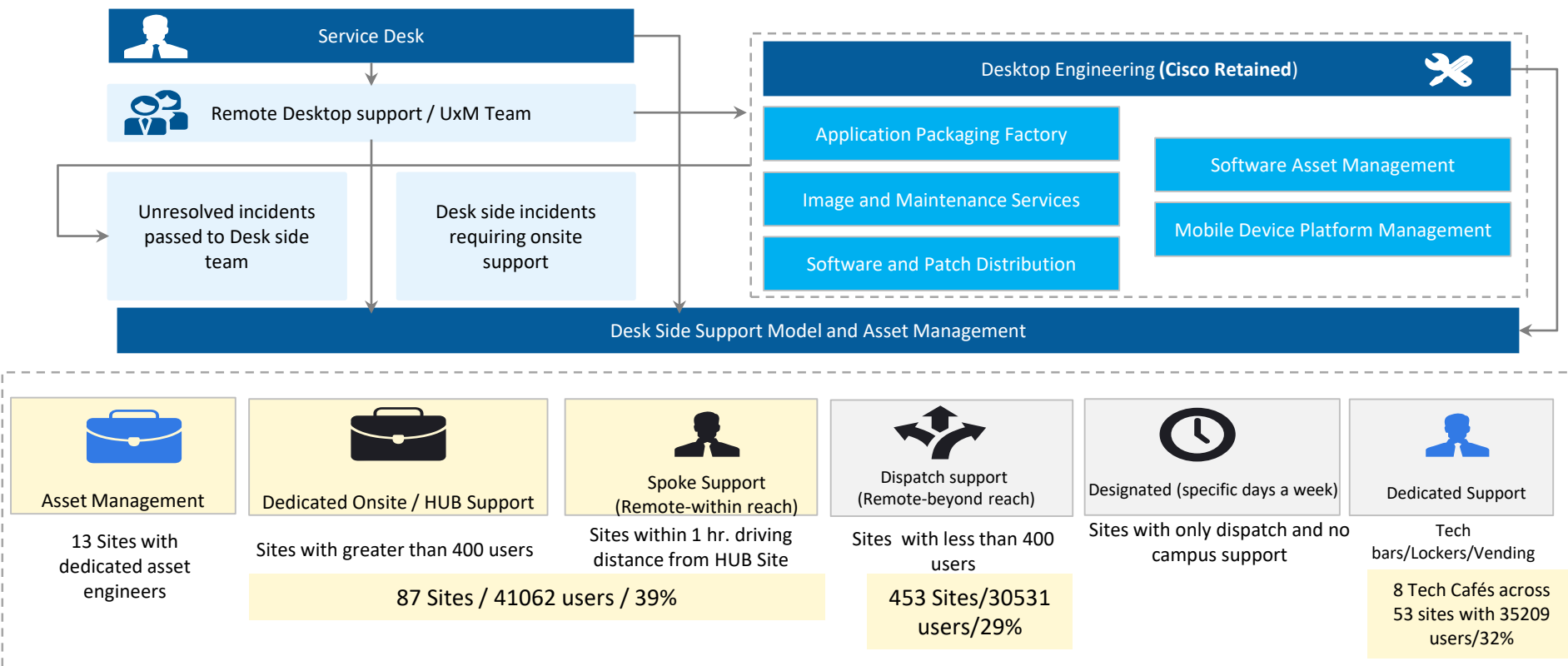
#### Domain and Service Window:

- 24x7 for Tier 1 English
- 9x5 for Korean, Mandarin and Japanese
- Business hour support for LTS

#### Volumetric

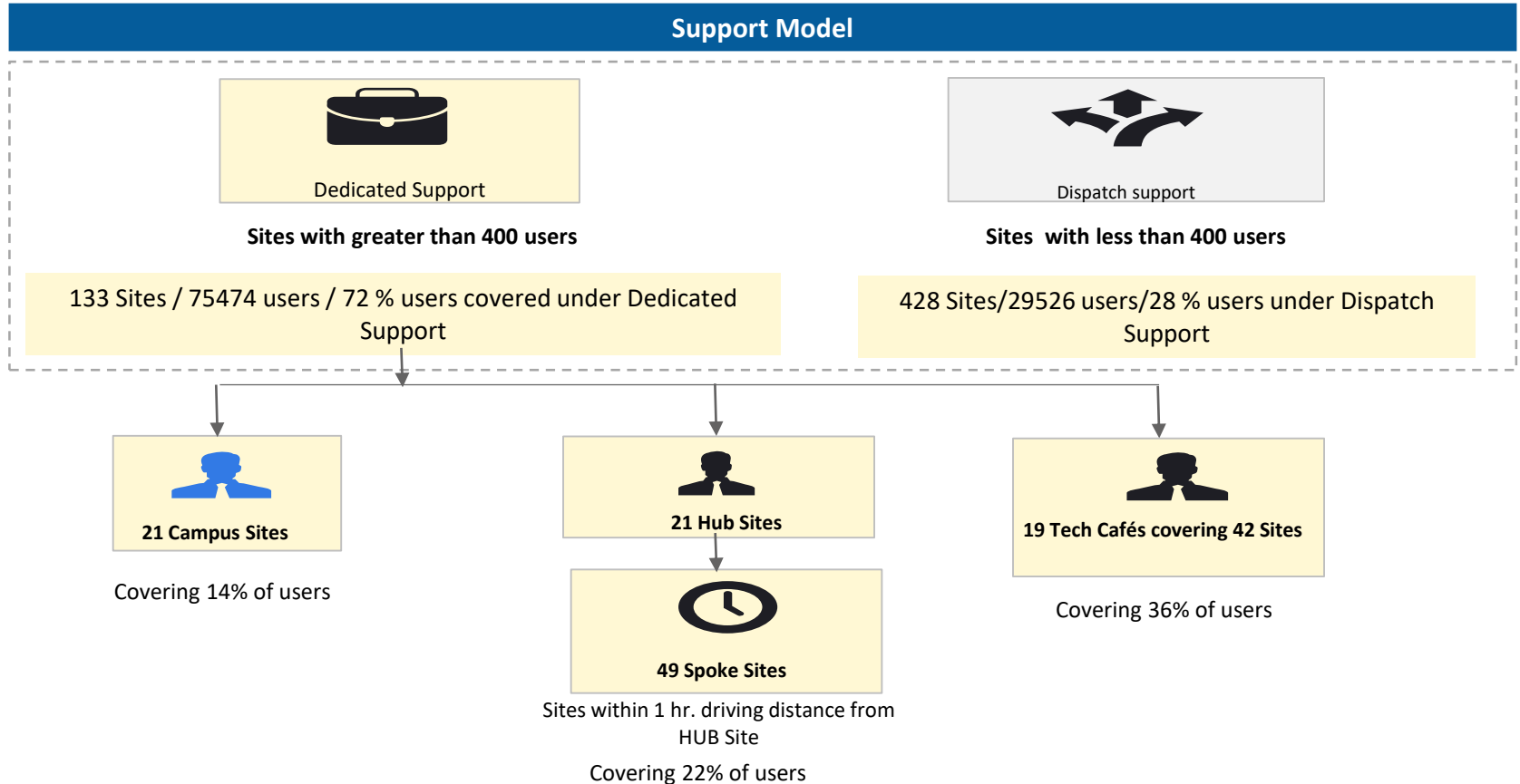
- RTS – 80000 tickets per quarter and 10000 chat tickets
- GSTS – 17000 tickets per quarter and 1000 chat tickets
- Net ticket volume – 26000 per month

