EMKAY CONFLUENCE

AMUR S LAKSHMINARAYANAN (LAKSHMI)
TATA COMMUNICATIONS
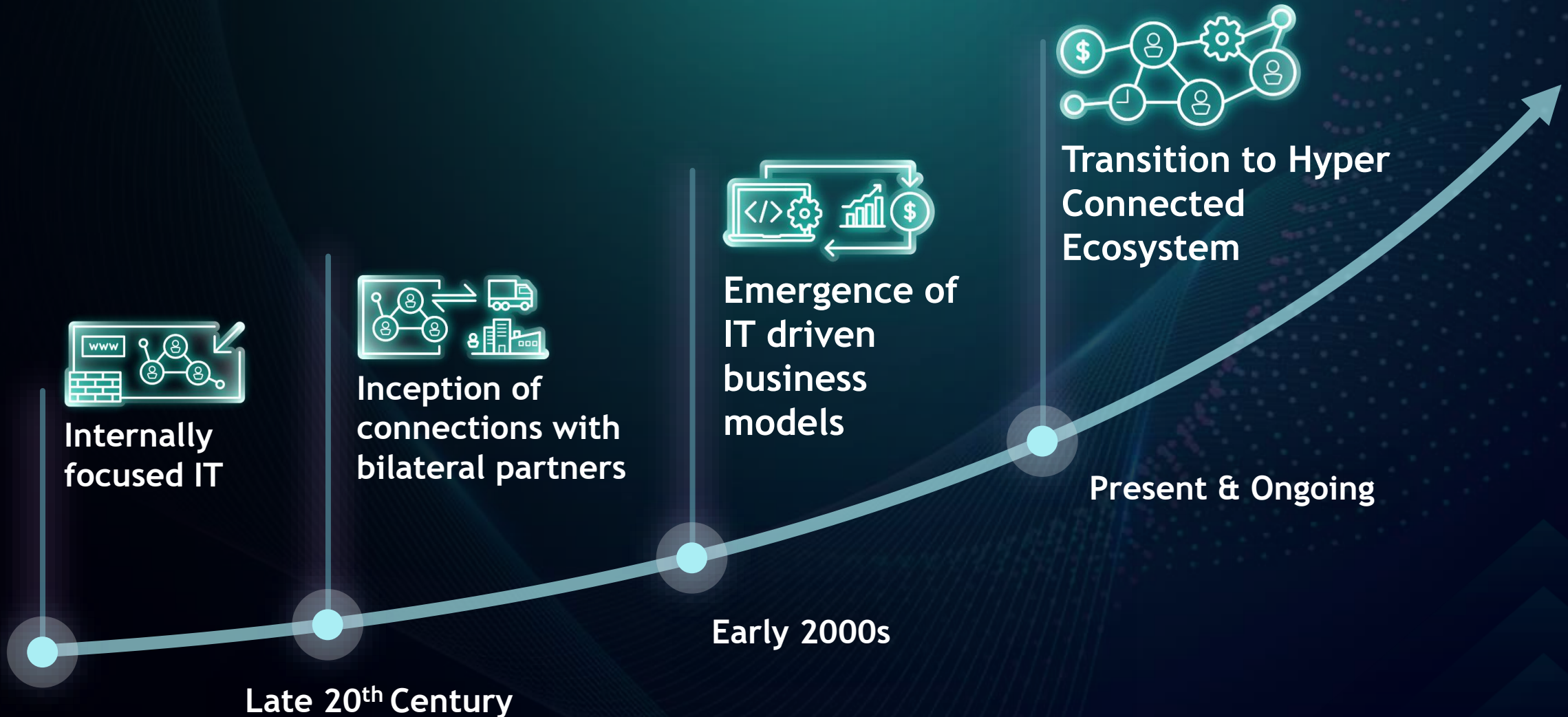
TATA COMMUNICATIONS

THE WORLD IS GOING FROM CONNECTED TO HYPER CONNECTED

Internally focused IT

Inception of connections with bilateral partners

Emergence of IT driven business models

Transition to Hyper Connected Ecosystem

Late 20th Century

Early 2000s

Present & Ongoing

WHAT ARE THE CHARACTERISTICS OF A HYPER CONNECTED ECOSYSTEM?

