

TECHNOLOGY INNOVATIONS TO SHAPE 2020



AMIDST PANDEMIC ‘REMOTE WORKING WITH DAILY WEBINARS’- THE NEW TECHNOLOGY TRENDS FOR 2020

Now-a-days fast-moving, cross-functional teams of people from different parts of the organization experiment and innovate together to deliver new products and capabilities at an unprecedented pace. CIO roles and responsibilities have been changing over the last decade, especially at companies that have been leading the way in the digital transformation of their businesses. Many CIOs at leading companies have evolved their job descriptions and their position’s reputation beyond roles like “digital enabler” and “technical operator” to become change agents who champion business model innovation. The organizations are spending more on the digital transformation of their companies even in this unprecedented time to fight against the coronavirus. And the CIOs are the executives most likely playing a top role in digital transformation, particularly in ideation and strategy.

According to the IDC Worldwide Semiannual Digital Transformation Spending Guide, the global annual spending on technologies and services is about to hit a whopping \$2.3 trillion as forecasted. The spending on digital transformation (DX) is at an estimated compound annual growth rate of 17.1% for a period of five years (2019-23). In the post-digital world, along with digital realities, related products and services will be hyper-personalized.

Due to the outbreak of the coronavirus pandemic, every sector - education, hospitality, pharmaceuticals or even in entertainment sector is running through a critical stage. Every company is now depending on remote workforce as employees are working from home. In this unprecedented time every industry is busy to save their business with their own digital transformation. In the following paragraphs we will find how industry leaders are taking this challenge and leading in this hard time.

ARIJIT GUPTA
Head-IT, Rupa & Company Ltd.



“Nowadays most employees are set enough in working from home with devices and internet. A big push with BIG Data analytics people are more safe to think and plan accurately in a relaxed environmental, lot of IT initiative takers have understood & tested the importance of this key platform.

The best practice is the use of general sense towards generating a support call or request. Nothing should be attended or honored unless a meaningful description / particulars are there. Here AI has a role to identify the issue almost accurately from a layman. It is to develop an application to start playing after any automated platform analyzing the supportive requirements.

We have adopted RPA in various practices and hopefully the implementation of this would help us to cope up with the current situation very soon.”

DR. SUSIL KUMAR MEHER

Director-IT, All India Institute of Medical Sciences



“AIIMS New Delhi is a Govt. funded institute. As it is a Medical institute but has strong believed in transformation of technology. Since 1960 AIIMS has the IT set up for heal care research, training and health care services that why IT department has big budget as compared to other dept or intuitions.

Many OEM are approaching different types of offers replacement of San and NAS storage which is out of life free if they scale up our storage. What we got the offer we have 2 PB NAS storage which will be upgraded to 4PB with the change of 2 PB with latest product. Similarly if the servers are out of life same type of offer has been pushed. But AIIMS is always following the CVC guideline for procurement.

We have followed the direction of Govt. of India. The entire Group A officers supposed to come to office everyday but the Group B and C has to attend physically 50% and rest 50% has to work remotely. If the Group A unable to come to work place due to stick lock down then they have to take permission from the higher authority to work from home. If any major meetings required then we do tele-meeting and take the decision. Team members are working remotely to maintain server, storage, networking, security and applications.

The key priority of organization are :Setup a good Telehealth/Telemedicine/mHealthapplication,Cloud based Infrastructure in the campus, An advanced Data backup and recovery solution,Enterprise PACS & VNA on Open Source Platform, Adopting IOMT in medical instruments, Endpoint Security Solution, Replacement of Wi-Fi of AIIMS campus, High Performance Computing, Sensors and wearable technology, Remote monitoring tools, Real-time locating services and Robotics Solution for patient care services.”

DR. RAJEEV PAPNEJA

Chief Growth Officer, ESDS Software Solution Pvt. Ltd.



“We have always believed in offering niche solutions and are positioned very uniquely in the market. ESDS is not just a datacentre player or cloud service provider, rather its strength lies in its strong R&D team and managed services expertise, backed by the value of creating lifetime relationship with everyone who crosses our path, be it our team members, vendors or customers.

There are many ways to look at market share and the fact is that as it stands today, no one has even come anywhere close to the market share that ESDS holds for enabling Govt organizations and Banks to reap benefit of Cloud technology & solutions running on respective community clouds by ESDS. We also have a huge market share of SAP HANA catered by our SAP HANA Community cloud.

