Agenda

- Imperatives

- Lead the Innovation Revolution – Call to IT
Imperatives

**Here and Now**

- Attention Grabbers
  - Productivity, Efficiency, Cost
  - Simplification
  - Agility, Speed

- Ongoing priorities
  - Security, Privacy
  - Regulatory response, Risk Management
  - Enterprise Knowledge and Collaboration

**Longer-term**

- Attention Grabbers
  - Understanding Customers and Markets
  - Customer Experience
  - Ubiquity

- Strategic Bets
  - Environment
  - Healthcare
  - Education
  - Urbanization
  - Transportation
In the Banking and Financial Services Industry…

• Increasing attention to Security, Fraud, Risk and Regulatory Compliance

• Divesting Lines of Business and Consolidation through M&A

• Diverse Channels for Service Delivery and Single View of Customer

• Cost Reduction, Cost Reduction, Cost Reduction through Technology
  – Standardization, Systems Integration, IT Rationalization
  – Infrastructure Optimization

• Next generation web presence
In the Insurance Industry...

- Standardize IT Systems (Policy Administration Platforms)
  - Process Automation Projects (workflow/imaging)
  - Move towards SOA to become more flexible
  - Enterprise Data Integration to enable better CRM
- Cost Reduction, Cost Reduction, Cost Reduction through Technology
  - Channel priorities for technology Investment
    - Internet – Sales
    - Internet – Services
    - Call Centers
    - Bancassurance/ Bank Distribution
    - Captive / Tied agent
    - Financial Advisor (Independent)
- Core Systems Replacement and Rationalization
- Regulatory Compliance spurs investment in DM, BI, Analytics Technologies
- Move towards a Shared Services/SOA Models
- BPO gains momentum amongst medium sized insurers
In the Retail Industry...

- Online retail business as real opportunity for growth
- Adapting IT systems to enable retailers to move to an integrated online channel
- Customer interaction and personalization
- Multichannel services
- Providing a seamless multi-channel experience encouraged growth through loyalty.

More than 25% of search results on Google for the world's 20 largest brands are links to consumer generated content.

Source: Nielsen Buzz Metrics
Government 2.0… A through Z

- Accessible
- Agile
- Alert
- Analytics Driven
- Collaborative
- Connected
- Cost Effective
- ...
- Empathetic
- Green
- Lean
- ...
- Open
- Responsive
- Smart
- Transparent
- ...
- Zealous

If myspace were a country—it would be the 8th largest country in the world.

Source: Social Storm Report, Jupiter Research, March, 2007
Agenda

• Defining Trends of the Past Decade

• Lead the Innovation Revolution – Call to IT
Getting Organized to Deliver Innovation

• Set the Organizational Context

• Relate Innovation Categories and your ‘Business’

• Establish an Enabling Process for Innovation

• Articulate the value proposition to your internal and external customers

• Establish Internal and External Capacity for Innovation

• Build and sustain a culture of innovation

• Measure, manage and improve
Winds of Change Driven by Information Technology

• MCA21 → India truly “Open for Business” implementing Economic Reforms of the early 90s

• mKrishi – Mobile-based Agro Advisory service (Ubiquitous Information)

• Passport Seva (Operational Efficiency)

• Home Infotainment Platform (Ubiquitous Information)

• Low Cost Water Filter (Conserve the environment)

• Miniature Portable ECG Monitoring device (Anytime anywhere healthcare)
Points of View

- Improving Efficiency of End User Computing
- Leveraging Cloud Computing
- Optimizing Enterprise Information & Knowledge