PRICE ₹200
SEPTEMBER 22, 2023

Forbes INDIA

From left:
Punit Lalbhai,
vice chairman and
executive director;
Sanjay Lalbhai, chairman
and MD; **Kulin Lalbhai,**
executive director, Arvind Ltd

FAMILY BUSINESS

GROWTH, THE GUJARAT WAY

How the next-gen scions at a clutch of traditional
businesses are embracing change even as they absorb
long-established core values. The Lalbhais' Ahmedabad-
headquartered Arvind Ltd is one such conglomerate

Network 18   www.forbesindia.com

PLUS   **Kartikeya V Sarabhai on the Family Legacy**

Forbes INDIA
Presents

The
Data
Circle
INDIA'S CHANGEMAKERS

In association with

snowflake®

Tech Titans

Those leading the technology transformation are driving faster business results, solving user and customer problems, as well as pushing boundaries with their innovations

At the Forefront of Innovation

Harnath Babu
CIO and partner, KPMG India

From a young age, Harnath Babu was fascinated with technology and marvelled at its transformative power. His passion for problem-solving and desire to innovate and push boundaries motivated him to pursue a career in technology. His role as CIO and partner at KPMG in India brings together his lifelong love for technology and his unwavering belief in its potential to transform the world.

A recipient of many prestigious awards, his objective as CIO is "to reinvent the modern-day work, workforce, and workplace with cutting-edge technology and innovation". He serves as the captain of the technology ship, charting a course towards success and driving faster business results.

Babu believes that aligning technology strategy with business objectives is the cornerstone of triumph. They have fostered a culture of collaboration in their company, engaging with key stakeholders across business functions to understand their needs, challenges and long-term goals. With this understanding, they craft technology strategies that serve as a catalyst for success.

He believes that, as CIO, it is crucial for him to prioritise security and cyber resilience in the firm. They have a robust security system in place to protect their technology infrastructure and have deployed cutting-edge Network Operating Centres across locations to ensure high-level security, uptime, and continued performance 24x7x365 for the firm's IT infrastructure.

As CIO, Babu leads in providing comprehensive training and development programmes to equip employees with the technical prowess and soft skills needed to stay at the forefront of emerging technologies. In his words, "Technology is the engine that drives digital transformation, analytics is the fuel that powers it, and process automation is the guiding system." Through their technology solutions at KPMG in India, they have strived to augment human potential and simplify operations. They identify game-changing innovations and incorporate them. They make informed decisions, leveraging the potential of generative artificial intelligence, machine learning, blockchain, and beyond, while keeping the organisation at the forefront of innovation.

Converting Thoughts into Realities

Ramesh Kumar Katreddi

Vice president and head of engineering, Jumbotail Technologies

Ramesh Kumar Ketraddi's love for technology began in childhood, fuelled by his elder brother's journey as a software engineer. This led him to study computer science and engineering at NIT, Warangal. From an early age, he was involved in building technologies and transforming creative thoughts into tangible realities.

He started his career at Adobe, working on complex technologies before founding a startup where he understood the interface between business strategy, customer experience and technology. Armed with these learnings, he joined Jumbotail as head of engineering, where his role is to help the leading B2B marketplace for food and grocery attain undisputed market leadership with technology as the main lever.

As vice president and head of engineering, Katreddi has played a key role in revolutionising the way businesses operate and delivering exceptional customer services. He has been instrumental in leading his team to deliver amazing technologies and products that change users' lives, improve operational efficiency, minimise risks, and help maintain a competitive edge. They have built scalable and extensible distribution systems and applications powering business workflows. They have built a smart warehouse that is 100 percent software automated and operated without any paper-based processes.

Ketraddi believes achieving technology strategy alignment with business objectives can be done through a data-driven approach. In the last five years, Jumbotail has scaled 100 times and provides 97 percent fill rates to its businesses. Their scalable platform can accommodate diverse supply chain models, having established the lowest-cost supply chain in the B2B food and grocery industry with the best customer satisfaction score.

Ketraddi is clear that the onus of driving innovation is on him and, therefore, leads by example. He actively participates in architectural reviews, share blogs, articles and his experiments with new technologies with his team.

Forbes INDIA
Presents

The
Data
Circle
INDIA'S CHANGEMAKERS
In association with

❄️ snowflake®

Staying Ahead of The Curve

SAFAL BHANDARE

Gururaj Rao

**EVP, enterprise applications,
Aditya Birla Capital Group**

Gururaj Rao's 28-year journey has been marked by a relentless pursuit of excellence, transformative initiatives and a vision to leverage technology for strategic advantage. His tryst with technology began with an innate passion for IT. The dotcom boom of the 2000s further ignited his fascination, leading him into the realm of life insurance technology. Since then, he has worked across the BFSI (banking, financial services and insurance) sector, gaining critical experience and accomplishments along the way.

