



Digitaltech Media

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TRENDING STORY

Businesses accelerate their Digital Transformation Journey in the wake of the Pandemic



CIO VIEW

CIOs become the new Torchbearers in leading Digital Initiatives of their Organizations



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AI, Cloud Help Keep UAE on Track to Achieving Digital Transformation

Dr. Mukesh Mehta - On a Relentless Pursuit of Excellence



FEATURE STORY

The Pandemic Helps Turn IT Channel Partners into Digital Transformation Specialists



Digital Transformation Edition 2020

CIOs become the new Torchbearers in leading Digital Initiatives of their Organizations

India is today riding on a Digital revolution. The global trend has that been of organizations opting for digital transformation as the benefits and advantages of such a revolution are largely felt. Similar trends are seen echoing in the India market too in recent months. The pandemic has further accentuated this digital journey as organizations have come to understand that life and technology are not going to be the same post these times.

For this there is an urgent need to ensure that resilient business operations are built with intelligence, insights and expertise as the

main components. It is here that the role of a CIO comes in because it is they who understand technology better. In an unexpected turn of events, CEOs today turn to CIOs for accelerating the digital transformation journey of their company. CIOs therefore are the Digital Strategy Agents.

However though Digital transformation is a concept, it is totally different for all the sectors. To understand better, we spoke to five CIOs from five different industry sectors and they shed more light on the kind of digital transformation projects that are getting implemented in their respective domain -

Education

Noida based Amity Education Group ensured to create an Online Education Platform that is not only interactive, responsive, but also provides the Faculty and students with in-depth report and fault alarming



NIKHIL KUMAR NIGAM
Associate Director –
Technologies, Amity
Education Group

monitoring system to act upon on war front.

“From out of a couple of projects that we have been able to mark as a significant game changer in this pandemic, one has been learning beyond classrooms. We have made a collaborative platform that is a combination of Microsoft Team, Zoom, In House developed Intranet portal and LMS using Moodle, all under one roof. With this we have been able to ensure that during this time, we are delivering Quality Education maintaining all COVID-19 Norms. Apart from Classrooms or online Lectures, Mentor Mentee System,

CIO VIEW

Discussion Boards, Interactive Sessions, Insightful Webinars, Online Industry Expert Lecture Delivery, Health & Fitness Yoga & Meditation Classes have been a part and parcel of the solutions," says Nikhil Kumar Nigam, Associate Director – Technologies, Amity Education Group.

Key Takeaways:

With the collaborative platform, Amity has been able to build an Agile Future-Proof Network of Applications ensuring security aspects that has a promising Business Continuity plan. "We also understood that Change management is crucial and should be at the center of your digital transformation strategy. Also, one should be always Future Ready and Continuous Transformation is the only strategy," he observes.

Fintech

CRIF High Mark Credit Information Services is an RBI approved credit bureau in India. As part of its digital transformation journey, CRIF has implemented machine learning.

"The challenge for us was to analyse growing volume and variety of data," Pinkes Ambvat,

CIO & IT Director – CRIF India. "Credit scoring requires handling of a large amount of data and correlating it to produce the desired outcome. Traditional analytics methods could not keep up with this demand. To uncover new insights, we needed new ways of



PINKES AMBVAT
CIO & IT Director –
CRIF India

looking at data."

CRIF has implemented Machine Learning using latest technologies for its matching algorithms, and it is showing significant results. It is using different machine learning technologies to build the ML Model that can provide detailed and deep understanding needed to improve credit decisioning models for assessing the risks and also offer several advantages over those that use human judgment or traditional statistical models.

Key Takeaways:

"One of the main benefits is the ability to run across large volumes of data to predict an outcome. The value of machine learning models lie in their relative lack of limitations. Commercial credit scoring algorithms use machine learning technology to integrate real-time data trends and human decision making. At CRIF, we are with machine learning models to help achieve our digital strategy objective," he further explains.

