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## Wipro Technologies

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Wipro Technologies is arguably the #1 provider of integrated business, technology and process solutions on a global delivery platform. Wipro is the first CMMi Level 5 certified software services company and the first outside USA to receive the IEEE Software Process Award. The achievement speaks words for the 55+ 'Centers of Excellence' that create customized solutions, no matter the domain involved.

Some Facts about Wipro Technologies:

1. World's first PCMM Level 5 software company
2. World's first IT Services Company to use Six Sigma
3. World's first SEI CMM/CMMI Level 5 IT services company
4. The first to get the BS15000 certification for its Global Command Center
5. Among the top 3 offshore BPO service providers in the world
6. Over 55 industry facing 'Centers of Excellence'
7. 95000+ employees
8. 54 development centers across globe
9. No. 2 in Indian Domestic IT Services Market



## Problem Statement

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Wipro Technologies have a large contingent of senior management employees handling diverse business functions and domains globally. Keeping them abreast with the latest happenings and learnings is always a challenge since they are always on a travel and move and hardly get 30% of their time on their desks.

Also personal training and knowledge up-gradation is not a feasible solution since they have a globally diversified management dispersed all over the globe. Similarly e-learning also doesn't cut ice since it requires longer times on the desktops and is not suitable for training in small bursts.

## Objective

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The Objective of adopting 'DRONA' was basically to provide on-the-go training and knowledge up-gradation to senior management employees in terms of video and audio based podcasting by utilizing the computational power that the company given BlackBerry phones would provide.

Secondly Wipro Technologies also wanted to decrease the time the senior employees spent on the desktops for training purpose during office hours and maximize the training opportunities during non productive time like traveling, waiting at the airport lounges etc.

Third but not the least they wanted to pass on key messages from corporate leadership, keep them informed on new technologies and company knowledge, providing motivational messages and videos, highlighting interviews with customers, etc.



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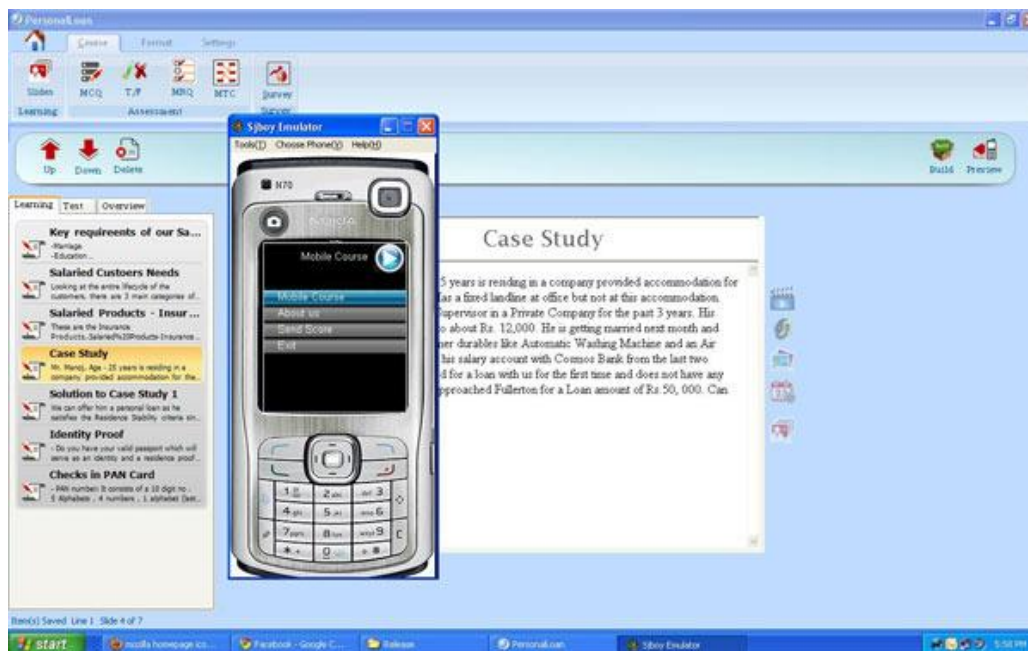
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## Solution

Wipro used 'DRONA' in the following aspects: (See Images below)

1. Their Learning and Development team used DRONA-Authoring to develop video based podcasting mobile Apps which would be pushed onto the BlackBerry phones.
2. They scheduled the delivery of all different modules by pushing the Applications from their BES (Blackberry Enterprise Server) to groups of senior management employees across the globe.
3. Their Learning and Development Heads and management were given a login to access the MIS using which they could access different tracking and feedback information.



DRONA Authoring



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DRONA Apps



DRONA Analytics



## Process

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Following the research phase, Short term and Long term goals were defined and an implementation process and strategy was designed so as to stick with the timelines based objective.

Rapid Implementation Process was taken in this case:

1. A Complete In-House implementation on Wipro Infrastructure was chosen.

## Technology

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The whole solution basically consisted of 3 components:

1. DRONA Authoring - A .NET based Desktop software
2. DRONA Mobile Apps - Blackberry based client Apps
3. DRONA Analytics - An ASP.NET based Web Application

Also all phones were BlackBerry phones EDGE enabled due to which the data transfer was chosen to be done over EDGE.

(See Product Sheet for Technology and minimum configuration requirements)



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## Results

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The following Parameters were collected:

1. Usage time of each module (course)
2. Number of times of each module was accessed
3. Time slots of the day when the module was accessed
4. Usage patterns of modules with different kinds of content
5. Capability of cell phones
6. Ratio of number of downloads to number of completed modules
7. Scores of assessment applications

We are still awaiting their previous figures to calculate the percentages of impact.

## Contact Information:

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