

## THE NEW NORMAL FOR IT IN THE POST-COVID ERA

Hello everyone and welcome to the HCL podcast on the hybrid cloud services.

This is Gaurav Sharma. I work as an associate director at HCL Technologies in the Hybrid cloud business unit. First & foremost, I hope everyone who's listening to this podcast and their families. They stay safe and healthy as we move past or move through this pandemic era that we are witnessing.

Now today, will be talking about what would be the new normal for IT in the post over there and that I've been lot of new numbers that have been defined for all of us for instance work-from-home is a new normal for our work lives the new normal for going out has to wear a mask and with social distancing which I hope all of you are also doing now. Similarly, What would be the new normal for it in the post COVID era?

First impact of COVID! All of us know the impact of covid-19 has been far-reaching; the impact of covered has been across the world. it has been felt right from Global Market to local businesses, communities, our individual lives, the ways of working how we used to interact and each and everything. within this impact. If you look at their technology is the one which has come out as a savior and I have spoken about this in my earlier podcast as well. If you look at during this time, how IT teams or organizations are behaving and looking at. We will just spend a few minutes on what is happening during this time on the on the it side there has been an increased access to business Leaders what it means is there's been a lot of interest from the business side to jointly work towards reinventing the business model So an organization in retail for instance or an organization in manufacturing wants to partner more and more with organizations like HCL and their Business Leaders want to talk a lot to some of the IT leaders that are there or IT experts that companies like HCL have, just to make sure that they are able to create a new digital channels how fast they can create those t channels. How does the revenue model look like or how the outcome base models look like and all of that has become very very important for these Business Leaders during this pandemic time.

The other thing which has come out of this pandemic are all the last four five six months is that, there's a lot of focus on the continuity of business and certainly there was a shift on the digital channel - everyone going work-from-home; there were lockdowns. So the Prime Focus was and Still Remains on enabling the on-demand infra the cloud-based Solutions, remote workplaces, how do you provision bandwidth faster and the impact of all of that and turn is actually seen on the way we interact via technology. We look at the different Revenue models or we'll look at how we are ordering something online or we are utilizing the BFSI service and all of that.

Now I'm in the backend, if you look at some of these IT organizations, they're looking at more and more ready to consume platforms. They do not want to waste time on building something from scratch. This is one change that we are seeing. So they want going to have a lot of pre-validated, pre-integrated Stacks. There's a lot of focus on the utility consumption models so capex is out of question for a lot of organization specially the small and mid-sized ones even the large ones are actually feeling the heat as well. So there's a lot of focus on the utility consumption models and how they can be utilized in a much more innovative ways.

Organizations which are holding lot of assets are looking at asset monetization programs. How can the cash be infused into their systems while they continue to invest on the digital initiatives. There is a lot of third-party spend optimization that is currently ON and will continue to be. There is a lot of contractor aggregation which means an organization which used to interact with 30- 40-50 vendors at times want to contract it or aggregated to a lesser number of such people or such organizations. Now having looked at all of these, what would be the new normal? This is something which is currently on and it is expected for the next 3 to 4 months at least before we have a vaccine or cure and we start to go back to the new normal. What is it that that will see more and more?

Well in our view, 1, there will be and there is a lot of Rapid sourcing which is on so which means there's a lot of emphasis on closing the Partnerships or the deals faster which means getting on-boarded or the onboarding times are getting reduced a lot more than they were before. There's a lot of emphasis on the lab led POCs for Innovation, which means that customers or organizations just want to spend a lot more time on the labs, the SMES and they want to prototype Solutions which can be scaled faster. There is lot of emphasis on the outcome based solutions for instance in LSH space smart clinical trials. How do you look at remote patient monitoring platforms, the AR system remote support Solutions and so on and similarly in the manufacturing space, how do you look at the end of the integrated OPs centers? For instance, how do you get them onboard fast? All of this is now part of the new normal that companies are looking at.

There's a lot of emphasis as I said on ready to consume solution to consume configure build approach kind of vertical Solutions. So companies or organizations are now looking at stacks or Solutions, which can readily give them outcomes rather than , they doing Integrations for months and then coming up with some ROI in the long term.

A lot is being expected on the skills part as well where we used to have deep expertise in one technical area expected and there was a lot of downstream based an impact. There has been an e-profile that has been triggered via the customer demand now, which means that there's a deep expertise in a few technical engineering areas, but then there's experience across many areas that he has. so the vertical

ones become the Deep expertise areas and the horizontal one becomes the the experience across many areas; take an example of a cloud engineer for instance - somebody who's cloud administrator should understand the cloud economics as well. Cloud Administration skills become the vertical and then the horizontal part becomes the cloudy economics for them. Also moving forward, there's a lot of emphasis on the trusted advisor architect role which is an emerging need. How do organizations look at digital initiatives when they don't have a trusted advisor an architect who can advise them as to which direction they should be going on.

Then comes the artificial intelligence - AI, a lot has been said about it. But then how do you look at the AI techniques for automating the automation that has already been invested upon.

Now, how do you look at more and more automation, extreme automation, AI led models, how to look at improving the developer productivity. There will be a lot of investment in the AI/ML models, this is also required in sectors like retail, when there's been a drop in the number of customers going to the store. So you are not meeting the customers physically you're not interacting with them. So how do you predict for instance? What would be their demand patterns for them? So you need a lot of investment in the AI/ML models for instance on that. Now there are a lot of organizations designed their remote working policies in a cage during this time. So there were organizations which never had a remote working policy for instance. So there could be a security process, compliance issues at the later stage. So now this is one area where post covid-19 world they'll be focusing a lot in the long-term. That's the new normal that they will have to invest up on more and more as a digital footprint gets increased for their employees are for their customers, both ways.

And then a lot of software-defined infra investments will take place especially in the network space. How do you make it more and more automated? How do you make it more and more Agile is something that we are expecting the new normal to be, this will no longer be a differentiator but a basic hygiene in the long-term as we are expecting and then finally if you look at the BCP plans today, they were just to make sure that organizations remain operational only but then how do you look at the re-thinking of BCP plans to make sure that they are able to withstand the revenue shifts that are being considered. For instance, Now, in terms of digital channels that might be giving more revenues at times to certain sectors or certain vertical organizations than they were doing in the pre-covid era.

So all-in-all whatever we are seeing now or whatever I've talked about in The New Normal living with covid-19 for some time or time being is something that that will remain so the approach adopted at the time of covid-19 or at this time in the last six months. It will become the new normal as we have seen or will be seeing as we move forward.

Thanks for listening to this. See you in another podcast