

Wipro Limited

**Results for the Quarter ended September 30, 2010
Operating Metrics Pertaining to IT Services Segments**

A. IT Services

		FY 10-11			FY 09-10			
		Q2	Q1	FY	Q4	Q3	Q2	Q1
Revenue & OM%	IT Services Revenues (\$M)	1,272.8	1,203.7	4,390.4	1,165.9	1,126.8	1,065.2	1,032.6
	Sequential Growth	5.7%	3.2%	1.6%	3.5%	5.8%	3.2%	-1.3%
	Operating Margin%	22.2%	24.7%	23.6%	24.3%	23.7%	23.7%	22.3%

B. Services

Value added services composition	Practices	Q2	Q1	FY	Q4	Q3	Q2	Q1
	Technology Infrastructure Services	21.2%	21.1%	21.1%	21.6%	21.3%	20.6%	20.9%
Testing Services	11.4%	11.4%	11.8%	11.7%	11.5%	12.0%	12.1%	
Package Implementation	13.6%	13.5%	13.0%	12.7%	12.8%	13.3%	13.4%	
BPO	9.8%	10.1%	10.6%	10.9%	10.6%	10.5%	10.1%	
Product Engineering	5.2%	4.7%	4.2%	4.1%	4.1%	3.9%	4.6%	
ADM	38.8%	39.2%	39.3%	39.0%	39.7%	39.7%	38.9%	
R&D Business	14.3%	15.0%	15.8%	15.0%	14.9%	16.1%	17.2%	
Consulting	2.9%	2.6%	2.3%	2.7%	2.3%	2.3%	2.0%	

Vertical composition	Verticals	Q2	Q1	FY	Q4	Q3	Q2	Q1
	Technology	8.2%	8.5%	8.8%	8.6%	8.4%	8.7%	9.4%
Telecom	8.2%	8.1%	8.2%	8.2%	7.9%	8.1%	8.4%	
CMSP*	8.6%	9.1%	9.2%	8.8%	9.8%	9.6%	8.9%	
Technology, Media & Telecom	25.0%	25.7%	26.2%	25.6%	26.1%	26.4%	26.7%	
Financial Services	26.9%	26.9%	26.0%	26.1%	25.8%	25.7%	26.3%	
Manufacturing	14.8%	15.1%	15.2%	14.8%	15.1%	15.6%	15.5%	
Healthcare & Services	8.8%	8.5%	8.5%	9.2%	8.7%	8.1%	8.0%	
Retail & Transportation	15.5%	14.9%	15.0%	14.7%	14.8%	15.2%	15.2%	
Energy & Utilities	9.0%	8.9%	9.1%	9.6%	9.5%	9.0%	8.3%	

*CMSP - Communication & Media Service Provider

Geo Comp	Geography	Q2	Q1	FY	Q4	Q3	Q2	Q1
	Americas	55.9%	57.3%	57.9%	56.7%	57.1%	58.4%	59.7%
Europe	26.5%	25.4%	26.2%	26.3%	26.3%	26.5%	25.5%	
Japan	1.5%	1.5%	1.6%	1.5%	1.6%	1.6%	1.8%	
India & Middle East business	8.9%	9.0%	8.5%	8.8%	8.9%	8.1%	7.9%	
APAC and Other Emerging Markets	7.2%	6.8%	5.8%	6.7%	6.1%	5.4%	5.1%	

Constant Currency	Guidance (\$MN) in Constant Currency	1,253-1,277	1,190-1,215	4,399.4	1,161-1,183	1,092-1,113	1,035-1,053	1,009-1,025
	IT Services Revenues (\$M) - Constant Currency Seq	1,261.2	1,217.6	4,399.4	1,179.7	1,117.1	1,052.5	1,014.1
	Constant Currency Seq growth %	4.8%	4.4%	1.8%	4.7%	4.9%	1.9%	-3.0%

Customer Relationships	Customer size distribution (TTM)	Q2	Q1	FY	Q4	Q3	Q2	Q1
	> \$100M	1	2	2	2	2	1	1
> \$75M	9	9	9	9	8	8	7	
> \$50M	20	17	16	16	16	16	17	
> \$20M	63	58	56	56	53	51	53	
> \$10M	106	100	96	96	95	99	97	
> \$5M	164	165	166	166	156	152	156	
> \$3M	244	238	226	226	233	216	219	
> \$1M	425	434	406	406	398	403	413	

Customer Metrics	Revenue from Existing customers %	99.0%	99.6%	97.9%	96.5%	97.8%	98.1%	99.5%
	Number of new customers	29	22	121	27	31	37	26
Total Number of active customers	890	858	845	845	822	840	830	
Customer Concentration	Top customer	2.9%	2.9%	2.6%	2.5%	2.6%	2.7%	2.6%
	Top 5	10.7%	10.9%	11.0%	10.5%	10.8%	11.3%	11.4%
	Top 10	19.2%	19.8%	19.7%	19.3%	19.5%	19.7%	20.6%

