



**July 22, 2021**

The Manager- Listing  
BSE Limited  
(BSE: 507685)

The Manager- Listing  
National Stock Exchange of India Limited,  
(NSE: WIPRO)

The Market Operations,  
NYSE: New York  
(NYSE: WIT)

Dear Sir/Madam,

**Sub: Press Release**

Please find attached herewith copy of the Press Release which is being released today.

Thanking you,

**For Wipro Limited**

**G Kothandaraman**  
**General Manager- Finance**

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## **Wipro launches FieldX, after sales and service solution on ServiceNow**

**New Jersey, USA and Bangalore, India – July 22, 2021:** Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO), a leading global information technology, consulting and business process services company, today launched FieldX, a cloud-based end-to-end digital service lifecycle automation solution built on ServiceNow's Now Platform®. Using FieldX, manufacturing organizations can enhance and scale-up their after-sales customer service operations while reducing costs.

Built as part of the ServiceNow Partner Industry Solution Program, FieldX integrates the customer service and field-service management capabilities of the Now Platform with Wipro's Internet of Things (IoT) and Augmented Reality (AR) platforms. By digitizing and automating departmental and cross-enterprise workflows, FieldX allows manufacturers to scale-up operations with reduced costs.

FieldX helps manufacturers enhance their customers' experience with omni-channel support that leverages Wipro's process-transformation expertise and technological innovations. It also increases machine uptime through proactive IoT-based monitoring, while AR-based live assistance accelerates issue resolution. In addition, FieldX provides service operators and field service workers a 360-degree view of the customer, thereby improving their efficiency.

**Harish Dwarkanhalli, President, iDEAS – Apps & Data, Wipro Limited** said, "FieldX is a significant step forward in our partnership with ServiceNow and it enables manufacturers to proactively address their customers' needs in after-sales service management. We look forward to working with ServiceNow to give other relevant industries the opportunity to leverage this comprehensive digital solution as they transform their own customer-service processes."

**Binoy Gosalia, Global Head of Industry Partnerships, ServiceNow** said, "Wipro's expertise in Field Service Management and manufacturing, combined with ServiceNow's continued innovation across the Now Platform, helps ensure that FieldX addresses all manufacturer needs. After-sales service and customer care are focus areas for ServiceNow, and we look forward to our continued collaboration with Wipro in this space."

ServiceNow Industry Partner Solutions extends ServiceNow's capabilities to deliver industry-specific apps and services tailored to meet the customers' unique digital transformation needs.

## About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 200,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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### Forward-Looking Statements

The forward-looking statements contained herein represent Wipro's beliefs regarding future events, many of which are by their nature, inherently uncertain and outside Wipro's control. Such statements include, but are not limited to, statements regarding Wipro's growth prospects, its future financial operating results, and its plans, expectations and intentions. Wipro cautions readers that the forward-looking statements contained herein are subject to risks and uncertainties that could cause actual results to differ materially from the results anticipated by such statements. Such risks and uncertainties include, but are not limited to, risks and uncertainties regarding fluctuations in our earnings, revenue and profits, our ability to generate and manage growth, complete proposed corporate actions, intense competition in IT services, our ability to maintain our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which we make strategic investments, withdrawal of fiscal governmental incentives, political instability, war, legal restrictions on raising capital or acquiring companies outside India, unauthorized use of our intellectual property and general economic conditions affecting our business and industry. The conditions caused by the COVID-19 pandemic could decrease technology spending, adversely affect demand for our products, affect the rate of customer spending and could adversely affect our customers' ability or willingness to purchase our offerings, delay prospective customers' purchasing decisions, adversely impact our ability to provide on-site consulting services and our inability to deliver our customers or delay the provisioning of our offerings, all of which could adversely affect our future sales, operating results and overall financial performance. Our operations may also be negatively affected by a range of external factors related to the COVID-19 pandemic that are not within our control. Additional risks that could affect our future operating results are more fully described in our filings with the United States Securities and Exchange Commission, including, but not limited to, Annual Reports on Form 20-F. These filings are available at [www.sec.gov](http://www.sec.gov). We may, from time to time, make additional written and oral forward-looking statements, including statements contained in the company's filings with the Securities and Exchange Commission and our reports to shareholders. We do not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.