



Let's Solve

Collaboration, Data Privacy & Digitized Core

Themes of Today's Workplace,
Says Kamal Shah, CIO, LTI

The modern work scenario requires people to switch seamlessly between various – and new – screens, and to adapt to whole new business scenarios. Accordingly, the new-age workplace is about using the right form factor at the right time – not merely switching from old to new devices. Information security, and a growing need to integrate various layers at the core of business infrastructure and bring transparency throughout are underlying concerns. Collaboration is the need of the hour for the new-age enterprise and its workforce, which is now scattered across geographies and time zones.

Kamal Shah, CIO, LTI recognizes the need for a modern Digital Workplace, and has introduced several next-generation enterprise services at LTI. Synergizing digital technologies to elevate user experience, improving efficiency, agility, and collaboration have been the driving forces behind these extensive changes.

Q Organizations broadly define their work culture via employee communication. How is LTI's vision on Digital Workplace as a mode of employee communication, engagement, and participation, shaping up?

Well, the keyword is Collaboration. When we talk about collaboration or increasing collaboration at LTI, it means that we need to find a platform which can be leveraged by people who have aligned interest and ease of accessibility to express those interest.

For example, you are interested in a project, or hiring, or in a hobby, or you are interested in talking about a policy that exists. We want to make sure that once you are expressing, you are not expressing to the wide world. You are expressing to people with aligned interests, which is if you are talking about something in testing, then you are going to have a mechanism. The solution will be crafted, a process will be crafted in such a way that like-minded people can now come and talk. It is also a channel to which it becomes unconstrained expression. We are not asking any user to provide their interest and inputs in a structured format. It is semi-structured. You share whatever you want to but relevant to that group.

Q Enabling a Digital workplace requires integration, implementation and management of emerging technologies, and robust well-defined processes. What is LTI's vision here, and what are some of the outstanding features employees can leverage?

When we talk about collaboration, as I mentioned earlier, collaboration is dividable into three parts. The data part, the voice part, and the media part.

Now, the aspect of data got enabled with Office 365 with unlimited space and storage, we have also enhanced email interfaced with artificial intelligence, by incorporating Microsoft Delve. So you have insights about your email conversations, travel plans, documents or priorities, essentially helping you with intelligence and prioritizing your email channel.

To enable seamless collaboration with colleagues across locations or a workspace, we have introduced Microsoft Teams. It allows people to work and collaborate across channels and platforms – with a colleague, a team or even with a chatbot.

Finally, we for the personal touch we have Webex. Lately, we have also implemented the IPT solution, which is internet over telephony. IPT it is going to be internet phone telephony – this will do away with phone extensions and allow for voice and video conversations anywhere anytime using your mobile phone or laptop.

Q How do you envisage a Digital Workplace as a business-transformation tool? How well are we focused digitizing the core?

When we talk about digitizing LTI, it is about three parts. The first one is the digitization of the core. Here, we are talking about our core infrastructure applications, and digitizing these to ensure that none of our key information is lost.

The second focus is on an improved employee experience. So, we transformed 300+ legacy systems that were being leveraged by



employees at LTI. We consolidated these into 60 enterprise applications leveraged SAP S/4 HANA as a solution which could be leveraged on all devices, thus simplifying and improving their experience. We have successfully simplified the entire portfolio today.

The third is the Sales part. Here again we have leveraged SAP S/4 HANA to get better insights from our pricing and estimating tool to give us information about the profitability of a given lead, and a single version of the truth for contract purposes, given that there is so much churn in projects over time.

Q Mobile, Collaborative, and Immediate are key features that enterprises look for today in their business collaboration platform. How does Digital Workplace deliver on these parameters?

We have introduced My LTI, which is a personalized dashboard for an employee. This provides a dashboard view of your work life. We have also incorporated a chatbot personal assistant. Overall, we are adopting emerging technologies and making them mainstream.

Q How satisfied are you with the performance of our Digital Workplace?

Very much. We have successfully hosted SAP S4/HANA onto the Public Cloud, and we are the first one to do so. While enabling better collaboration enterprise-wide, we have ensured cost efficacy, scalability and productivity. Talking about numbers, there is 70 percent improvement in the app performance. As far as the use of Webex is concerned, we have successfully reduced the cost of collaboration per employee by 68 percent.

Q Finally, what about information security and compliance?

The overarching theme here is that a digital workplace can essentially have limitless opportunities, while we make it simple, accessible and engaging, we work in an environment which needs to conform to the law of the land. It also needs to make sure that we are compliant too, as far as the legal point of view, but also for the contracts that we have with our customers. To be specific, we are GDPR and HIPPA-compliant, and we also have a robust cyber defense framework to tackle security issues.



Kamal is a Chief Information Officer at LTI. With over 20 years of Technology and Operations experience, Kamal leads a robust portfolio of global transformation program in the areas of Infrastructure, Systems and Security.

Kamal Shah

CIO - LTI