# Operating Model: Local Technical Support



- **Implement Tech Café** to automate the hardware rendering process
- **Dedicated support for all business critical sites and Tech Cafe locations**
- **Offshore-Onsite mix** for Asset Management

# Local Technical Support



# Delivery Model: Local Technical Support

## Cat A -Campus

- Dedicated full time engineers
- 9x5 onsite support

## Cat A -Hub & Spoke

- Engineers shared across sites through HUB
- Based on site proximity – within 60 mins of driving distance of Campus sites

| Country     | Location  | City Name           | Model       |
|-------------|-----------|---------------------|-------------|
| AUSTRALIA   | STLD1     | ST Leonards         | Campus      |
| AUSTRALIA   | NSD5      | Sydney              | Campus      |
| BELGIUM     | DGM2      | Diegem              | Hub/Spoke   |
| CANADA      | TRN6      | Toronto             | Campus      |
| CANADA      | OTT01     | Ottawa              | Hub/Spoke   |
| CHINA       | BJN6      | Beijing             | Hub/Spoke   |
| CHINA       | SHN4      | Shanghai            | Hub/Spoke   |
| CHINA       | DLC02     | Dalian              | Campus      |
| CHINA       | SZH02     |                     | Hub/Spoke   |
| COSTA RICA  | CRTAC     | Costa Rica          | Campus      |
| FRANCE      | ILM       | ISSY LES MOULINEAUX | Hub/Spoke   |
| INDIA       | CHN02     | Chennai             | Hub/Spoke   |
| INDIA       | NDAHCL2   |                     | Campus      |
| INDIA       | GGN01     | Gurgaon             | Hub/Spoke   |
| INDIA       | PNQODC2   |                     | Campus      |
| INDIA       | BGL13     | Bangalore           | Tech Café 1 |
| INDIA       | BGL16     | Bangalore           | Tech Café 2 |
| INDIA       | BGL18     | Bangalore           | Tech Café 3 |
| INDIA       | BGLTATCS2 | Bangalore           | Campus      |
| INDIA       | BGLWPRO2  | Bangalore           | Campus      |
| INDIA       | BGLACCE2  | Bangalore           | Hub/Spoke   |
| INDIA       | CHNHCLT1  | Chennai             | Hub/Spoke   |
| INDIA       | GGNATCH   | Gurgaon             | Campus      |
| INDIA       | INFOBPO1  |                     | Campus      |
| INDIA       | INFOODC1  |                     | Campus      |
| INDIA       | PNQ03     | Pune                | Hub/Spoke   |
| INDIA       | PNQZNSR3  | Pune                | Campus      |
| ISRAEL      | JRSM01    | Jerusalem           | Campus      |
| ISRAEL      | NTN01     | Netanya             | Campus      |
| JAPAN       | TKY7      | Tokyo               | Campus      |
| MEXICO      | MXC       | Mexico              | Hub/Spoke   |
| NETHERLANDS | AMS5      | Amsterdam           | Campus      |

## Cat B – Tech Cafe

- Onsite support center for all Cisco employee needs

| Country        | Location | City Name      | Model       |
|----------------|----------|----------------|-------------|
| NORWAY         | LYS01    | Lysaker        | Campus      |
| POLAND         | KRK02    | Krakow         | Hub/Spoke   |
| SINGAPORE      | SNG11    | Singapore      | Campus      |
| UNITED KINGDOM | BDLK09   | London         | Hub/Spoke   |
| UNITED KINGDOM | GPK03    | Reading        | Campus      |
| UNITED STATES  | BXB200   |                | Hub/Spoke   |
| UNITED STATES  | HRN6W    | Herndon        | Campus      |
| UNITED STATES  | LWR01    |                | Hub/Spoke   |
| UNITED STATES  | RCDN5    | Rancho Cordova | Hub/Spoke   |
| UNITED STATES  | RTP10    | NC             | Tech Café 1 |
| UNITED STATES  | RTP9R    | NC             | Tech Café 2 |
| UNITED STATES  | SFO12    | San Francisco  | Hub/Spoke   |
| UNITED STATES  | SJC08    | San Jose       | tech Café 1 |
| UNITED STATES  | SJC12    | San Jose       | tech Café 2 |
| UNITED STATES  | SJC24    | San Jose       | tech Café 3 |
| UNITED STATES  | SJCI     | San Jose       | Hub/Spoke   |
| UNITED STATES  | SJCMR3   | San Jose       | Hub/Spoke   |
| UNITED STATES  | RTP6P    | NC             | Hub/Spoke   |

# Delivery Model: Local Technical Support

## Cat C- Dispatch

- Field support engineers dispatched to smaller sites on a per activity basis
- Visits scheduled by help desk based on user availability

|                 |
|-----------------|
| ALGERIA         |
| ANGOLA          |
| ARMENIA         |
| AUSTRALIA       |
| BELARUS         |
| BELGIUM         |
| BOSNIA AND HERZ |
| BRAZIL          |
| BULGARIA        |
| CANADA          |
| CHILE           |
| CHINA           |
| COLOMBIA        |
| COSTA RICA      |
| CROATIA         |
| DENMARK         |
| DOMINICAN REPU  |
| ECUADOR         |
| EGYPT           |
| ESTONIA         |
| FRANCE          |
| GERMANY         |
| GREECE          |
| HONG KONG       |
| HUNGARY         |

|             |
|-------------|
| ICELAND     |
| INDIA       |
| INDONESIA   |
| IRELAND     |
| ISRAEL      |
| ITALY       |
| JAMAICA     |
| JAPAN       |
| JORDAN      |
| KAZAKHSTAN  |
| KOREA       |
| KUWAIT      |
| LATVIA      |
| LEBANON     |
| MACEDONIA   |
| MALAYSIA    |
| MALTA       |
| MAURITIUS   |
| MEXICO      |
| NETHERLANDS |
| NEW ZEALAND |
| NICARAGUA   |
| NIGERIA     |
| NORWAY      |
| OMAN        |

|                  |
|------------------|
| PAKISTAN         |
| PANAMA           |
| PERU             |
| PHILIPPINES      |
| POLAND           |
| PUERTO RICO      |
| QATAR            |
| ROMANIA          |
| SOUTH AFRICA     |
| SPAIN            |
| SRI LANKA        |
| SWEDEN           |
| SWITZERLAND      |
| TAIWAN           |
| THAILAND         |
| TRINIDAD and TOB |
| TUNISIA          |
| TURKEY           |
| UKRAINE          |
| UNITED ARAB EMIR |
| UNITED KINGDOM   |
| UNITED STATES    |
| UZBEKISTAN       |
| VENEZUELA        |
| VIET NAM         |

# **Asset Management**

# Scope Overview

RTS – Remote Technical Support  
GSTS – Global Sales Technical Support  
LTS – Local Technical Support

## Technical Support Services

### Wipro Scope

#### RTS and GSTS

- Incident and Service Request Management
- Operations Management
- Remote helpdesk Support
- Reporting, Customer Satisfaction, Documentation and Continuous service improvement
- Self-Help Support Roles and Responsibilities
- Break-fix, Installs, Moves, Adds, Changes and Disposals (IMACD) ticket logging
- SD – L1 and L1.5/RDS
- Tier 2 Support

