



G-Cloud 14

Service Definition –

End to End Digital Transformation using Low Code
Application Platforms (Mendix, OutSystems, Netcall,
Quickbase)



What the service is

Wipro has a dedicated Low Code No Code sub Practice and all the Leading Low Code Platforms falls under this sub practice, this practice rolls out to Wipro Digital Experience (DX) Practice. Wipro is a strategic GSI partner for all leading low code platforms (**Mendix, OutSystems, Netcall, Quickbase etc.**).

- Wipro offers -**Consulting & advisory, design, development, deployment, maintenance, and support services** to customers.
- Wipro works closely with its dedicated full stride cloud practice and offers **SaaS based low code solutions**.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

offers full backup and restore for any services through our partnerships with IaaS providers and Platform Partners (Mendix, OutSystems, Quickbase , Netcall etc.) as required

Any onboarding and offboarding support you provide.

Yes, through documentation.

Service constraints like maintenance windows or the level of customization allowed.

Yes, through a Change Request (impacts cost and schedule)

Service levels like performance, availability, and support hours

We mostly work with managed services, which are very reliable in terms of availability. we analyze all the areas and always plan for backup servers/infrastructure in case of failures. When a failure is detected, traffic is diverted to the backup servers with notifications to all the stakeholders.

We use different performance monitoring tools (both in-house and platform partner provided) to monitor performance.

Support hours can be customized based on customer requirements/demands through a change request.

After sales support

Through the standard chat services, the project manager could be reachable during the business hours.

Any technical requirements

For any technical requirements we would check first the feasibility of Low Code Platforms (for which we are providing the services to customers) -if this can be done through configurable components or custom plug-in and accordingly, we design, develop, deploy this.

Outage and maintenance management

Low-code platforms are designed to enable quick responses to outages, often with built-in monitoring and alerting systems. Low-code platforms allow for scheduled maintenance windows, which can be communicated to users in advance.

Hosting options and locations

Low code platforms offer flexible deployment options to suit various needs. It can be on Low code's own cloud which is designed for private or public clouds, on-premises, hybrid deployments or it can be on public cloud service providers of an organization's choice, such as Microsoft Azure, GCP, AWS, Rackspace, or VMWare.

Access to data (upon exit)

When exiting a low-code platform, accessing and migrating your data is a critical consideration. Most low-code platforms provide features to export data in common formats like CSV, XML, or JSON. We offer end-to-end data migration from varied sources through our in-house migration tools or platform partner provided tools.

Security

Operational security: All our services are tracked via our tracking tool and any new features and configurations are raised as a ticket. Tickets are used to manage all the change requests.

Applications built with Low Code platforms come with in-built security features like protection against injection attacks and automatic Cross-Site Request Forgery protection.



About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 250,000 employees and business partners across more than 60 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.