Continuous Machine learning has helped to attain higher accuracy compared to the manual algorithm while there was also an improvement in top-line revenue due to improved match logic efficiency.

IT Broadcasting & Media

Republic Media Network is one of the fastest growing and leading news brand in India when it comes to English or Hindi News channel. The HR team at Republic is always in search of the best talents and receives a large number of resume on their email.

"We hence created the resume repository (talent portal) with

different action points like skill and individual details of the job seeker," says Harmit Singh Malhotra, GM-IT Broadcast & Corporate, Republic-TV. "It was a boon for the HRs as they no longer had to sort the resumes again and again and also if the person had already applied then the feedback was saved and shared with the HODs."

Republic Media also setup a COVID committee that was responsible



HARMIT SINGH MALHOTRA
GM-IT Broadcast &
Corporate,
Republic-TV

for monitoring the employees coming to office are safe and also the people they are staying with. To ensure this an application was set up in a short span of time wherein the data regarding the employees' temperature and health is updated before employee reaches office for work.

Key Takeaways:

The Talent portal helps the recruitment team to provide the resume for the relevant opening, while also ensuring that the same resumes of job seeker are not provided to the HODs.

The app on the other hand helped the COVID committee to ensure all the employees are healthy and also provide the medical treatment if required.

Banking

Vasai VikasSahakari Bank Ltd. is one of the youngest schedule

Co-operative and is one of the few banks that adopts the latest technology in the industry. The bank is offering various type of digital payment system that helps its customers remain connected and make all type of transactions.

“Talking about projects, the bank has revamped the core infrastructure of the Data Centre where we have selected the latest Hyper-Converged technology with VMWare, NAS Box etc. We had replaced the physical server in

the core area with the Hyper-Converged technology along with VMWare on windows platform and NAS Box for backup solution,”



BHASKAR RAO
Asst. General
Manager – IT, Vasai
VikasSahakari Bank

explains Bhaskar Rao, Asst. General Manager – IT, Vasai VikasSahakari Bank.

This not only reduced the cooling cost for the bank and reduced rack space, but manageability was easy and implementation of new application etc. has become easy. Also in the ever increasing digital payment system and to serve the customer in a safe and secured mode the bank had implemented the three layer security solution to protect the entire infrastructure of the bank.

CIO VIEW

Key Takeaways:

One of the most important take-away has been its cost-effective implementation of product. "We have realised that to remain in the industry we have to adopt the technology and technology driven solutions. If we cannot manage or implement on our own than the best thing is to outsource or roll-out product in ASP model to remain in the industry and offer best of the services offered by all other banks," he says.

Facilities Management

OCS Group is an international facilities management company based in the UK. OCS is leveraging digital platforms, customer experience analytics and transformational predictive maintenance services to offer an integrated solution to clients.

"Since IoT and AI are transforming the facilities management industry today, OCS built an IoT based Tech-enabled solution to create a new revenue stream and to improve visibility and productivity

in Business Operations for the organisation. Besides an IoT and Mobile App based Solution for Hotel, Aviation, Corporate, Data Center to monitor

energy, temperature has also been designed by OCS," states Anand Sinha, CIO & Director IT – OCS Group India.

Key Takeaways:

The use of these technologies have opened up a whole new way of working for OCS by allowing to create business cases based on strong, reliable data resulting in a measurable return on investment. Besides there was a huge no of reduction and saving of man hours and an increased operational efficiency by 20%.



ANAND SINHA
CIO & Director IT –
OCS Group India

How has digital transformation brought about a change in the way businesses operate today?

DIPESH KAURA - GENERAL MANAGER SOUTH ASIA - KASPERSKY

DR. MUKESH MEHTA - A BORN LEADER HELPING COMPANIES THRIVE THROUGH INNOVATION & CREATIVITY

With over 24 years of extensive experience in the areas of Solution Architect, IT Operations, Program & Project Management, Business Process Reengineering, and more, Dr. Mukesh Mehta is one of those few CTOs who is a born leader. He has successfully helped several companies thrive through innovation and creativity.