		FY 10-11			FY 09-10			
		Q2	Q1	FY	Q4	Q3	Q2	Q1
Employee Metrics	Closing Head Count - IT Services	115,900	112,925	108,071	108,071	102,746	97,891	98,521
	Utilization (IT Services excl BPO, IFOX and I&ME*)							
	Gross Utilization	70.9%	71.3%	71.5%	72.1%	73.2%	70.8%	70.0%
	Net Utilization (excl Support)	78.0%	78.4%	78.8%	79.3%	80.7%	78.2%	77.1%
	Net Utilization (Excluding Trainees)	82.4%	81.6%	81.6%	83.0%	84.5%	80.5%	78.2%
	Attrition							
	IT Services excl BPO and I&ME*							
	Voluntary TTM	19.4%	15.8%	12.1%	12.1%	9.9%	9.6%	9.8%
	Voluntary Quarterly Annualized	23.5%	23.0%	12.1%	17.1%	13.4%	10.5%	8.4%
	Involuntary Quarterly Annualized	1.4%	1.4%	6.2%	2.1%	3.6%	12.4%	7.7%
BPO %- Quarterly	14.2%	15.9%	15.4%	16.8%	15.0%	16.7%	13.5%	
BPO %- Post Training	9.6%	8.9%	8.5%	8.7%	9.5%	9.7%	6.8%	
Sales & Support Staff - IT Services (avg)	9,583	8,783	7,925	8,309	7,971	7,752	7,670	
* India & Middle East Business								
C. IT Services (Excluding Infocrossing, BPO and India & Middle East Business)								
Service delivery	Revenue from FPP	44.0%	44.6%	41.5%	44.3%	42.5%	40.3%	38.4%
	Onsite revenue - % of services	51.7%	52.2%	49.8%	49.4%	50.3%	49.9%	49.6%
	Off shore revenue - % of services	48.3%	47.8%	50.2%	50.6%	49.7%	50.1%	50.4%
Revenue Mix	Revenue in \$MN							
	Onsite	492	466	1,623	421	415	399	388
	Offshore	460	428	1,636	431	411	401	393
Volume Movement	Person months available							
	Onsite	43,986	42,117	140,388	36,206	35,505	34,070	34,607
	Offshore	146,916	135,970	504,700	132,063	123,428	122,581	126,628
	Support	19,020	17,729	65,778	16,863	16,309	16,216	16,390
	Total	209,922	195,816	710,866	185,132	175,242	172,867	177,625
	Person months billed							
	Onsite	41,786	40,011	133,369	34,396	33,730	32,367	32,876
Offshore	107,082	99,698	375,101	99,067	94,487	90,093	91,454	
Total	148,868	139,709	508,470	133,463	128,217	122,460	124,330	

Growth Metrics For Q2 FY 10-11				
	Seq %	YoY%	Constant Currency Seq %	Constant Currency YoY %
IT Services	5.7%	19.5%	4.8%	20.3%
Verticals				
Technology	1.6%	12.3%	1.3%	12.1%
Telecom	7.7%	20.4%	7.4%	24.0%
CMSP	1.1%	8.3%	-1.0%	9.2%
Technology, Media & Telecom	3.3%	13.3%	2.4%	14.7%
Financial Services	5.7%	25.3%	4.8%	25.5%
Manufacturing	3.9%	13.6%	3.4%	15.0%
Healthcare & Services	8.8%	29.4%	9.2%	28.0%
Retail & Transportation	9.7%	21.5%	8.3%	23.1%
Energy & Utilities	6.5%	18.9%	3.6%	19.3%
Geography				
Americas	3.2%	14.5%	3.1%	14.8%
Europe	10.3%	19.7%	7.3%	25.9%
Japan	4.8%	9.9%	3.5%	7.2%
India & Middle East business	5.3%	30.5%	6.8%	25.0%
APAC and Other Emerging Markets	11.1%	59.2%	7.0%	49.6%
Practices				
Technology Infrastructure Services	6.6%	23.1%		
Testing Services	5.1%	13.9%		
Package Implementation	6.8%	22.9%		
BPO	2.9%	11.3%		
Product Engineering	15.0%	56.3%		
ADM	4.7%	16.7%		
R&D Business	1.2%	6.2%		
Consulting	14.4%	49.1%		
Price Realization				
Onsite	1.1%	-4.5%	-0.4%	-3.3%
Offshore	0.2%	-3.4%	-0.9%	-2.0%
Constant currency revenues for the current quarter is the product of volumes in the current quarter times the average actual exchange rate of previous quarter				