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CREATING TOP LINE REVENUE SERVICES THROUGH VALUE-DRIVEN INNOVATION

Embracing a culture of innovation with the able support of key strategic technology partners such as CtrlS Datacenters Ltd has been at the core of CIO Rajesh Garg's successful digital transformation journey at Rolta enabling him to successfully cater to the company's global customer base and explore new business opportunities in Smart City, Smart Governance and Smart Security through innovative value driven IP solutions.

What have been some of the highlights of your journey enabling IT transformations at Rolta?

When I joined Rolta back in 2013, it was a 33 year old IT company working on a legacy IT setup. The immediate business need was transformation to an efficient, highly available, redundant, highly secure, and scalable IT Infrastructure. I headed Digital innovation and Transformation journey 4.0 (Accelerate, Innovate & Transform), signaling a paradigm shift in Rolta IT by firstly improving end user computing Infrastructure through the replacement of legacy end user computing environment with the latest, high end optimized computing environment with the latest OS. This also included setting up a 100% Virtual Datacenter and the Rolta Private Cloud, as well as a World class UCS (Unified Communication System) infrastructure involving integration of real-time communication services such as Data, VOIP, Video Conferencing and Instant Messaging seamlessly across the Rolta IT Infrastructure globally. Other highlights include ISO 27001:2013 compliance and certification journey along with a successful SSAE16 (Type I and Type II) attestation which is considered as a growth driver for Remote Infrastructure managed services for our global customer base and the setup of a highly efficient, 24x7x365 IT helpdesk with consistent SLA above 99.983%.

As the person responsible for formulating and implementing IT Strategy and Business roadmap, I developed high value, top line revenue enabled solutions (End-to-End Solutions – Plan, Build, Manage & Innovate) delivering Infrastructure leveraging innovative Rolta IP solutions. The project included creation of solutions like RoltaSmartCloud™ for comprehensive Cloud transformation, Cloud security and Cloud management of Private and Hybrid Cloud, Rolta SmartSecure™ for Enterprise Security, Enterprise Applications Solutions Framework which includes both Package and Custom Solutions, Rolta Smart Citizen Platform IP Framework which helps the government in its Digital Revolution and Smart Governance project.

I also had the privilege of initiate the information security transformation journey at Rolta creating an innovative Enterprise Security Solution framework combining advisory and implementation of Information security process compliance framework. We created an IP – Rolta Security Advizer Insight which

gives us a well-defined approach when catering to a customer organization's security needs during the initial discovery and data definition phase (Due Diligence phase). The tool provides knowledge based planning solution for strategy and transformation roadmap of IT Security. We also launched a new Enterprise Security Solution offering Rolta SmartSecure in the space of Smart City, Smart Security and Smart governance. These solutions gave the impetus to our Sales /pre Sales teams resulting in increased multi-million dollar revenue opportunities for the company both in India and outside in the space of Smart Governance & Smart City. This new line of business is now one of the best-selling services for Rolta for our IT Infrastructure and Enterprise Application transformation solutions. The result has been over INR 350 Crore worth of orders in the last one year and a projected pipeline of INR 500 Crore plus opportunities.

I am also responsible for providing remote Infra Managed Services to more than 300+ customers across the globe which brings multi-million dollar top line business for the company.

Tell us about your technology partnership with CtrlS Datacenter?

Spearheading Digital Transformation from the current state of legacy infrastructure, we at Rolta were seeking a technology partner who could not only provide us with the right platform but also back the strategic business needs of Rolta with value added and innovative service portfolio. I observed CtrlS Datacenters, with their Tier4 facilities to have the best in class infrastructure capabilities with the right credentials in redundancy, scalability, Disaster Recovery and service excellence to cater to our needs at Rolta.

Their excellent uptime and IaaS capabilities helped us design and support our next-generation solutions in Smart City, security and smart governance such as RoltaSmartCloud and SmartSecure. In my experience, CtrlS has been a very customer-centric organization and add value to their customer's landscape with capabilities like their comprehensive IT security landscape, 99.995% uptime guarantee and the best SLA response time.

What are your plans for 2018? What is your expectation from CtrlS as a technology partner for these

projects?

We will continue setting up high revenue-enabled infrastructure services through the creation of innovative IPs in the space of Cloud, Security, Big Data, Mobility, and Infrastructure services which would serve as unique value differentiators among our competitors in Smart City, Smart Governance, and Smart Security space.

The Digital transformational journey at Rolta has not only provided immense value internally through improved productivity, reduced cost and increased customer satisfaction but also helped improve market share through creation of top line revenue enabled solutions for customers which has resulted in projects worth more than 350 Crore and an internal team of more than 300 professionals.

The creation of these solutions has opened several revenue opportunities in the space of Smart City domestically in India as well as globally. CtrlS has been a visionary technology partner for us and with their help we will continue to provide innovative Smart governance and Smart Security solutions as well as remote infrastructure managed services for our global customer base. We believe what differentiates us from our competitors are our value-driven IPs. We will continue to provide solutions with ready-made and customized IPs enabling accelerated delivery and better value to our customers in terms of cost and implementation journey.

With your vast experience in the IT Industry, what are your suggestions to fellow CIOs in terms of enabling change through IT in their organizations?

In my 25 years of experience heading IT strategies for business with global presence, I have witnessed the Enterprise IT landscape going through a number of transformations as new technologies and frameworks replace ones that gradually grow old and redundant. Today, IT has turned into Digital and is now much more than just a facilitator for business. IT has become the key differentiator in markets and CIOs have become key business enablers as well as drivers with the rest of the boardroom looking up to them for creating the competitive advantage in a highly technology-enabled world. IT evolves fast and being innovative is vital for any CIO in order to keep up with the fast evolving competition.