While the vendors are focusing on offerings, we have come up with a marketplace (www.spoichub.com) that bring various SaaS offerings grouped by business verticals at one place, fulfilling two important needs: a) Providing market reach for ISV's who have great products but lack visibility and b) Providing options for organizations to make quick decisions on selecting the offerings, with the peace of mind that they are backed by ESDS. We have recently launched “AA+ Covid Detection” solution on SPOICHUB, an AI based Covid testing tool that can detect whether a suspect is infected or not simply by an X-ray within few minutes, along with the probability percentage score. It has already been fed with more than fifty thousand x-rays and has achieved an accuracy of above 96%.

Our focus is to make SPOICHUB the HUB for all relevant business software offerings that will not just be technologically advanced, but also add value to the customers' business. Organizations do not want to spend time in experimenting with new technologies and spend hefty amount on trial and error of new technologies. They are looking for quick solutions that are readily available built on emerging technologies, but backed by a strong technology provider like ESDS.

While work from home or from remote places is a norm in our kind of business, major policies such as use of VPN for security, and different tools for collaboration etc were already in place. Since this was a different kind of work-from-home situation, our HR team had to be more active to make sure the staff stays motivated and healthy so as to perform optimally. Managers took the initiative to modify the KPI's of their team members to make the team comfortable while sailing through the crisis. Since people would rarely have much physical activity, our CEO took the initiative of starting Yoga classes daily at 7:00 am led by him to make sure that staff remains active and healthy. Daily webinars has become a new norm where various departments are sharing their new initiatives and achievements amidst lockdown which is serving as a great knowledge exchange mechanism and assisting in cross skilling of resources.

More or less the policies have been designed in a way to keep the staff on similar routines as they were while working from office, so that when the time comes to start coming to office, no one should experience a cultural shock. Happiness Infuser team at ESDS has taken many initiatives to make sure that staff says comfortable and stress free during lock down period and do not burn out working long hours.

Being an innovation led organization, with a vision of creating a technology advanced Greener planet, teams at ESDS are on a constant exploration drive to keep researching and implementing newer technologies. With the security loopholes that were discovered in the collaboration tool 'Zoom lately, we have realised that we need to have an indigenously developed collaboration tool. We have already built the tool 'eNlight Cloud Meet' that supports all the basic feature's required for limited number of users to collaborate. The next versions would be optimized to support a scale that is necessary for SMB's. With staff using heterogeneous personal devices to carry on their work remotely, security is definitely going to remain the biggest challenge. We are enhancing our SOC portfolio with the latest AI/ML based solutions that not only detect/prevent attacks but also predict the patterns of future attacks by taking feeds from various different sources available globally. We are researching extensively on bringing in more automation using AI/ML to get significant boost in productivity for organization as a whole. One of our products 'Robo HR' is under development and is a step towards this initiative.”

SANJEEV AGARWAL
VP & Head – Customer Operations, ONEOTT
iNTERTAINMENT LTD (OIL)



“ONEOTT iNTERTAINMENT LTD. (OIL) was able to face the initial brunt of spikes in internet usage when the Lockdown began. However, we realize that a good service experience is paramount, and we had to scale as per the increased traffic requirements.

We have Network insights & analytics solutions being pitched by various OEMs which will allow us to turn Network Data into Actionable Insights to improve our service experience resulting in segmented offerings and lower attrition rates. OIL falls under the essential services category and as such we have colleagues who are in the field 24 x 7 servicing the customer needs. We also have our colleagues in business support functions, who are not required to come to office or visit the customer’s place but play a crucial role in keeping the flag of Customer Responsiveness flying.

We trust our employees and hence it was not difficult for us to allow our support functions to ‘Work-from-Home’. On the technology front, we had subscribed to G-Suite services and this crisis made us realize the true potential of this office productivity suite. Happy to say that Gmail, Drive, Calendar, Docs and Meet have transformed the way we work. All our meetings happen over Google Meet, even our National Sales Meets with over a 100 + participants are happening over Meet. This has improved our productivity, strengthened employee engagement and kept the morale of WFH warriors intact.

Our Call Center colleagues are running Voice, Email and Chat processes remotely. For the employees, it has taken out the uncertainty about their work future.

