

# CASE STUDY

**Company Name:** WIPRO Infotech

**Industry:** IT Company

IT Services Company Reduces Bandwidth Requirement

## CUSTOMER PROFILE

WIPRO Infotech offers integrated IT solutions. They plan, deploy and maintain IT Lifecycle through total outsourcing, consulting services, business solutions and professional services. They help drive momentum in the clients organization cutting across domains. They are part of the USD 5 Billion Wipro Ltd. with a market capitalization of USD 24 billion. Wipro infotech is the worlds first global software company to achieve Level 5 CMM, Six Sigma as well Level 5 PCMM.

## BUSINESS SITUATION

Wipro Infotech employs in excess of tens of thousand of employees in their various facilities across cities. These employees browse the internet for various reasons and all of them are not exactly related to their official functions. They access information related to games, weather, news etc throughout the day and when their is any interesting development happening the usage increases. In India bandwidth is a scarce and costly resource. All these internet browsing for routine information gathering chocks the bandwidth and put unnecessary burden on it. For this regular work suffers because it takes more time to access the internet, upload files and makes if impossible to collaborate.

## SOLUTION OFFERED

To address this problem Parsec offered its MARS-Web Flash application. Web Flash allows the administrator to configure various RSS feeds from multiple sites. The collected information is than pushed from the central server to a select list of IP phones. The IP phone users can request for specific information or they can exclude themselves from the recipient lists.

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## BENEFITS

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The benefits to Wipro Infotech are manifold. They can now routinely distribute general information on user IP phones. Users can request for special information as and when they need it. They can also block the information on their individual IP phones.

The PC space is uncluttered and are left for more meaningful usage. An real estate which is laying idle at the user workspace is used for mundane tasks like content display.

Wipro Infotech maintains its employee morale high by providing them the information they need at the finger tips and also able to conserve the precious bandwidth for important functions.