He first discovered his penchant for IT in the mid-90s, when he was still in his college and on a relentless pursuit to build a bright future ahead of him. Today, as the CIO of Batlivala & Karani Securities India Pvt. Ltd., Mukesh has come a long way but continues to persevere and inspire others.

Mukesh is also best known for his excellent work and experimentation with projects in the HCI (Hyper-Converged Infrastructure) of Nutanix. His ability to drive technology

concepts & policies helped him quickly progress in his career from an IT-EDP Manager to the CTO of a large Brokerage company in India.

Digitaltech Media interacted with Dr. Mukesh Mehta, CTO at Mumbai-based financial services company, Batlivala & Karani Securities India Pvt. Ltd., to find out what he has to share about his over two decades of journey in the IT industry.

What inspired you to pursue your path in the IT space?

During the mid-90s, when I was still in college, technology was one of the most popular topics of discussion. I discovered that IT had



CXO TALK

many career options like computer network architect, computer programmer, computer systems analyst, and more. It was around the same time that I resolved to explore the field further. Over the years, I enjoyed technology and kept up to date with the advancements made in the area of information technology.

Today as a CTO, I support clients in reaching their goals and nurturing their corporate culture. I have also been awarded the honorary Doctoral Award from

Azteca International University, Mexico/US, and hold an MBA (in Information Technology) & CISA/ITIL/PMP Certifications.

Describe more about your journey from IT-EDP Manager to CTO at Batlivala&Karani Securities India.

The journey from technical specialist IT-EDP manager to CTO has been fabulous as there has been a progressive change of focus. This journey required greater attention to the business and people side of the work as

well as effective team management. During my career growth & transformation phases, I relied on my strengths and skills. I was also aware of my skill gaps and worked on the weaknesses that further helped me to identify suitable opportunities for growth & success.

How do you differentiate yourself as a leader?

I believe leaders have to showcase integrity, judgment, justice, knowledge, loyalty, and tact towards their

entire team. I have always embraced new challenges and taken initiatives alongside maintaining the right amount of enthusiasm every time the situation was demanding or tough. For any leader, peer engagement is also crucial. It is an on-going process that requires active networking and discussion.

I want to be known for my leadership approach that combines effective communication, confidence, total commitment to work

& deliverables, and creativity as well as innovation.

What key challenges have you encountered on your way to success?

As a CTO, your contribution gets acknowledged by the peers (& the board), especially when you are doing the right things with technology. But, I have never been satisfied with appreciation. I have always believed in extracting the maximum out of my role. I never wished to be just another CTO of any company. I kept challenging myself to differentiate myself from my peers. I believe that when you challenge yourself, you don't end up becoming pigeonholed.

operational processes, and business models.

As far as India's digital infrastructure is concerned, it is coming to life as a result of policy and technological innovation. The country is fast moving towards a digital-first economy. I feel that every organization and CTOs must contribute to India's dream of a \$5 Trillion economy. Also, COVID-19 has not only accelerated digital adoption but has also been a litmus test for every organization's digital infrastructure.

vital role in the global economy, they should be at the forefront of leading social change and mitigating climate risk by reallocating capital, enhancing risk frameworks, providing greater transparency, and improving data and reporting standards.

Please elaborate more on your HCI experiments and project implementations.

HCI (Hyper-Converged Infrastructure) is more like a hardware refresh as traditional

storage-area network (SAN).

We configured a 3 Node cluster with Nutanix Acropolis Hypervisor (AHV), enabled Deduplication and compression features of CVM level and created a container to store different workloads of VMs i.e. App-Store, DB-Store, and ISO-Store. The next step was to connect the port of each node 10G SFP+ interface with two 10G switches as Active and Passive (backup). Port of each node 1G connected on the



What is your take on digital transformation in the wake of the Digital India initiative?