OIL has upgraded its website functionality to enable prospects to find out whether OneGigaFiber is available in their buildings. This is enabled for Mumbai right now and we will extend it across all cities.

We are also looking to minimize the need for physical interaction between our Staff and customers. We are modifying our CRMs to have an online web capture of the fields & documents required to process the customer order. This is in the works as well.”

DR. ASHISH BHARADWAJ
Director – IT, Digital & Innovation, BML Munjal University



“In my view, as far as possible I like to look at vendors more as partners - contributing in a strategic way to the organization and business rather than purely transactional. For one to enter the consideration set, they must have a product/service offering that solves a problem in an efficient manner. For this reason we have worked with a number of start-ups, addressing specific needs within our organization, adopting their products/services and in the process working with them to help them shape their solutions. A key factor to consider is the approach taken by the service provider to understand our business/organization and to be able to go the extra mile when needed to ensure the product/service works in our context. This, of course is within the framework of evaluating the best price-performance ratio for any product/service that I intend to use in my organization. The performance side translates to comparing products/services in terms of features and the cost side evaluating the total cost of ownership (TCO.)

We had adopted a cloud-first strategy for the past several years. Over this period we had moved communication & collaboration, operational systems and key teaching & learning systems to the cloud. As part of this we had also done a network revamp significantly increasing not only the bandwidth but also improving resilience across locations. The combination of these factors made us face relatively fewer problems from an infrastructure and applications perspective. Yes, there was an accelerated change management process that went in and the entire organization had to rapidly adapt to working remotely. For most, this was an easy transition as they had been doing an element of remote working previously. For others it was a dramatic shift - especially where the nature of job had been based on in-person interaction. The other challenge was around mental health as for short periods of time being isolated is one thing. When that extends to weeks and months - as has been the case with the pandemic - it becomes an important issue to address. We were able to do this through a series of initiatives that included frequent team check-ins almost on a daily basis, online social gatherings and activities. People were encouraged to follow good practices for online interaction to emulate in-person interaction as far as possible.

A lot of the in-flight projects have been proceeding normally - as they comprise geographically scattered teams. We are looking at some interesting initiatives around AI & ML, data science & analytics, and improving the digital experience. Several key security initiatives are also planned that include work around privileged access management, DLP and cloud security.”

MEETALI SHARMA
Risk, Compliance & Information Security Leader, SDG Corporation



“When it comes to choosing a particular vendor or the OEMs on their offerings, a key point to be kept in mind is the current threat landscape of your organization and the need of the particular tool. Decision to implement a tool needs to be based on the risk assessment of the organization and not because it is an “thing” in the market. The offered tools/solution/technology must be robust, flexible, user-friendly, adaptable and easy to integrate with the existing systems within the organization.

Tools and technologies have been enabled for remote working for all employees. Employee awareness and training programs are being conducted on frequent intervals. Daily standup calls are being conducted by task force (specially created to manage pandemic). Task force ensures that employee issues are handled effectively during remote working with minimal impact to customers and business operations.

A technology roadmap has been prepared; tools are being evaluated for security as well as their functionality. Once the risk assessment report is completed for each of the tools, they would go through multiple approvals before being deployed.”

GYAN PANDEY

CIO, Aurobindo Pharma Ltd.



“We are in Pharma manufacturing business and are in export business. Our business is mainly driven from the demand from the overseas market. Of the overseas market, our 70% sales come from US only. We are in B2B business. As such we manufacture and supply based on the advance form orders from our overseas subsidiaries which in turn do the business Make to Order (MTO). Due to COVID, there is no significant impact on our sales, but indirect impact on the revenue is there because lock down lead to lower productivity and efficiency and logistic challenges in shipment of goods, At times, we have to opt for Charter flights for the shipment, which has raised the logistic cost very high and eroding margins drastically.

Before lockdown, we have very minimal foot print of VPN users and post lock down this requirement increased by multifold times. We as a manufacturing organization don't have any WFH as a policy nor do we have a culture of working from Home in the past. But lock down mandated to do the continuous business we need to enable our workforce to get connected in a secured and fast way. We opted different solutions for those who are having company assets and those who need to be enabled on their own devices (BYOD). We scaled up from 300 users to 1800 users in 3/4 days.

