



Empowered business users

95% faster service delivery

100% complete compliance



Wipro

INDUSTRY

Information Technology Services

CHALLENGE

Deliver cost-effective, agile, and scalable cloud infrastructure to meet diverse customer requirements.

SOLUTION

Wipro provisions and manages hybrid cloud services using solutions including **BMC Cloud Lifecycle Management, BMC Remedy ITSM Suite, and BMC BladeLogic Automation Suite.**

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.

BMC – Bring IT to Life

Wipro, a leading global IT services firm, manages elite hybrid cloud environments with optimized ITSM and compliance

BUSINESS CHALLENGE

With revenues of over ₹438 billion (\$7 billion USD), Wipro delivers innovative technology, consulting, and business process services to clients in more than 175 cities across 6 continents. The company's strategy to help its customers leverage the cloud includes providing cost-effective, agile, and scalable cloud infrastructure. The value of the offering depended on Wipro's ability to maintain peak reliability, efficiency, and performance for its cloud services environment—even as it continues to grow.

BMC SOLUTION

Wipro chose BMC Cloud Lifecycle Management (CLM) to manage its cloud services environment based on the solution's capabilities for automation, self-service, and multitenancy. Tight integration with BMC Remedy ITSM Suite supports ITIL®-compliant service management across hybrid environments. BMC BladeLogic Data Center Automation Suite provides ongoing patching and configuration compliance.

BUSINESS IMPACT

BMC solutions help Wipro provision, configure, secure, monitor, and manage applications and cloud infrastructure to provide the high-performance yet cost-effective services its customers need.

- A self-service portal delivers complete, configurable full-stack services across infrastructure, middleware, platforms, and applications without IT intervention.
- Wipro can deploy new customer services in minutes instead of weeks, enabling customers to get nearly immediate value from their investments.
- ITIL-compliant service management enables consistent processes for incident, problem, change, service request, and SLA management across physical and virtual infrastructures and private and public cloud platforms.
- BMC Remedy dashboards provide up-to-the minute visibility into incidents, change, and other activities for physical and cloud-based systems, greatly reducing risk.
- Automated patching and configuration helps Wipro support customer compliance with diverse legislative mandates and industry standards across the globe.
- Cloud Lifecycle Management enables Wipro to establish multiple service levels at various price points to offer customer choice while maximizing revenue.

“An important factor in our selection of Cloud Lifecycle Management was the confidence we had in BMC Software as a partner,” said Atul Sood, vice president, advanced technologies & solutions at Wipro. “BMC was willing to look at new areas from a technology perspective and invest appropriately in research and development.”