#### LTS

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- Business hour support for LTS

#### Volumetric

- RTS – 80000 tickets per quarter and 10000 chat tickets
- GSTS – 17000 tickets per quarter and 1000 chat tickets
- Net ticket volume – 26000 per month



# Depot Locations – Main Asset Management Hubs

| Country        | Location | Location            | Asset Management |
|----------------|----------|---------------------|------------------|
| Australia      | STLD1    | St Leonards         | 1                |
| Canada         | TRN6     | Toronto             | 1                |
| China          | SHN4     | Shanghai            | 1                |
| France         | ILM      | Issy Les Moulineaux | 1                |
| India          | BGL13    | Bangalore           | 1                |
| Israel         | JRSM01   | Jerusalem           | 1                |
| Japan          | TKY7     | Tokyo               | 1                |
| Mexico         | MXC      | Mexico              | 1                |
| United states  | RTP10    | NC                  | 1                |
| United states  | SJC24    | San Jose            | 1                |
| United states  | SJCI     | San Jose            | 1                |
| China          | BJN6     | Beijing             | 1                |
| India          | BGL16    | Bangalore           | 1                |
| India          | CHNHCLT1 | Chennai             | 1                |
| United kingdom | BDLK09   | London              | 1                |
| United states  | SJC08    | San Jose            | 1                |
| Total          |          |                     | 16               |

## Key Points:

- The table depicts the asset field engineer distribution across the countries that will be Depot locations
- Wipro shall provide dedicated offshore ITAM support from its delivery center in Bangalore
- The team shall be co-located with the India Service Desk team
- The team shall have dedicated governance
- Additionally, Wipro shall deploy dedicated Asset Leads in India, US, Mexico and France

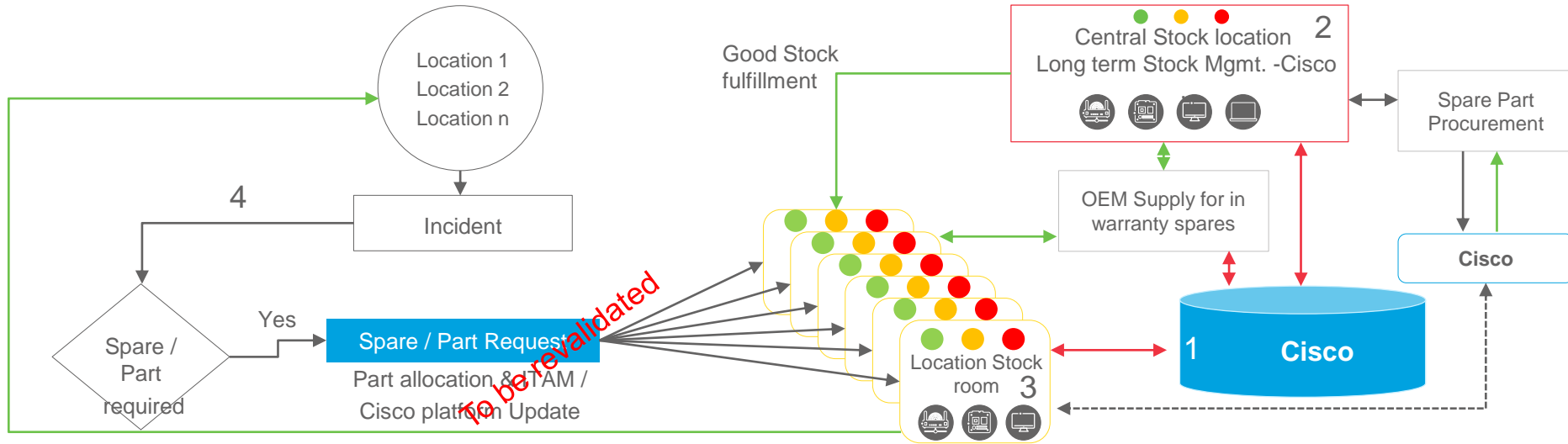
# Satellite Locations

| Country        | City                   |
|----------------|------------------------|
| AUSTRALIA      | ST LEONARDS            |
| AUSTRALIA      | SYDNEY                 |
| CANADA         | TORONTO                |
| CHINA          | BEIJING                |
| CHINA          | SHANGHAI               |
| FRANCE         | ISSY LES MOULINEAUX    |
| INDIA          | BANGALORE              |
| ISRAEL         | JERUSALEM              |
| ISRAEL         | SOUTH NETANYA          |
| JAPAN          | TOKYO                  |
| MEXICO         | MEXICO CITY            |
| NETHERLANDS    | AMSTERDAM              |
| NORWAY         | LYSAKER                |
| POLAND         | KRAKOW                 |
| SINGAPORE      | SINGAPORE              |
| UNITED KINGDOM | LONDON                 |
| UNITED KINGDOM | READING                |
| UNITED STATES  | BOXBOROUGH             |
| UNITED STATES  | HERNDON                |
| UNITED STATES  | SAN FRANCISCO          |
| UNITED STATES  | SAN JOSE               |
| UNITED STATES  | RESEARCH TRIANGLE PARK |
| BELGIUM        | DIEGEM                 |
| CHINA          | SZN                    |
| CHINA          | DALIAN                 |

## Key Points:

- These locations don't have dedicated Asset Management teams but will have dedicated LTS engineers to help in asset management activities

# Delivery Model: Asset Management



|   |   |
|---|---|
| 4 | All device details will be maintained / update as a part of the incident management process |
| 3 | Stock is maintained in small spoke or designated sites in order to perform advance shipment |
| 2 | Wipro will manage the device and stock pile in order to ensure optimal usage                |
| 1 | All parts / devices information will be stored in Cisco locations                           |

# **Tools and Transformation**

# Process to Tools

| Processes In Scope         | Tools                              | Expected Output                                 | Tower Owner      | Process Owner | Tools Owner |
|----------------------------|------------------------------------|---|------------------|---------------|-------------|
| Incident Management        | ESP Tool (ServiceNow)              | Manage Incidents, Monitor and Resolve Tickets   | RTS & LTS & AM   | Cisco         | Cisco       |
| Service Request Management | eStore & ESP                       | Manage Requests, Monitor and Resolve Tickets    | RTS & LTS & AM   | Cisco         | Cisco       |
| Knowledge Management       | ServiceNow / Helpzone / ECC portal | Knowledge Articles, Technical Procedures & SOPs | RTS & LTS & AM   | Cisco         | Cisco       |
| Service Level Management   | ServiceNow / Business Objects (BO) | Tickets data for SLA Measurements & Reporting   | RTS & LTS & AM   | Cisco         | Cisco       |
| Asset Management           | ServiceNow                         | CMDB/ Linux devices discovery                   | Asset Management | Asset Manager | Cisco       |
| Asset Management           | SCCM                               | Discovery of Computers                          | Asset Management | Asset Manager | Cisco       |
| Asset Management           | Envoy                              | Discovery of Linux Devices                      | Asset Management | Asset Manager | Cisco       |
| Asset Management           | Casper                             | Discovery of Apple Devices                      | Asset Management | Asset Manager | Cisco       |
| Asset Management           | Tableau                            | Reporting                                       | Asset Management | Asset Manager | Cisco       |

# **Transformation**

# Our Alignment to Cisco's Experience Architecture

Wipro Holmes™ AI Platform  
Holmes™ Analytics  
Holmes™ Bot Library  
Ticket Reduction by **30%**