Companies across varied industries have started adopting digital business platforms to streamline both internal and customer-facing processes. Senior leadership teams are digitally transforming three key areas of their enterprises including, customer experience,

Most of the companies that have made strategic investments in technology will come out stronger, but laggards may still be able to leapfrog if they take swift action to accelerate tech modernization.

I strongly believe that the BFSI sector has an opportunity to become purpose-driven global leaders. Given their unique and

infrastructures require months of planning before installation, whereas HCI can be designed to meet current needs. It helps to reduce planning time, as well as installation takes days or even hours. Hyper-converged systems usually plug into existing infrastructure and make integration easier. Also, they can eliminate the need for an expensive

interface with the switch as an IPMI management and 10G - Uplink between the switches and single 10G cable connectivity with Cisco Core switch. Finally, we configured HCI Box Pulse and Remote support and created new VMs as per workload of application and database to migrate existing Physical servers (P2V) and KVM VM (V2V) to Nutanix appliance.



Businesses accelerate their Digital Transformation Journey in the wake of the Pandemic

The year 2020 had a lot in store for businesses. While it has dawned upon every organization to identify digitization as a core focus in the wake of the pandemic, the current situation has necessitated the need for businesses of all size and kind to devise a digital transformation strategy. Together with an innovative business model, an equally comprehensive digital strategy thus decides the fate of a business today.

“India is one of the largest-growing markets for digital users with more than half a billion internet users,” says Subrato Bandhu, Regional Vice President, India, OutSystems. “Due

“The pandemic offered the leaders a chance to test long-standing projects such as remote work, which created promise for many companies and helped them remain alive in the most trying times”



SUBRATO BANDHU
Regional Vice President, India, OutSystems

to easy accessibility of smartphones and high-speed internet, it is now home to one of the world's fastest and largest-growing digital user bases and is digitising faster than many developed and

see success in 2021, as companies from all industries start investing more in IT.

Manjula Muthukrishnan, Managing Director – Avalara Technologies could not have agreed

state-of-the-art digital identification. With bank accounts connected to UPI, and mobile payments made easier through UPI, consumers can purchase goods or services and can transfer the charges through

reshaping the business environments across with digital-tech capabilities taking centre-stage to ensure business survival and growth. Aligning with the Government's commitment towards Digital India, our overall market strategy has been to continue to empower the businesses with innovative solutions that help in their digital transformation journey and sustain business continuity and growth."

Rohan Vaidya, Regional Director of Sales – India, CyberArk points out that as a part of digital transformation, the journey to the cloud has been trending with many enterprise customers since the beginning of 2019.

"Most of the enterprise customers had evaluated the major cloud services and they seem to have strategies

developing countries. The government-led Digital India initiative further provides every citizen digital infrastructure as a core utility, delivering governance and services on demand, empowering people digitally."

Indeed, the nation has seen tremendous growth in digital adoption. Most organizations from sectors like retail, e-commerce, and banking are investing in technologies and gradually migrating to the cloud. The 'Digital India' project will further

any less. "If you look at the Aadhaar initiative by Unique Identification Authority of India (UIDAI), it enabled the entire population of the country with

their mobile phones in a few seconds," she says.

Says Kishore GB, General Manager - SME Operations, Tata Teleservices, "The COVID-19 pandemic is

One of the most promising outcomes of India's digital transformation initiatives is its role in transforming the indirect tax system of the nation with the introduction of GST and electronic invoicing (e-invoicing).