We Created 2 setups for WFH

a. Company provided assets Desktop and Laptops with which users connect corporate firewall via VPN for with security policies in place by providing access only to required services according to his profile, all assets are tracked with company applied policies by asset management tool and end point security which is monitored on daily basis.

b. Users Personal Assets used for WFH, for these users we built a separate firewall with a separate internet link connecting to External firewall with access to LAN only on RDP protocol. Security and comforters of user are considered as main focus. A user using this setup can only connect to his office desktop on RDP protocol and work as if at office, security settings related to data transfer to and from office PC to Personal computer and vice versa are being restricted via group policies on his office desktop

As IT team were also working remotely and many of the users are first time users and with all diverse sets of devices (because of BYOD), we have to do lot of handholding to ensure that all users are getting the access of applications and are working effectively. We established 18/7 IT Helpdesk team and ensured aggressive support and resolution time so as users should get their issues addressed in shortest possible time.

We also created a ready ref for common issue to our Helpdesk engineers for issue resolution. For reporting purpose, we used multiple tools for access control and activity duration for each user.”

PARNA GHOSH

VP & Group CIO, Minda Industries Ltd.



“Due to the COVID-19 global pandemic most of the businesses are now struggling to preserve cash and make maximum utilization of existing assets and resources. Similarly, all the IT Departments are supposed to reduce their Budgets and make optimum use of It resources. Collaboration and Communication Tools are number one in the list of promoters or business leaders as during these lockdown and also for future, virtual communication and collaboration will be a key element in business transactions. As far as the vendor / OEM products and services are concerned, key to gain market share would be that all the products and services should be - low cost, high degree of features / functionalities, scalable, easier payment terms, zero lock-in. we are keen and interested for all IT products and services which have the above features. Robust, scalable, ease of use, feature oriented, low cost and easy payment options are preferred.

We have engaged all the employees through our communication / collaboration platforms (35000 meetings so far during lockdown); town halls were organized for all geographies and all level of employees (9 town halls covering 3500 employees), optimum use of online trainings were used (15 trainings covering 2500+ employees); MindaCare Mobile Health App for all 10000+ employees (same as Arogya Setu) to capture health condition of each employee and created live dashboard for HR & Security to take appropriate action.

Our organization's focus is to develop digital capability across looking at the New Norm (WFH and beyond). Major focus areas are Shop floor process automation.”

LG Electronics brings in the 'Try and Buy Offer' for Its G8x ThinQ Dual Screen Phone

LG Electronics India has unveiled the 'Try and Buy' offer for its Premium LG G8X ThinQ smartphone with Dual Screen. By availing this offer, a participant will be given a 7 Day trial period for using the LG G8X ThinQ and will have the option to either buy or return the mobile along with all accessories & box at the end of the trial period. The Promotional offer is valid from 1st June till 14th June 2020 at selected resellers.

This offer is valid for all adult Indian citizens and the participant will have to pay a refundable security deposit of Rs. 99/- through a credit card while availing it. At the end of the trial period the participant will have the option to buy the product or return it, upon which the deposit will be refunded. An extension period of three days can be rewarded in the case of public holidays, strikes or personal emergencies etc. Loss or damage to the product is liable to be charged by LG Electronics.

After Purchase of LG G8X under this offer customer can also claim Jabra Elite 65t at Rs. 1,999.

Advait Vaidya, Business Head - Mobile Communications at LG

Electronics says, “The LG G8X ThinQ is one of our premium products and has become very popular in India among the premium smartphone range. We hope to create the best user experience, which is difficult to enjoy through an advertisement. Henceforth, by introducing this offer we are allowing users to make an honest decision by completely immersing themselves in the product before resorting to buy it. We hope to reach larger audiences, through this initiative for people who have only heard of us but are yet to fully experience the innovative technology we offer.”

The LG G8X ThinQ Dual Screen Phone released in 2019 is a part of its G series smartphone that shares the identical 6.4-inch display of LG Dual Screen for double the Multitasking, productivity and fun. An in-display fingerprint sensor makes locking and unlocking the LG G8XThinQ easier than ever, even with the Dual Screen folded back. and includes an additional 2.1-inch Cover Display and 32 MP Front Camera. The Dual Screen also adopts a new 360 Freestop Hinge to allow for viewing at any angle, just like a laptop.