Cisco Academy  
L3 Governance  
Quality Check through  
wColossus and Oasis  
Persona Based Services  
through Wipro Live Workspace

Employee  
centered vs.  
functional  
experience

“Remove the  
friction on what  
is important  
personally to  
employees”

## Channel

User  
chooses  
mode of  
interaction  
---  
Mobile  
--  
Chat  
--  
Phone  
--  
Community

## Self Support

Self Support  
\*\*Predictive Solution Provided  
\*\*Offers related content (i.e. Amazon  
recommend)

## Artificial Intelligence

\*\*Iterative Artificial Intelligence  
probing to ID other alternatives  
\*\*Offers related content (i.e.  
Amazon recommend)

## Human

\*\*Provide Expert  
Level of Support w/  
Empathy

## Continuous Improvement, Automation, and Cognitive

\*\*Conduct root cause and analysis for improvement and drive channel optimization  
\*\*Continuous learning for cognitive interaction and content improvement  
\*\*Drive automation to reduce or remote touches – drive to zero touch

## Proactive

\*\*Personalized notification of known  
issues and solutions

## Partnership

\*\*Employee centered co-design, continuous improvement  
and knowledge sharing  
\*\*Joint accountability on end to end service

Root Cause Analysis  
Top Call Driver Analysis  
Pareto Analysis  
Hyper-Automation Drive  
Data Driven Reporting

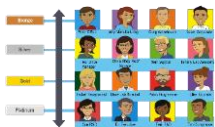
User Experience Management  
Holmes™ End Point Automation  
Holmes™ Chat Bot  
Holmes™ Classifier Bot  
MTTR reduction by **20%**

Built in Inter-Country DR  
Knowledge Management Team  
Dedicated Quality Team  
Strategic Partnerships  
Innovation Council reinvesting 3% of our revenue

# Wipro LiveWorkspace™ - Vision to Digital WorkSpace

## Vision

### Persona Based Services



### User Experience Management



### My Digi Locker



### Omni Channel – Digital App



## Core components

### Intelligent Service desk “Elimination & Consumerization”



### Field Service “Elimination & Consumerization”



### Asset Lifecycle Management



### SNOW - Market Place – Zero Touch



### Digital App for Asset Management



## Enablers

### Follow The Sun Model Proactive Experience Center



### ServiceNXT™ Analytics




### Robotic Process Automation & Cognitive Intelligence







# Service Now based Cisco Marketplace





Social MediaChatService CatalogKnowledgeSystem Administrator


How can we help?


**Financial Services**  
List of Financial Services provided by Northern Trust.


**Knowledge Base**  
Browse and search for articles, rate or submit feedback


**Get Help**  
Contact support to make a request, or report a problem


**Community**  
Community-sourced answers to your questions


**Datacenter Services**  
Manage Your Infrastructure like Provision new Virtual Machines, Databases, Middleware


**End User Services**  
Browse here for one click software deployments, Enroll your devices and request for new applications


**Network Services**  
Browse here for DC LAN and WAN services like Provision remote Sites, create new WiFi Hot Spot

**Non IT Services**  
Connect with your HR teams, Ask Finance questions , Consult Legal & Engage with Facilities Management teams

**My Virtual Assets**  
Browse all the cloud resources you have requested and consumed

**Self Service**  
Fix your outlook, internet explorer, system, MS Office, VPN Client , Skype issues

**Cost Reports**  
Click here to review your cost consumption reports like budget vs Spent Reports

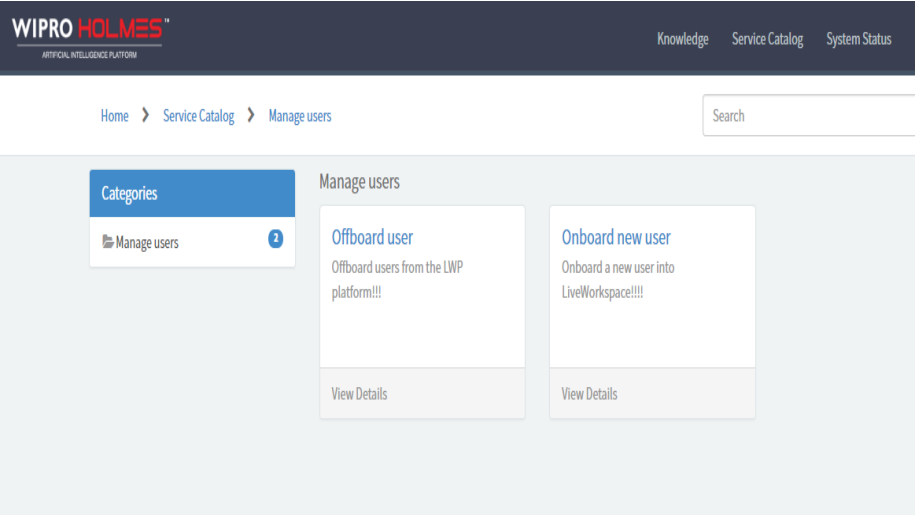
**New Idea**  
Submit a new idea for enterprise

Users can rate applications and provide feedback to better inform other users

Single portal for all applications from all devices

# Service Now based Cisco Marketplace

## Step 1 : Click on order something > Manage users



## Step 2 : Fill in all the mandatory fields

A screenshot of the 'Onboard new user' form in the Wipro Holmes system. The top navigation bar is dark blue with the Wipro Holmes logo and links for Knowledge, Service Catalog, and System Status. Below this, a breadcrumb trail shows 'Home > Service Catalog > Manage users > Onboard new user' next to a search bar. The main content area is titled 'Onboard new user' with the subtitle 'Onboard a new user into LiveWorkspace!!!!'. Below this, a paragraph states 'Onboard new users onto the LiveWorkspace platform.' followed by two numbered instructions: '1. Provide users with an email and a fileshare' and '2. Choose between Bronze, Silver, Gold and Platinum workspaces for your end users to provide fixed and customizable virtual operating environments'. The form contains several input fields: 'First Name', 'Middle Name', 'Last Name', and 'Employee Number', each preceded by a red circular icon with a white exclamation mark, indicating mandatory fields. The 'First Name' field is currently empty.

# Service Now based Cisco Marketplace

## Step 3 : Notification appears to end user with username and password

File

Message

McAfee E-mail Scan

Tell me what you want to do...

Ignore

Delete

Reply

Reply All

Forward

IM

More

ABB

Team Email

Reply & Delete

To Manager

Done

Create New

Quick Steps

Move

Rules

OneNote

Actions

Assign

Mark

Policy

Unread

Categorize

Follow Up

Translate

Edit

IT Service Desk <wiprodemo4@service-now.com>

WaMa1234@liveworkspace.wiprodaas.com; Ramesh Anantha Krishnan (GIS)

Welcome to Liveworkspace

First name: Walter

Last name: Magenta

Welcome aboard LiveWorkspace!