MANJULA MUTHUKRISHNAN
Managing Director – Avalara Technologies

Since the outbreak of the pandemic we have seen an uptake in the adoption of new-age digital technologies like Cloud-based solutions, Collaboration solutions, and IoT and Data Management solutions across industries



KISHORE GB
General Manager - SME Operations, Tata Teleservices

TRENDING STORY

to a multi cloud hybrid environment. Automation, artificial intelligence (AI), machine learning (ML) has taken the front seat for innovative projects. Digital India has been a great initiative for

technology vendors are leaving no stone unturned to help their clients in their digital transformation journey. With the help of innovative practices and business models, vendors are facilitating their

Leased Line connection to International Institute of Sports Management (IISM), one of the premier sports management institute in the country. The institute benefitted greatly as it ensured

demands of the today's hybrid work culture while also strengthening its cyber-security portfolio with next-gen platform-based security solutions for enterprises.



The pandemic accelerated the adoption of digital technology in all walks of life. Businesses were forced to adopt disruptive business models which are very technology centric



ROHAN VAIDYA
Regional Director of Sales – India, CyberArk

OutSystems



OutSystems is a modern app platform that allows enterprises to build fast, right and for the future. The platform is built from the ground up to enable applications that are adaptable. One notable example would be a project it had taken up with Schneider Electric, a global specialist in energy management and automation.

With innovation for customers in mind, Schneider was looking for smart and modern apps that could be developed, deployed, managed, and changed rapidly. With OutSystems, Schneider Electric transformed its IT landscape by setting up a "Low-Code Digital Factory" by producing more than 60 new apps in its first 20 months. In just six months, Schneider increased the size of its OutSystems developer community from 20 to more than 100.

a geographically and culturally diverse country. If we consider the citizen services like passport, driving license, land registrations, digital banking, payment gateways, e-commerce has contributed to surviving the lock down period," he reiterates.

customers to smoothly transition their business to the digital world. A look at few of these projects undertaken in 2019-2020 -

a stable internet connectivity that enabled their staff and students with seamless data sharing and other online activities for daily operations at a higher speed.

Tata Teleservices



Key Digital Transformation Projects (2019-2020)

With India already on a digital-first trajectory and enterprises across industries investing in digital tools and solutions,

The strategic focus as a service provider for Tata Teleservices has always been to deliver higher business value to its customers. It recently offered its Internet

Outcome:

Stepping up the responsibility to be an 'Essential Service Provider', Tata Tele Business Services streamlined its business continuity plans to cater to the evolving business needs during the pandemic. It strengthened its suite of 'Work from Home' solutions to meet the

Outcome:

By mid-year 2018, developers had produced 30 internal business apps in about 40 percent of the time it used to take to develop the same amount of apps with traditional technology. Schneider Electric has now deployed several large enterprise applications in the areas of supply chain, sales and marketing, workforce and HR administration, finance, portfolio management, manufacturing management, and many more. A large portion of these applications replaced legacy apps that ran on Lotus Notes technology.

throughout 2019-20.

One of the significant digital transformation needs under e-invoicing is to

due to manual data entry. Moreover, it will reduce paper usage, invoice handling costs and also help keep up

IT company to secure and manage their local privilege access for more than 100,000 users on their laptops.



Avalara



India is poised to witness a growth of automated tax technology by leaps and bounds with the introduction of the e-invoicing initiative. Launching a comprehensive solution to help Indian businesses stay compliant with e-invoicing laws and automate their GST returns, e-way bills and invoice reconciliations, has therefore been the focal point for Avalara

ensure that a supplier's tax invoices is machine read and updated automatically into the buyer's accounting data after validation. Avalara accomplished this by introducing an e-invoicing solution with which companies can seamlessly and efficiently manage e-invoices through an automated flow of data.

Outcome:

The solution significantly reduces the time businesses spend in data validation and reconciliation and avoided errors caused

with GST compliance easily.

CyberArk



CYBERARK®

CyberArk has worked with several government, private and public sector companies from different sectors on privilege access management (PAM) initiatives to build a stronger cyber security posture. It recently worked with a large

Outcome

CyberArk not only helps them to implement least privilege, application control as well as credential theft across their enterprise but also manages compliance for their software and hardware assets. Technology plays a very small part in the digital transformation as well as cyber security in an enterprise. Managing change therefore stands out to be the most critical success factor for all digital transformation projects, according to CyberArk.

