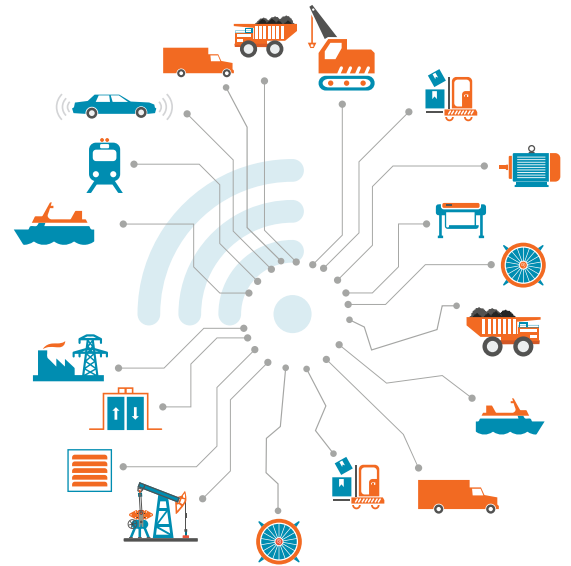


# CONNECTED SERVICE BUSINESS FOR MANUFACTURERS



## WIPRO LOOKING GLASS

Industrial Internet Platform for Aftermarket Transformation

### Improve your aftermarket revenue

You can understand how your products are performing in real time and how customers are using them. Using these customer insights, you can offer new service, design better products, drive consumables sales and give informed advice to improve customer outcomes.

### Reduce your cost of service

Through remote discovery, diagnosis and resolution you can reduce your service engineer's field visits. By using real time condition based monitoring you can optimize parts planning, improve preventive maintenance scheduling, utilization of your field force and reduce emergency calls.

### Improve your customer satisfaction

By predicting and acting on potential points of failure, you can improve uptime and your SLA achievement. Through remote diagnostics you can ensure that the right part and right engineer reaches the customer, reducing mean time to repair and improving first time fix rate.

### Salient features



Scalable – Can handle high data volume and velocity



Secure – Enabling complex authorization schemes and managing edge security



Operational intelligence – Enabled by real-time streaming analytics and complex data asset modelling



Public/private cloud based hosting

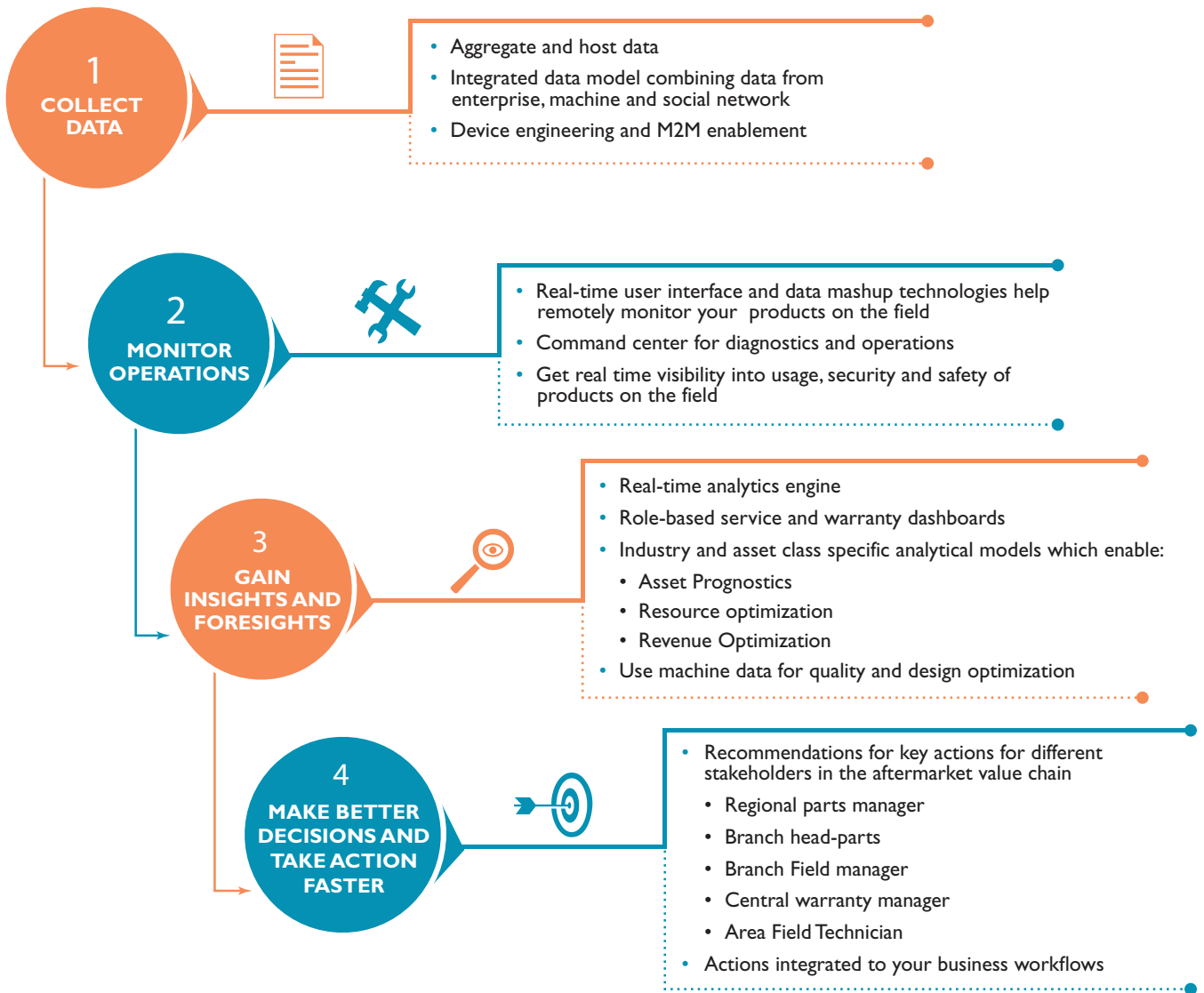


Quick and easy onboarding



Subscription based – Minimize your CAPEX investment

# Offerings



## Aftermarket Service Transformation Practice

This practice addresses the current and long-term challenges of the aftermarket – enabling discrete manufacturers to improve their services revenue and customer satisfaction and reduce their cost of service. We leverage next generation service business processes, technology enablers like IoT, mobility, and advanced analytics and a strategic partnership ecosystem to support the aftermarket business of 180+ manufacturers.

Please visit <http://www.wipro.com/industries/manufacturing/solutions/after-market-solutions/> for more information.

## About Wipro Ltd.

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Business Process Services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of "Business through Technology" - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation, and an organization wide commitment to sustainability, Wipro has a workforce of over 150,000, serving clients in 175+ cities across 6 continents.

For more information, please visit [www.wipro.com](http://www.wipro.com)

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