Walter Magenta

The Next Generation Workspace productivity and delivery platform from Wipro. You can manage your entire workspace from this portal here

Your Login Details

Username: WaMa1234

Password: lw\_2016

[Click HERE to access the Liveworkspace](#)

Ask me anything

e

File Explorer

Shopping

Google

Excel

PowerPoint

Outlook

Mail

PDF

## Step 4 : Catalogues based on user profiles is available

WIPRO HOLMES

ARTIFICIAL INTELLIGENCE PLATFORM

Knowledge

Service Catalog

System Status

Home

Service Catalog

Search

Categories

Access workspace

Communication channels

Desktops

Hardware

Laptops

Manage my assets

Mobiles

Mobility

Moves

Popular Items

Asus G Series

ASUS G Series G73SW-XN2 Notebook Intel Core i7 2630QM(2.00GHz) 17.3" 8GB Memory DDR3

View Details

\$839.99

Acrobat

View Details

\$139.99

Apple MacBook Pro 15"

Apple MacBook Pro MD322LL/A MacBook Intel Core i7 2.40GHz 15.4" Wide XGA+ 4GB

View Details

\$1,799.99

7zip

Access Citrix Bronze workspace

Android

Samsung Galaxy s6

# Wipro LiveWorkspace™ - Digital App for GSTS

## Digital App on Mobile

Dedicated mobile app for Time Inc VIP users to directly initiate call back request to the support team

## ITSM configuration

Automatic priority setting and auto allocation of ticket to onsite engineer for VIPs



## Features

1. The mobility app will be available for all iOS and Android platforms
2. Once logged on to the App, the end Associates can choose from multiple options namely:
  - Creating an incident ticket or a service request
  - Requesting for priority call back
  - Dashboard to check and view logged tickets
3. The app will be integrated with the Service Now ITSM tool.
4. Once a ticket is created by the GSTS, the ticket gets routed enhanced support team

**If needed the Digital App can be extended to users other than GSTS**

# Digital Application for Cisco Sales Users

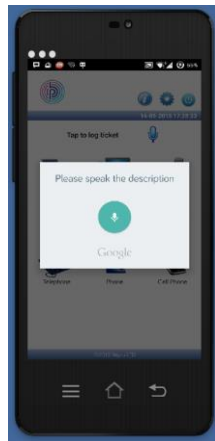
## Description of initiative



**Application**



**Logging ticket**



**Voice Based  
ticket  
logging**



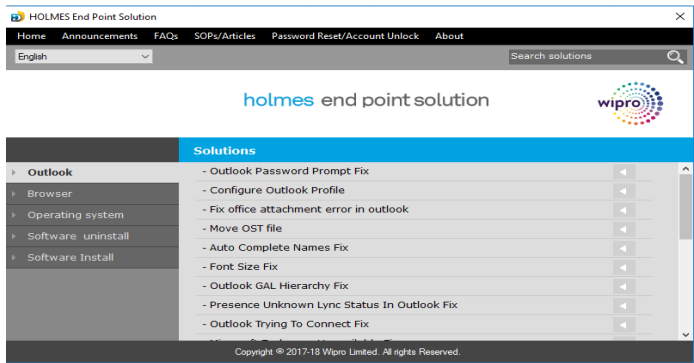
**Confirmation  
screen**

## Estimated benefit to Cisco VIP and Sales Users

- Once logged onto the app, the VIP/Sales user can choose multiple options namely:
  - Creating an incident ticket
  - Creating a service request
  - Direct call to designated field engineer
  - Requesting for priority call back
  - Dashboard for logged tickets etc.
- Enhancing the experience of getting IT support
- Default categorization of P2 / P1 for enhanced support
- The Mobi-App is available for all iOS and Android platforms from the app store.
- The VIP/Sales users shall log on to the App using their AD-ID and Password.

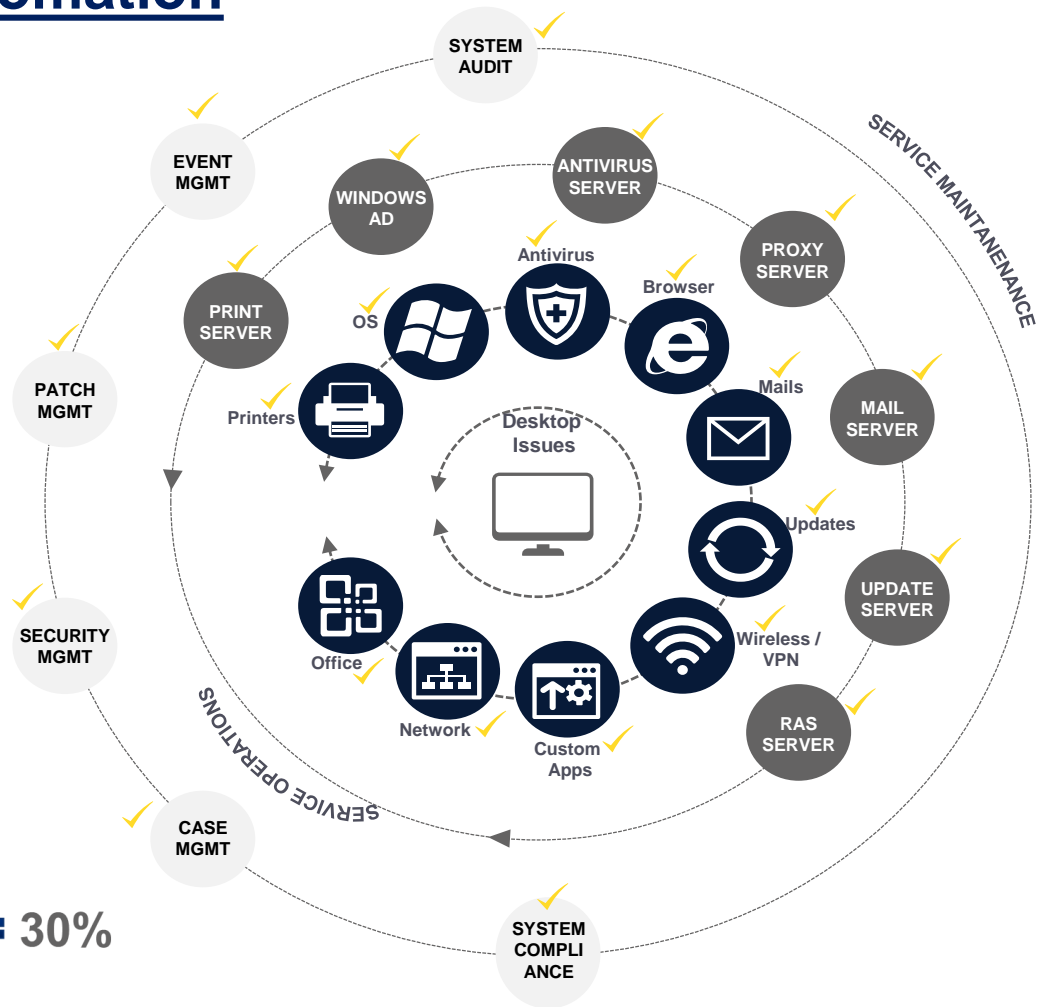
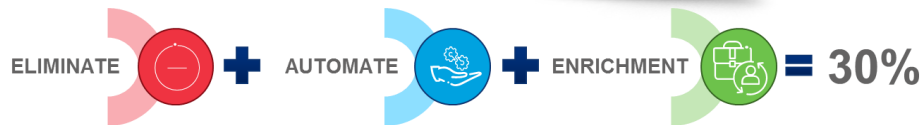


