

CLUB PREMIERE

WIPRO WINNERS

SPORTY WIPROITE

"Club Premiere 2002 - 10 Years of service"

From his first stint as Field Engineer in the Support Group to Onsite Manager, this Wiproite has achieved several goals. Throughout his career, Harinath Subramaniam feels that Wipro has stood for, "Integrity, vision and opportunity"; and says that joining this company was a "dream come true."

WIPROITE CLOSE-UP

CLUB WIPRO

During his graduation in Electronics and Engineering from BMS college in Bangalore, Hari took up a part time job in designing electronic circuits and building gadgets. After completing his graduation, he started working full time as an R & D Engineer at Hi-Tech Power Engineering in Bangalore. He was involved in design and development of resonant mode power supplies and invertors.

Hari joined Wipro Infotech's Support Group in 1992 as a Field Engineer. He says, "I joined Wipro for better culture, people, work ethics and towards great career prospects."

The climb

Hari then moved into the role of Senior Customer Support Engineer specializing in networking and Unix installations. He was responsible for handling critical accounts like, Vysya Bank, Corporation Bank, Vijaya Bank, LIC, GE and Passport Office.



In 1995, Hari was deputed to Singapore on a project for the Acer ADM Conference - a high visibility project for Wipro, with people around the world attending the conference. Hari worked round the clock, to lead the effort to setup and integrate multimedia systems in record time. Through this effort Wipro's contributions were widely recognized by the client.

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PILLARS OF WIPRO

BIRTHDAY TODAY

In 1996, as an Area Franchisee Manager, Hari was responsible for customer satisfaction, franchisee development and sales of services covering Goa and Belgaum locations. Here he achieved revenues of 120 percent of the target. Hari also worked with the Business Management Group, which was developing software support services and bagged the very first network audit "ServSupport net" order for Wipro.

A year later, Hari moved to San Jose, USA for an onsite project at Novell. He says, "This began as a one-year assignment, but was renewed twice because of the excellent service, in spite of reduction in Novell's own staff." Hari was initially responsible for handling Netware NFS and Netware IP products, but during the course of time grew steadily in responsibility and began to support other cutting edge technologies like NDS for Solaris, SLP and CMD.

During his stint here, Hari also presented technical sessions at Techshare, and wrote white papers on design and implementation of Pure IP technology; subsequently, three of these white papers were published in Novell Application Notes.

Since November 1999, Hari has been on an assignment at Deploy Solutions Inc, USA, to support a Web-based strategic workforce management product suite, specializing in the HR domain. Hari commenced as a single TIS consultant, but soon identified the need to set up an escalation model. He was instrumental in building and defining processes for a second level support team that acts as liaison between the frontline engineers and the development teams. Hari explains, "This team, completely staffed by Wipro, is perceived as the 'nerve center' for all customer escalations and has completed its third successful year of operation."

In addition to managing this team Hari is also responsible for release engineering activities; he is also a key contributor to product planning and engineering core teams. Hari has played a significant role in developing Wipro's TIS presence into other groups within Deploy. He has received several appreciations and awards from the client including commendations from the CEO of Deploy for his work.

Hari is currently Onsite Manager, managing a second level technical support group.

Memorable assignments

About challenges faced during his stint in Wipro, Hari remembers clearly when in 1996, T Sivakumar, Global Support Manager and H.R. Ramesh Chandra, CEO Support Division asked him to work on Network ServSupport Project, from the initial conceptualization to the end deliverable. He reminisces, "This service was one of the first of its kind, offered in India by an IT services company. I spent sleepless nights researching on the Internet using a 9600 dial up line to collect global competitor offerings. I had to identify network tools; I used Excel to plot network performance graphs, create a sample Network Audit report and a homegrown marketing brochure. I went on single handedly to bag the first PAID Network ServSupport Order from Tata Unisys Ltd. This was a six digit revenue."

The Novell Project is also close to Hari's heart. He says, "I still remember the day when Dr Mitta called me into his office and said "Hari, You will be working for a company whose president was instrumental in

building 10M USD Wipro Tandem Facility. It is our time to help this business partner establish and we count on you to keep Wipro's flag flying high". Seven months into the project, the client presented Hari with a "Special Recognition for Outstanding Services" award.

Hari's current goals include heading a division, and maybe eventually, starting his own company. He adds, "The quest continues for other milestones."

During his career in Wipro, Hari has received several awards for his contributions. In 1994, he received the quarterly award for outstanding support services and for achieving maximum customer satisfaction. The following year, he received the quarterly award for exemplary networking and resource mobilization capabilities. At Novell, Hari got 14 certifications including double Master CNE and Certified Internet Architect Credentials. He also received several awards, including Special Recognition for Outstanding Services; Best Instructor at Novell Techshare 99; Personal Appreciation Tribute Award; Extra Mile Award and the Special Tribute Award for Results (STAR Award). Hari also has a distinction of achieving highest Wipro appraisal ratings for seven consecutive years.

"A dream come true"

Saying that joining Wipro was a "dream come true", Hari elaborates - "Wipro enabled a quality of life that I had in vision and a great career opportunity." He feels that working in this company has contributed both professionally and personally. He also feels that working in Wipro has taught him to manage things better, has become more methodical in his approach and gained technically. For Hari, Wipro stands for "integrity, vision and opportunity" and says that "commitment, hard work, dedication and integrity" are the secret of his longstanding relationship with the company.

About the changes during the decade, Hari says, "We have grown from 'Local Brand with Global Touch' to 'Global Brand with Local Touch'. Our revenues have multiplied and Wipro has become a truly global company. Fuelled by quality and excellence we are blazing ahead with the vision to become the world's leading IT services provider."

If he had not joined Wipro, Hari would have started his own company that specializes in interior designing.

Hari is married to Sangeetha and has a daughter, Aishwarya. During his spare time he enjoys watching TV and playing with his baby girl. Hari is also an avid photographer and interior designer. During his college days, he was very active in NCC and was the Senior Under Officer - the highest rank given to a NCC cadet.

To new entrants to Wipro, Hari would like to reiterate Lou Holtz, the famous American football coach's words - "Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it."