The executive vice president, enterprise applications, at Aditya Birla Capital Group believes information technology is the crucial strategic differentiator for any organisation. Therefore, he emphasises on the optimal utilisation of technology resources, the adoption of the right architectural models, and consistent execution to achieve desired outcomes.

Rao stresses on the importance of staying ahead of the curve by exploring and embracing upcoming technologies. Working in collaboration with partners and experimenting with emerging trends, he ensures that his organisation remains at the forefront of innovation. He ensures that his team harnesses data at every stage of the business process, employing a smooth data pipeline and robust governance framework. By leveraging cloud-based and on-premise platforms, Rao ensures that data transforms into actionable insights, fuelling growth and driving operational efficiency.

For the same, Rao has set up an innovation-focussed team and launched an ideation and fintech engagement platform called 'Infinite'. He encourages individual businesses to post problem statements for collaborative solutions.

These efforts have borne fruit since his data function's contributions have enabled the analytics team to offer multiple product enhancements—such as pre-approved sum assured offers, next best offers and personalised up-sell offers. By conceptualising proof-of-concepts and use-cases, he ensures that the Aditya Birla Capital Group remains agile and adaptive in the face of technological advancements.

Rao considers his team as an orchestra with individual members playing their instruments, and himself as the conductor who synchronises the tunes and delivers a beautiful symphony. In his words, "Work is a marathon journey, not a war blitzkrieg."

Learning on The Go

Mohit Kapoor
Group chief technology officer, Mahindra Group

With a career spanning over three decades, Mohit Kapoor is a renowned tech leader of India Inc. Starting his career on the shop floor of an aluminum company to being the group chief technology officer at Mahindra Group, he has exemplified a deep-rooted passion for harnessing technology's potential to create a better world. He is chairman of AI (artificial intelligence) and the Digital Tech Committee at FICCI, and also an advisor with the World Economic Forum.

As technology head of the multi-sector conglomerate, Kapoor is responsible for orchestrating business transformations through tech-driven value creation. His belief in the prowess of AI and machine learning has led his team to leverage data and analytics across the organisation and explore innovative avenues, improving marketing and sales operations for all the group companies, helping the businesses to stay competitive.

"There is no substitute to having a sound knowledge of the business and staying on top of your game by continuously updating your technology skills," says Kapoor. He encourages his teams to adapt to the rapidly changing tech landscape by investing in learning, upskilling, partnering with startups, experimenting boldly, and cross-functional collaborations with diverse ecosystems. His success mantra revolves around continuous learning and reinvention.

Under his dynamic leadership, they have spearheaded initiatives such as cloud adoption at an enterprise scale, promoting agility, innovation and customer-centricity. These initiatives have not only bolstered operational efficiency but also demonstrated their commitment to environmental stability, offsetting carbon footprints through cloud architecture.

Kapoor fosters an inclusive environment of open communication, inviting diverse opinions and collaborations. An example of their progressive thinking is the Mahindra Group's precision farming solutions, which use sensors and AI to lower cultivation costs and increase yields for farmers. With an unwavering commitment to leveraging technology as a tool for value creation, Kapoor exemplifies how a visionary leader can shape industries, inspire teams and drive global progress.

105

Forbes INDIA

Presents

The
Data
Circle
INDIA'S CHANGEMAKERS

In association with

❄ snowflake®

SUDHIR CHANDRA

106

Transforming Data to Build Products

Jayant Chauhan
CTO, Honasa Consumer Ltd (Mamaearth)

Jayant Chauhan believes reliable data is the backbone of any successful technology-driven initiative. The CTO of Honasa Consumer Ltd, the parent company of Mamaearth, Asia's first brand with MadeSafe-certified products for babies, is a problem solver. By meticulously crafting a robust data engineering framework ground-up, he is able to seamlessly transform data into consumer-facing products that optimise supply chain efficiency, warehouse operations and user experience.

However, with the increasing volume and complexity of data, cybersecurity and data protection have become major causes of concern. This has led Chauhan to adopt a proactive and comprehensive approach with an emphasis on the importance of a zero-trust model, where access to resources is granted only after thorough verification, thereby mitigating potential vulnerabilities.

As organisations face technological challenges in over-provisioning and securing their data, Chauhan's approach emphasises data-driven decision-making and a commitment to technological innovation. The other relevant challenge is of too many open surfaces which can lead to external attacks and leakage of critical data.

Accordingly, Chauhan maintains a high-performing team through open channels of communication to ensure effective communication and collaboration across departments. In the face of emerging technologies, he remains vigilant in assessing their potential impact on his company.

According to him, the convergence of data, creativity and technology brings us closer to a future where technology becomes a seamless part of our daily lives, simplifying our interactions and enhancing our experiences. Chauhan strongly believes that if we keep things simple, we are also bound to love what we do. **F**