# Wipro Holmes - One Click Automation



## Use cases identified for Cisco

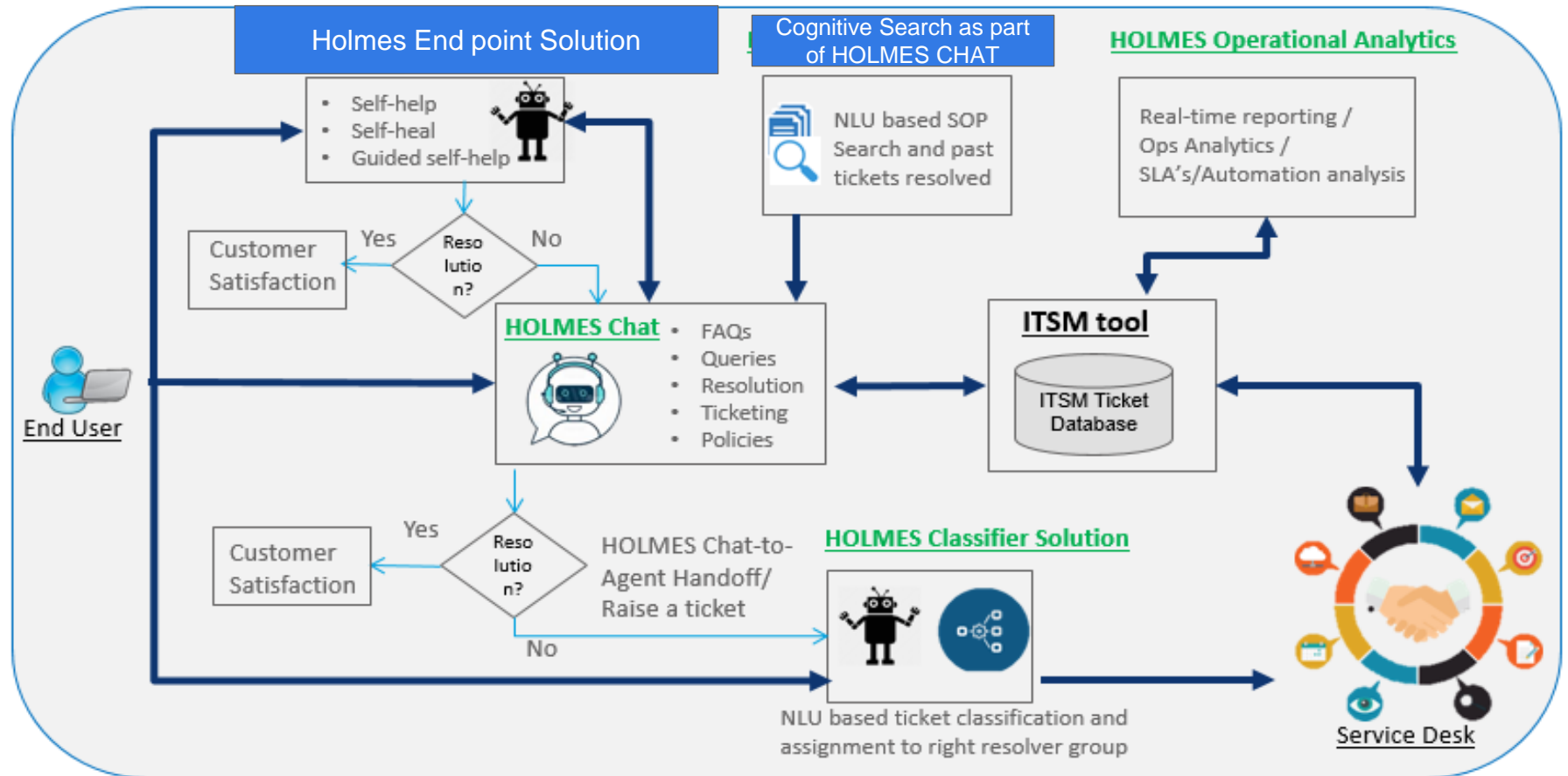
- Enterprise Password Unlock/Reset Issues – Windows & Application Passwords
- Status Query – Ex - Check the status of a ticket already raised
- Outlook/Email Issues - Ex -Unable to send or receive emails, outlook shows offline, Unable to launch outlook, Unable to search in Outlook
- Connectivity Issues –Ex - Unable to connect to Wifi, Unable to connect to the Network using VPN, Unable to connect BYOD network
- Printer Issues. Ex – Install the nearest printer
- Software Install requests -of Service Incidents
- Performance issues Ex – PC running slow, PC hang,
- Outages – Unable to launch applications



# Holmes

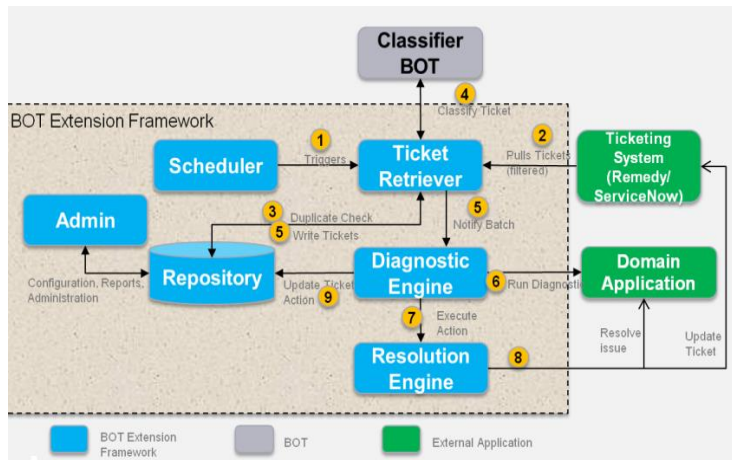


Classifier BOT and Analytics are not in scope



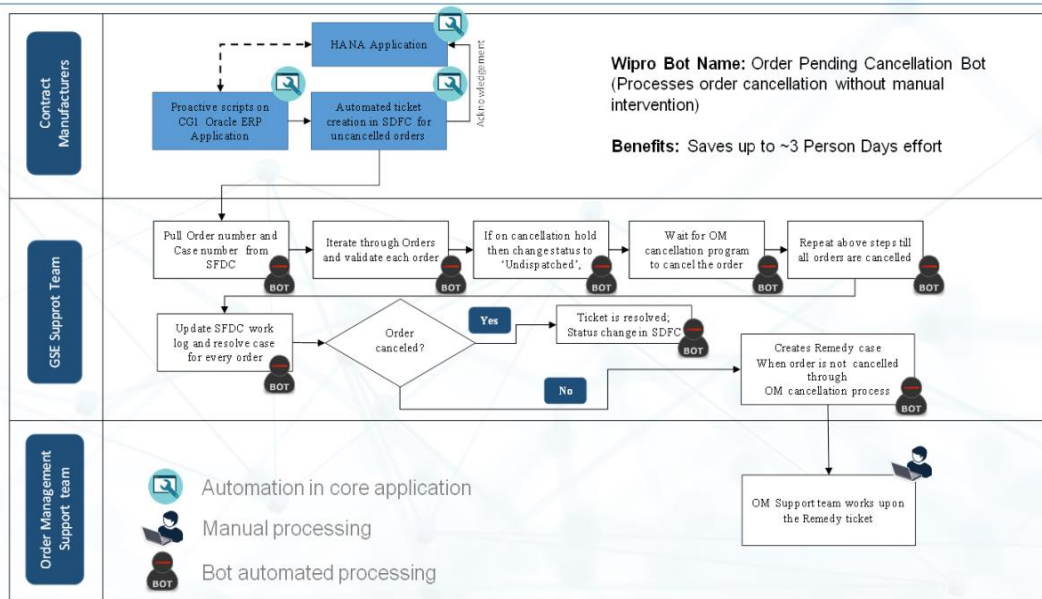


## Leveraging Holmes Implementation in Cisco IT - Hyper Automation & Self Heal



- Foundation framework is live in Cisco IT
- Implemented hyper-automation use case in Supply chain, SC3
- End to end automation with touchless support  
Pluggable Option for ticketing applications
- Pluggable Domain applications, Configurable Bot management