Real Time

Always ON –
Anywhere ON
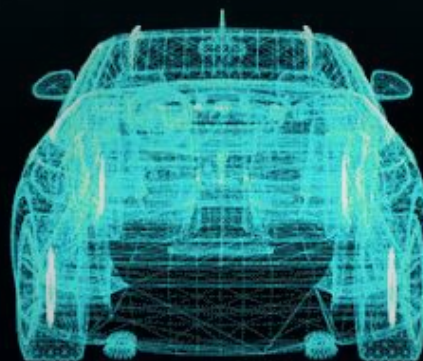
Seamlessly
Collaborative

Intelligent &
Always Learning

HYPERCONNECTED ECOSYSTEMS: CHANGING AUTO BUSINESS MODELS (OEMS TO *MOBILITY* SERVICES PROVIDERS)

CASA trend necessitating "hyperconnected-*ness*" for enabling a V2X Ecosystem

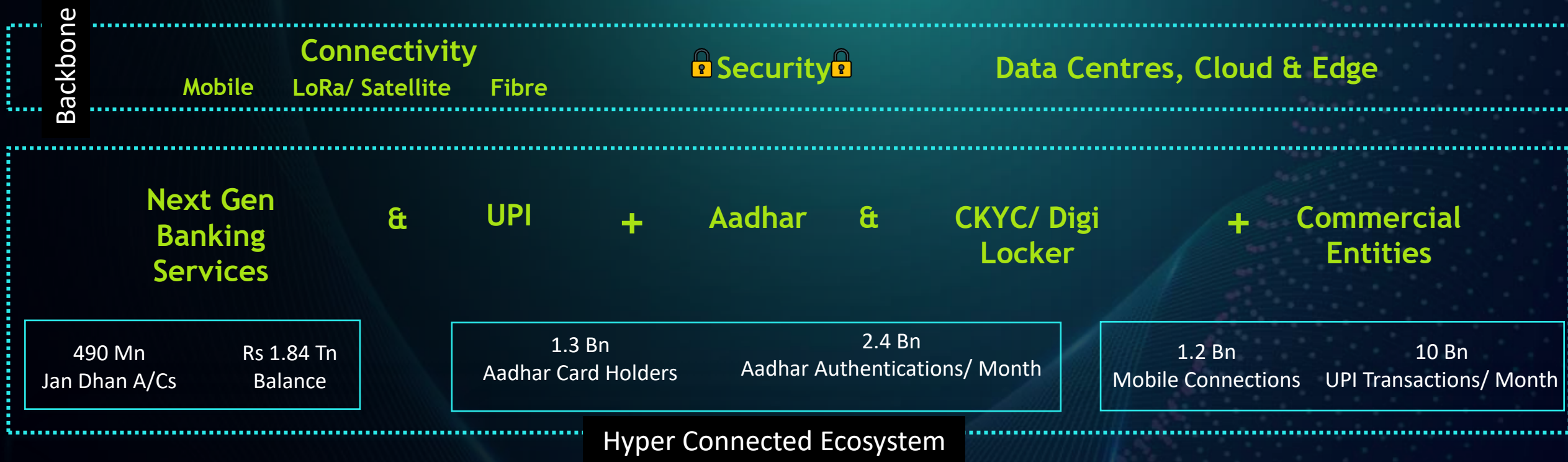**C**onnectivity

Alternate Drive Trains

Shared Mobility

Advanced Driver Assistance Systems

INDIAN FINANCIAL SECTOR – AN EXAMPLE OF HYPERCONNECTED ECOSYSTEM

Backbone

Connectivity

Mobile   LoRa/ Satellite   Fibre

🔒 **Security** 🔒

Data Centres, Cloud & Edge

Next Gen Banking Services & **UPI** + **Aadhar** & **CKYC/ Digi Locker** + **Commercial Entities**

| 490 Mn Jan Dhan A/Cs | Rs 1.84 Tn Balance | 1.3 Bn Aadhar Card Holders | 2.4 Bn Aadhar Authentications/ Month | 1.2 Bn Mobile Connections | 10 Bn UPI Transactions/ Month |

