

HCLTech Trends and Insights podcast

Nick

Hello, everyone, and welcome to the HCLTech Trends and Insights podcast. We're here in the HCLTech pavilion at the World Economic Forum in Davos. And I'm delighted to be joined by Jagadeshwar (Jags) Gattu who is the President of Digital Foundation Services at HCLTech. And today we're going to be talking about how to secure the future with a particular look at digital trust and digital inclusion. Jags, thank you very much for joining us today. How are you doing?

Jags

Good, good, Nick. Thanks for having me here.

Nick

Looking at WEF's theme this year, which is all around trust, how do you define digital trust in the context of an increasingly hyper connected world?

Jags

Digital trust, if we have to define it's an assurance or confidence that digital operations skills to the individuals and businesses and the governments that the transactions are executed in a secure and privacy manner and also reliable and plus ethically handled? Right? If you look at the enterprises, you know, they want to ensure that there is an integrity in terms of the data, the data operations are happening, and also following the best practices cybersecurity best practices. And in the way that technology is getting advanced in the way that you know, the world is getting hyper connected, the digital trust is very important, not just from a security perspective, but also with respect to sustaining the relationships and, you know, avoiding some of the reputational damages and plus business success.

Nick

And given the current situation I'm talking about geopolitically, and with things like economic inequality, how are those factors impacting or eroding digital trust?

Jags

So the current geopolitical conflicts and also economic inequality, you know, casts a long shadow where the digital trust, the weird things are happening, the cyber-attacks which are happening and make momming desperations is happening, the developed countries, they're able to invest money and time and effort resources, they're able to build those regulations, whereas and, you know, developing countries are not able to do it. That's the reason we see some other countries have clear regulations in

terms of how they want to, you know, protect their digital assets. And when it comes to people, you know generally the underserved people are the ones who are getting really impacted in terms of, you know, getting anti-theft and few other things. And they are the ones who are actually not only getting impacted the first but you know, realizing pretty late in terms of that's where this whole digital inclusion and digital literacy comes into the play. Right?

Nick

So, looking at digital inclusion, how does that help rebuild digital trust and cyber assurance? And what role do public and private partnerships play in this ecosystem?

Jags

Digital Inclusion plays a very important role in terms of giving assurance in order to the Camino to the individuals who are consumers of the digital ecosystem. It's more to do with the way we provide access, and the way we actually bring them to the same table. It's important to get them onto the same table so that, you know, they are involved part of the development of these digital policies, awareness about the whole digital education. So that fosters the digital trust in a decent way, right? So, it's really important how we bring this education and literacy across the table. That's the reason it becomes very important for us to bring some of the look at the digital divide, I would say right, look at the digital divide and see how do we actually bridge the digital divide between the various you know communities, and more importantly, when you realize some of these digital divides, some of the nonprofit organizations or public entities and some of in collaboration with the private entities, they can roll out some of the education programs, and they can roll out to wherever these underserved in areas that they are, they can build some infrastructure, so that you know, overall the community digital awareness goes up.

Nick

Absolutely. And you mentioned bridging the digital divide in terms of bridging the gap that's become apparent with digital trust, how important is it to secure critical infrastructure and things like that?

Jags

Yeah, if you look at the critical infrastructure, you know, we can there multiple industries fall into that particular category, you know, few like oil and energy and transport and healthcare systems and some of the right so protecting these industries, the critical infrastructure, you know, organizations or industries you want to call is very important to ensure that the people have confidence about the digital trust. It's you know, if you if you take a look at some of the, you know, online systems, online services which are offering and the moment the online services get impacted, people lose confidence about the services and same thing about how, you know, countries get collaborated with each other. And then in a, you know, it's some of these collaborations, you know, helps these between these critical infrastructures, help them each other to share expertise, share knowledge and share best practices. And it's very

important to create that environment where, you know, the collaboration helped them to, you know, look at that practically what's happening out there, and then take the measures so that they're secure and intact,

Nick

And all their steps that public and private partnerships can take to increase or boost that collaboration necessary to ensure effective protection?

Jags

Yeah, of course, if you look at the current situation, if you see it, right, some of the public corporations and public private corporations, which are there in place here, you know, example, recent example about, you know, the European Union Security Agency partnering with US cybersecurity, infrastructure, security agency, those kinds of things, helps them to share expertise across the board. And even if you take WEF, for example, right, WEF has a Cybersecurity Center, which kind of brings education, digital education across the world. And these type of initiatives does help in terms of bringing awareness, and that bringing awareness basically ensures that discussion from WEF point of view is I see them, the business leaders all believed that, you know, education is the most important to avoid some of these things.

Nick

And you mentioned where for obviously, here, how important are events like this in fostering the necessary conversations that will drive effective, secure, sustainable change?

Jags

You know, so, you know, if you're talking about the WEF, I think it's a great initiative what we're faced doing, but if I look at what is happening out there in the world, right? It's still not enough, in my view, right? You know, because there is a great need of this public collaboration and private public collaboration, and even private, private collaboration. All these are very, very important to avoid these some of the, you know, cyber-attacks. So, by just purely by information sharing, my view is it's a great step towards what's happening, but a lot to be done and lot to be executed. I'm looking forward to, you know, some of the initiatives coming up from some of these international organizations. So, we had the collaboration can increase, you know, properly.

Nick

Jags, thank you very much for those insights. It's been great having you on the podcast.