## Use Case: Order Pending Cancellation (self heal)

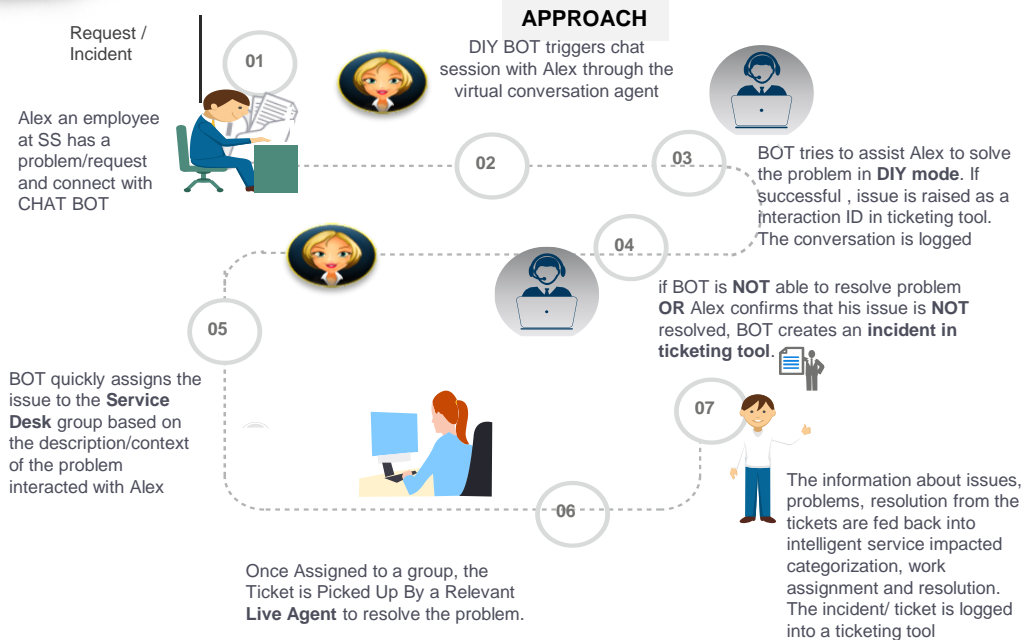


- Wipro has implemented foundation layer for Hyper automation through Holmes in Cisco IT
- Order Pending Cancellation use case
- Other Use case will be implemented for Hyper automation - Plan to achieve 50% of the touchless support by year 2



# Holmes Chat Bot

## Description of initiative

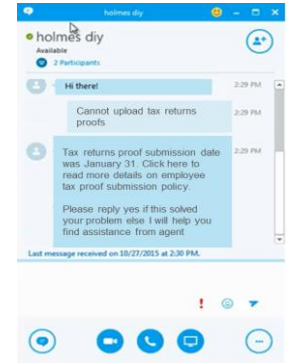


## Features

- Easily train BOT on existing content including SOPs and past tickets etc.
- Interpret user requirement using natural language processing and process feedback
- Asks for missing information / context
- Automatically creates tickets if user doesn't find a solution

## BENEFITS

- Virtual, contextualized 'Do it Yourself' experience
- Faster garnering of user feedback
- ~ 30% Improvement in query resolution time
- Enhance end user satisfaction
- Avoids tickets from being raised



# Chat based bot using Cisco Spark



- Pilot use case is live in Cisco IT (GSE Support, Marketplace)

User interacts with a Spark chat bot / virtual agent to ask how to reach services links and the bot interactively responds back

The chat bot / virtual worker is accessible over messenger system e.g. Cisco spark

01



Next Gen  
Virtual Assistant uses NLP,  
provides solution;  
interrogates in case of  
confusion

02



Alex wants to search for  
a particular Shell  
services link and asks  
the question to Bot

## OBJECTIVES

- Virtual, contextualized Chat experience
- Faster garnering of user feedback
- Savings of human agent efforts required for portal maintenance
- Interpret user requirement using natural language processing and process feedback

## OUTCOMES

Automated resolution of user queries

### Measures

- Reduction in time to search
- Improved search quality instead of keyword search
- Enhanced user satisfaction

# **Service Levels**

# SLA Onboarding

| S. No. | Business Outcome                                  | Performance Measurements                   | Support Area | Measurement                | Calculation  | Commitment/Target |
|--------|---|--|--------------|----------------------------|--|-------------------|
| 1      | As quickly as possible                            | Device shipping - Next day                 | LTS          | ≥95%                       | For Device Shipping Cases which enter AG at or after 2pm local time. The number of Cases for which the Device Shipment was made available to the transportation carrier the next business day, divided by the total number of Device Shipment Cases. | Commitment        |
| 2      | As quickly as possible                            | Device shipping - Same day                 | LTS          | ≥95%                       | For Device Shipping Cases which enter AG at or after 2pm local time. The number of Cases for which the Device Shipment was made available to the transportation carrier the next business day, divided by the total number of Device Shipment Cases. | Commitment        |
| 3      | Solve the employee problem as quickly as possible | First Contact Resolution - Calls and Chats | RTS          | ≥65%                       |  | Commitment        |
| 4      | Solve the employee problem as quickly as possible | Incident Case Resolution Tim               | Both         | ≥90% Individual Priorities | 3- Moderate - 8hr<br>4- Minor - 24hr<br>5- Standard - 48hr   | Commitment        |
| 5      | Solve the employee problem as quickly as possible | Service Request Case Resolution Time       | Both         | ≥90% Individual Priorities | 4- Minor - 24hr<br>5- Standard - 48hr  | Commitment        |
| 6      | Solve the employee problem as quickly as possible | Speed to Answer (Phone)                    | RTS          | ≤90 seconds                |  | Commitment        |
| 7      | Solve the employee problem as quickly as possible | Speed to Answer (Chat)                     | RTS          | ≤30 seconds,               |  | Commitment        |

Please note these SLAs shall be mutually discussed, baselined and agreed upon in the next stage.