The Pandemic Helps Turn IT Channel Partners into Digital Transformation Specialists

Digital transformation is one of the widely discussed issues in the business world today and channel partners have played a vital role in the successful designing & implementation of digital transformation projects and solutions. Many partners feel that the COVID-19 pandemic urged companies to create and meet their digital transformation goals. It prompted them to adopt the

latest technologies for replacing their legacy processes while also enabling their workforce to adjust to the new normal.

We bring to you three such partners who have delivered and implemented projects that further enabled them to meet their clients' digital transformation goals. Read on to find out the views of these channel partners/solution providers on digital transformation-

Synoptiq Infosolutions



Rajeev Mamidanna of Synoptiq Infosolutions, Mumbai, believes that digital transformation is all about technology adoption for replacing legacy processes. He further explained that digital transformation focuses

on the enablement of the workforce in the new normal. It deals with the fine-tuning of internal



RAJEEV MAMIDANNA
Managing Director,
Synoptiq Infosolution

processes to ensure less dependency on physical infrastructure.

“Synoptiq Infosolutions recognized the process changes that customers have had to undergo to enable WFH, Secure Systems access, and Remote Support during the pandemic. We chose a few strong use-cases around cybersecurity and virtualization and conducted successful dialogues with customers around enabling these in a more structured and quick manner,” shares Mamidanna.

• **Top Transformation Projects**

As far as Synoptiq is concerned, the company focused on enabling secure access to users

(internal and external) under the Zero Trust Framework. Apart from this, the channel partner also enabled both Inbound and Outbound Email infrastructure security seamlessly, irrespective of the mail platform customers are using.

The company undertook the project of a prominent financial services company whose mail volumes were over ten crores. Synoptiq carried out an Outbound security profiling for the client and also delivered a post-delivery email security Assistant that works on AI/ML and remediates malicious mails.

“This solution acts like

the Virtual Risk Officer for the customer as SaaS and deployment was carried out entirely on a remote basis,” he adds

• **Learnings From the Project**

After successfully implementing the project, the partner now feels that delivering services and hand-holding customers helps to establish long-term customer relationships. The company also feels that SaaS has become the new normal.

MSPL Group



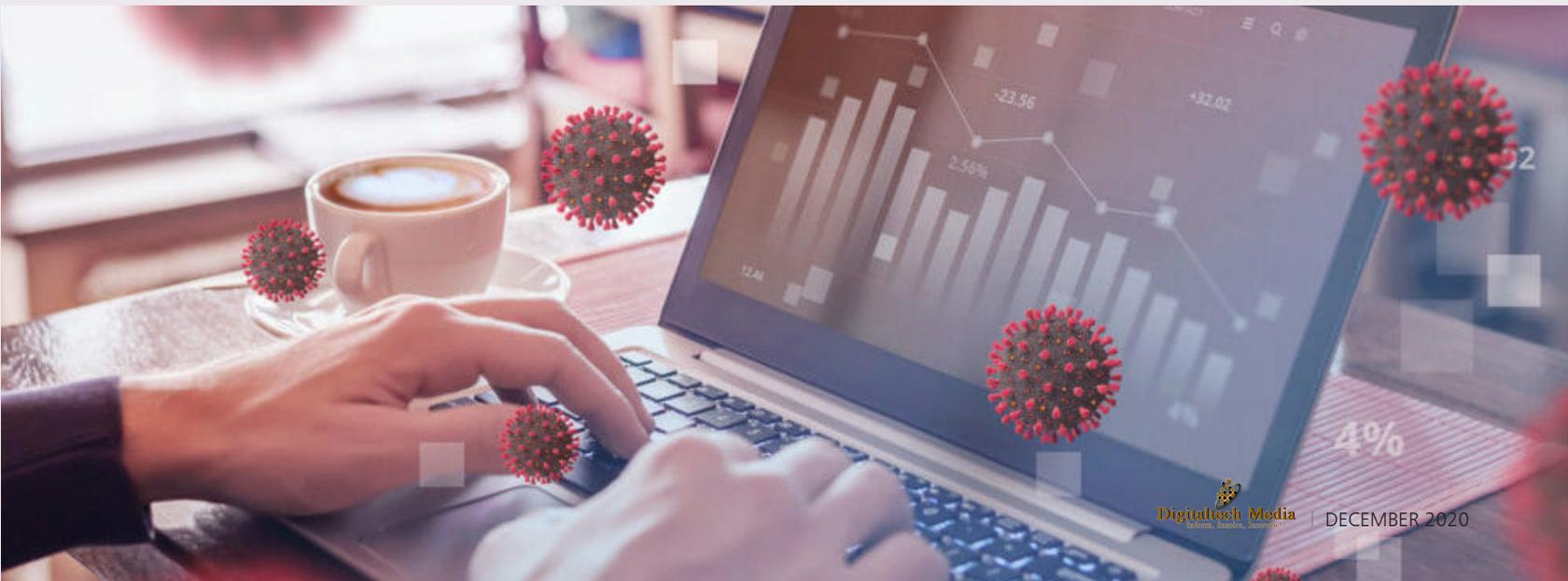
For Pranav Shah, Director - Sale & Service, MSPL Group, digital transformation plays a key role in