Hyper Connected Ecosystem

DIVE (Digital Integration for a Value Driven Hyperconnected Ecosystem) Trend accelerating the percolation of Hyperconnected Ecosystems

- **D**igital Identity
- **I**nstantaneous Payments, Transactions, Commerce facilitation
- **V**erification & Security
- **E**fficiency/ Empowerment

6

EMERGING CHALLENGES - DATA AND APPLICATIONS IN ISLANDS

ECONOMIST IMPACT

TATA COMMUNICATIONS

Building a strong digital foundation to tackle modern business challenges

How a comprehensive strategy can help CIOs integrate new technology, overcome data silos and set the stage for future growth

75% of CIOs find difficulty balancing innovation objectives with operational excellence[1]

Integrating gen AI, requires massive amounts of computing resources, data storage and networking bandwidth[2]

CHALLENGES

Cost Ballooning	In -Efficiencies
Inhibits Innovation	Security

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EMERGING CHALLENGES - CUSTOMER EXPERIENCE AND INTERACTION CHALLENGES

Redefine customer interactions. Improve business outcomes.

An exclusive Thought Leadership Report by Harvard Business Review Analytic Services

Rethinking Customer Interactions to Boost Customer Experience

6th August 2024

94%
respondents of the survey believe consistently delivering positive customer interactions key to business success

6/10
acknowledge that their businesses are unable to do so!

CHALLENGES

Fragmented channels

Lack of collaboration across teams

Data islands leading to siloed and disorganised customer data

Data and Applications in Islands

Customer Experience and Interaction Challenges

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| Inhibits Innovation | Security |

CHALLENGES

| Fragmented channels | Lack of collaboration across teams |
| Data islands leading to siloed and disorganised customer data | |

EMERGING CHALLENGES - INTERNET OF VULNERABLE THINGS

Cyber Security

IoT Vulnerabilities Unveiled: Securing Your Enterprise in an Age of Attacks

IoT devices
are typically attacked within five minutes of connecting to the internet[1]

29 Bn
IoT devices by 2030, doubled from 15Bn in 2020[2]

CHALLENGES

OT and IT integration challenges

IoT devices susceptible to exploitation

Data and Applications in Islands

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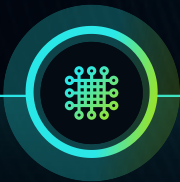| Fragmented channels | Lack of collaboration across teams |
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Internet of Vulnerable Things

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From Tech Debt to Digital Infra Architecture Debt
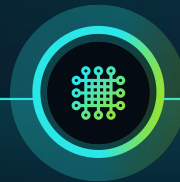
WHAT IS THE NEED OF THE HOUR?

Uncomplicate & Innovate!

Find ways of reducing complexity

Infra easily consumable through applications

Capability to deliver end-to-end great performance

OUR DIGITAL FABRIC IS HELPING ENTERPRISES BECOME DIGITAL FIRST

TATA COMMUNICATIONS

CUSTOMER'S OWN SUITE OF APPLICATIONS

APIs

Delivering
Connected Infrastructure

Enabling
Connected Experiences

Delivering
Connected Solutions

End-To End Visibility and Management through TC^X

DILISA* enabled analytics and reporting

Network Fabric

Cloud &
Security Fabric

Interaction Fabric

IoT Fabric

*Device Intelligence Location Intelligence Situational Awareness