# SLA Onboarding

Owner: Shrawan Bhattacharjee

| S.No | Business Outcome                                  | Performance Measurements  | Support Area | Measurement  | Calculation   | Commitment/ Target |
|------|---|---|--------------|--|---|--------------------|
| 8    | Solve the employee problem as quickly as possible | Speed to Answer - GSTS Specific   | RTS          | ≤30 seconds  |   | Commitment         |
| 9    | With the highest level of quality                 | Overall CSAT  | Both         | ≥4.75  |   | Commitment         |
| 10   | As quickly as possible                            | Dispatch - Next business day  | LTS          | ≥95%   | For Cases which require a Technician Dispatch. The number of times which the Technician Arrives on site on the next business day following the request for dispatch, divided by the total number of requested dispatches.   | Commitment         |
| 11   | As quickly as possible                            | Speed of device repairs   | LTS          | ≤5 business days   | Repair or coordinate repair   | Target             |
| 12   | With the highest level of quality                 | Update ServiceNow with Device Transactions (return, disposal, repair, provisioning) | AM           | ≥99% Device assignment updated in Asset Mgmt too   | According to role – 99% (Same day). Dispatch Technicians will update ServiceNow within one (1) Business Day of Device Transaction. Onsite Technicians will update within one (1) Business Hour of Device Transaction*. *If Business Hour is at the end of the Business Day, ServiceNow will be updated within one (1) Business Hour on the commencement of the next Business Day. | Commitment         |
| 13   | With the highest level of quality                 | Ensuring Correct Inventory  | AM           | Monthly Physical inventory accuracy 98% Globally.  | Monthly Physical inventory in stock accuracy of Devices* for Designated Technician Sites - 98% Globally. *Pertains to inventory that is not allocated to an Employee  | Target             |
| 14   | With the highest level of quality                 | Ensuring Device Wiping  | AM           | Wipe Device within one (1) Business Day of collection – 90% and wipe Device within three (3) Business Days of collection – 10% | For Designated Technician Sites, Wiping of Device within one (1) Business Day of receiving Device from Employee that will not remain with Employee – 100%   | Commitment         |

# **Information Security and Compliance**



# Cisco Transition | Information Security & Compliance

| Wipro Mandatory Trainings |   |
|---------------------------|---|
|                           | ISMS                                    |
|                           | DP                                      |
|                           | COBC                                    |
|                           | COOC                                    |
| CISCO Mandatory Trainings |   |
|                           | Introduction to Data Security           |
|                           | Securing your data environment          |
|                           | Data Incident Reporting                 |
|                           | Data Privacy and Security Annual review |

# **Transition Overview**



# Transition process

|                      | Planning   | Knowledge Acquisition   | Training Sessions  | Secondary Support  | Primary Support   |
|----------------------|--|---|--|--|---|
| Process / Activities | <ul style="list-style-type: none"> <li>Finalize Transition Plan including Governance and Risk plan</li> <li>Finalize reporting and escalation mechanism</li> <li>Required access to all systems</li> <li>Location and space readiness</li> <li>Access to existing documentation</li> </ul> | <ul style="list-style-type: none"> <li>Knowledge acquisition Workshops/ Hands-on session</li> <li>Review of Process documents</li> <li>Understand Operating Procedures</li> <li>Analyze critical/ noncritical issues</li> <li>Familiarize with Cisco tools</li> <li>Freeze Detailed Training plan</li> <li>Finalize Secondary support plan</li> </ul> | <ul style="list-style-type: none"> <li>Pilot Team trained by Cisco Team for different Verticals</li> <li>Each resource of the Pilot Team assigned 2 Verticals to conduct training to remaining team</li> <li>Initiate Batch wise Trainings for each Resource</li> <li>Fall back plan for resources not clearing exams</li> </ul> | <ul style="list-style-type: none"> <li>Wipro performs Secondary support to existing support team</li> <li>Update SOP document, if required</li> <li>Finalize Primary Support Plan</li> <li>Baseline Metrics to be reported during steady state</li> <li>Review Risk Management Plan</li> </ul> | <ul style="list-style-type: none"> <li>Wipro team to be the primary support team for all tickets.</li> <li>Secondary support and resolving backlogs will be by incumbent.</li> <li>Monitor metrics</li> </ul> |
| Enablers             | <ul style="list-style-type: none"> <li>Project Management Tool</li> </ul>  | <ul style="list-style-type: none"> <li>Knowledge Management Database</li> <li>Webex for Collaboration</li> <li>Class room sessions</li> <li>Cisco SMEs</li> </ul>   | <ul style="list-style-type: none"> <li>Cisco Training Portal</li> <li>Cisco Virtual Class Room Sessions</li> <li>Resource Onboarding on Cisco platform</li> </ul>  | <ul style="list-style-type: none"> <li>Knowledge Management Data base</li> </ul>   | <ul style="list-style-type: none"> <li>Knowledge Management Data base</li> </ul>  |
| Deliverables         | <ul style="list-style-type: none"> <li>Transition plan</li> <li>Calendar for KAP sessions</li> </ul>   | <ul style="list-style-type: none"> <li>Freeze SOP and MOP processes</li> </ul>  | <ul style="list-style-type: none"> <li>100% Trained resources on Cisco Scope</li> <li>Plan for Primary Support</li> </ul>  | <ul style="list-style-type: none"> <li>Plan for Primary Support</li> <li>Plan for open unresolved issues</li> <li>Plan for addressing changes</li> </ul>   | <ul style="list-style-type: none"> <li>Plan for open unresolved issues</li> <li>Plan for addressing changes</li> </ul>  |
| KPIs                 |  | <b>Playback:</b> <ul style="list-style-type: none"> <li>100% pre-identified critical processes</li> <li>Minimum 80% overall processes</li> </ul>  | Resources to clear Cisco OJT Assessment Exam   | <b>Minimum 50%</b> assigned incidents resolved by Wipro Independently within base-lined time frames  | <b>At the end of this phase 100%</b> of all incidents will be resolved independently by Wipro   |
|                      | No Disruption to Business  | No Disruption to Business   | No Disruption to Business  | No to Minimal Disruption to Business   |   |

# Key risk and mitigations

| Area of Risk  | Risk Description  | Reason   | Mitigation   |
|---|---|--|--|
| Monthly Ticket Volume is the weighted averaged of the Yearly Total    | Inadequate Team sizing at each Geo  | Significant change possible due to product release, bugs due to new firmware release etc | <ul style="list-style-type: none"> <li>Agreement with Cisco for Quarterly Volume Forecasting</li> <li>Prioritize the backlog tickets (P1, P2 &amp; P3)</li> <li>Focus on resolving priority tickets</li> <li>SLA relaxation for low priority tickets</li> </ul>  |
| Availability of Resources for Transition / Delivery                   | Transition delay / Service Impact   | Attrition of critical resources  | <ul style="list-style-type: none"> <li>Wipro shall onboard key resources from its existing program</li> <li>Mobilization of Key resources to start at least four weeks prior to start of Transition Creation of dedicated Resourcing team under the Transition Management Office to ensure focus on timely hiring</li> </ul> |
| Inadequate availability of current Resource for Transition Enablement | Schedule slippage due to unavailability of Cisco resources                            | Incomplete and undocumented knowledge and experience                                     | <ul style="list-style-type: none"> <li>Agreed and documented meeting schedule in the Planning phase</li> <li>Fall- back plan for hostile/uncooperative Transitions</li> </ul>  |
| Unavailability of SLA Measurement Criteria                            | Unclear and undefined requirement   | Insufficient Insight into current Baseline and Adherence                                 | <ul style="list-style-type: none"> <li>SLA adoption Methodology Proposed</li> <li>Mutual discussion during Transition Kick-off for SLA baselining</li> <li>Creation of an escalation process for complex ticket resolution at L1 layer</li> <li>Daily tracking and reporting</li> </ul>                                      |
| Key Stakeholder and User communication                                | Incoherence between management & user expectations and Change Management Deliverables | Significant user and key stakeholder involvement is needed                               | <ul style="list-style-type: none"> <li>Joint communication Plan involving key stakeholders including focus on GEO wise mapping &amp; process handshake</li> <li>Impact analysis and customized deployment approach as per user Personas</li> </ul>   |

**Thank You**