PRANAV SHAH
Director - Sale & Service, MSPL Group

business performance and growth, especially in today’s challenging times.

• **Project Implementation**
MSPL worked with Schneider Electric to implement Ecostruxure IT tool



FEATURE STORY

through cloud and IoT platform for a large retail client.

"In the retail sector, businesses are leveraging technology to enhance the in-store experience with digital marketing displays and improved checkout. To support this initiative for one of our large retail customers who has a presence across 500 plus locations in India, we collaborated with key hardware and software vendors to design an integrated solution that was seamless, agile, and remote manageable," shares Shah.

As a result, the company worked with computing and networking partners to design a robust, scalable, and manageable monitoring solution. The MSPL team also deployed Ecostruxure IT at some of their locations for providing visibility and reduced downtime through provocative health

analysis of critical IT Infrastructure.

- **Key Learnings**

This digital initiative helped MSPL in building customer trust by improving the performance of their IT infrastructure. It also helped to reduce costs and mitigate risk with the EcoStruxure IT tool.

"The initiative enabled us to diagnose and resolve problems before they become critical, thereby increasing the reliability of our solution. EcoStruxure IT provides visibility into multiple customer sites, and therefore as a partner along with the OEM, MSPL Group was able to provide complete lifecycle management of critical IT Infrastructure by providing customizable dashboards, health reports, and analytics," Shah explains.

Ace Data Devices



Neeraj Medirattaa, CEO/MD, Ace Data Devices Pvt. Ltd., opines that this year the pandemic has brought new urgency to meeting digital transformation goals and forced many organizations to speed up their transformation work. As a result, the company focused on increasing operational efficiency to improve customer experience and remain future-ready.

"In response to



NEERAJ MEDIRATTA
CEO/MD, Ace Data
Devices Pvt. Ltd

dramatic disruption, many organizations have undergone a healthy re-negotiation of their relationship to digital technology – prioritizing something which was earlier a

slow process. With this sudden change in dynamics, it pushed the need for fast execution to ensure continuity," he elaborates.

Ace Data Devices' primary focus was on three core pillars, including Customer Experience, Operational agility along with Culture, and Workforce enablement. Using a large ecosystem of different apps and becoming more powerful through integrations, the company automated a very significant number of processes, thereby improving its operations and service delivery.

Conclusion

Channel partners have undoubtedly played a pivotal role in helping their customers evolve their businesses. It was much visible during the pandemic when the partners performed the role of digital transformation specialists. The partner community helped customers to embrace cloud and other technologies to ensure business continuity, thereby speeding up the entire process of digital transformation.

UAE DIGITAL TRANSFORMATION

AI, Cloud Help Keep UAE on Track to Achieving Digital Transformation

UAE MARKETSCOPE

UAE had recognized the need for digitization and ICTs even before COVID-19 took the world by a storm. The country's efforts in the direction were first made in 2000 when the United Arab Emirates set up the DIC or the Dubai Internet City- a complex with purpose-designed office buildings wherein the global information and communication technology companies set up their regional offices. Currently, there are around 1600 tech firms that operate from DIC.

Soon after, the UAE introduced the eGovernment as well as the eDirham programs, wherein the eDirham successfully replaced the former method of paying and collecting fees for governmental services. In addition to this, the UAE government launched a strategy for AI (Artificial Intelligence), which helped the country control the spreading of the COVID-19 disease to a large extent.

Read on to discover how companies in the UAE have been embracing digital transformation to remain relevant in the fast-changing global markets.

Digital Transformation Defined

According to Ranjith Kaippada, Managing Director, Cloud Box

Technologies, digital or business transformation is accepting the need for boosting business efficiency through digital technology. He further elaborates that several emerging technologies are paving way for businesses to deliver their products & services. They are working differently for every department, including logistics, marketing, supply chain management, finance & management.

"Digital Transformation is at the forefront of every business, and it is up to technology heads to plan, implement, and manage this change. While some organizations have an easy path to this transformation, many are stumped. Technology leaders must inform the entire organization about the advantages of this transformation and act as a role model for this change," Kaippada added.

Echoing similar sentiments, Dr. Tariq Aslam, Head of MEA, AVEVA, stated that during this time of uncertainty, digital transformation allows companies to provide stability, to create new capabilities, and to innovate ahead of their competition.

"Cloud and Artificial Intelligence are playing a transformative role in helping organizations drive successful business outcomes. Success in the

digital era requires the right blend of business, IT, and soft skills. IT leaders are rethinking their hiring and training strategies to transform truly," Aslam expands.

En Route to Digital Transformation

To help companies in their digital transformation journey, Cloud Box Technologies has not only strengthened its digital transformation offerings but is also closely working with global vendors such as Citrix solutions to enable work from home requirements.

"We are working around infrastructure solutions along with Dell for SAP Hana. Cloud Box Technologies has also recently launched its security offerings to enable customers on their digital transformation journey," states Kaippada.

AVEVA, on the other hand, offers innovative industrial software to transform complex industries, such as Oil & Gas, Construction, Engineering, Marine, and Utilities, etc. The company is offering software solutions and platforms to enable the design and management of complex industrial assets like power plants, chemical plants, water treatment facilities, and food and beverage manufacturers.

AVEVA deploys IIoT, Cloud, Big Data, and Artificial Intelligence (AI) to usher digital transformation among industries.

"Cloud is critical right now, and we are working across our customers to expedite their use of the technology. New technologies like AI enable four key areas to mitigate business and operational risk, improve workforce safety and efficiency, and forge a more reliable and secure enterprise," states Aslam.

What makes AVEVA unique is its full portfolio of products that covers operations of an asset and system, in addition to the CAPEX or Engineering side. The company is currently developing new AI/ML modules to help customers make better design decisions.

Conclusion

To sum up, technologies like Cloud, AI, Analytics, as well as Robotic Process Automation has been widely adopted across the Middle Eastern regions and in Dubai in the past couple of years. It has further helped businesses to reinvent their models and achieve cost and operational efficiencies. But UAE still has a long road ahead of it, especially when it comes to achieving complete digital transformation.

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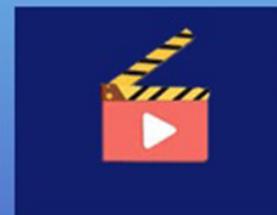
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