



In an exclusive interaction with DATAQUEST, Mohua Sengupta, EVP & Global Head of Services at 3i Infotech Ltd., talks about how the company's strongplay in the market is empowering digital business transformations

Mohua Sengupta comes with more than 24 years of experience in BFSI and IT Services industry, across the globe. After starting her career in Unit Trust of India as an Assistant Manager, Mohua shifted her base to US and then to Montreal, Canada joining the Canadian FS giant, Royal Bank of Canada. Her IT Industry stint includes, Wipro Technologies, Accenture, Mphasis, and iGate.

Previous to 3i Infotech, Mohua was the Vertical Head of BFSI for ITC Infotech. She has an MA in Economics from Jadavpur University, MBA in Finance from State University of New York at Buffalo and a Certified General Accountant of Canada. In her own words, Mohua is passionate about BFSI. She is passionate about Gender Diversity issues in the workplace and mentoring younger women to continue in their career path.

—Mohua Sengupta
Executive Vice President and Global
Head of Services, 3i Infotech Ltd



**3I INFOTECH SERVICES MANTRA: INTEGRATED
END TO END SOLUTIONS TO PARTNER
WITH CLIENTS IN THEIR DIGITAL JOURNEY**

Can you please elaborate on what is your vision for being a next-generation 'Technology Solution Provider'?

My vision is to leverage technology to enable solutions for customers' business objectives and outcomes rather than simply providing point technology solution. I would like to see us as a strong digital transformation partner of choice for our existing clients and prospects. Our solutions approach will have a mix of our niche offerings backed by our partner ecosystem together with a strong consulting flavor.

Why did you join 3i Infotech? What are your future plans?

3i Infotech is an IT company that all the Tier 2 companies used to benchmark against in the 2007/8 timeframe. Thereafter the company saw a period of difficult time, but managed to prevail in a tough market and is now going strong, delivering results for its clients. Our clients have not left us since our delivery has been immaculate in spite of all the financial crisis that the company has faced in the past. This is a testimony for quality delivery and customer relationship. The strong core of the company strengthened by the debt restructuring, helped overcome its financial crisis. This is one thing that made me look at 3i Infotech as a company that I would like to associate with. The resurrection mode of this company challenged and attracted me the most. To me 3i Infotech's services organization is a start-up with a strong core and I have got an opportunity to mould and create it, along with my team.

For future, I plan to make 3i Infotech Services organization a strong player in the Digital Transformation scenario; in the industry verticals of our choice, i.e., Banking & Financial Services, Insurance & Healthcare, Government and Enterprise. We have already invested in next generation tech savvy resources and industry domain experts, who will constantly challenge status quo and render cutting edge solutions to our customers.

“Our Mantra will be to have integrated multi LOB end to end solutions to assist our clients in their digital journey”

Do you have any preference on the geographies you wish to scale up your operations in? Can you outline some of the key strengths which drive 3i Infotech Services Business?

For this year we plan to focus on the geographies where we are already present, i.e., North America, Asia Pacific, Middle East & Africa and India. There is enough growth potential for us in these markets. However, personally I am very optimistic about the UK & Europe markets and we will look at that geography in the very near future.

Delivery has always been the key strength of 3i Infotech Services organization. The delivery leaders here have worn multiple hats and managed the delivery immaculately. In order to complement and supplement that, we are bringing in the best of domain knowledgeable sales team in all geographies, who can be a true partner to our clients. We are also hiring digitally savvy and domain experts to drive the Digital Transformation initiatives. Overall, our key strengths aim at building a unique organization based on tried and tested components from the past and complemented by the niche talent from the market to fill the gaps.

Do you plan to introduce updates in innovations or improvements in your processes to upgrade customer's experience?

We have reinforced end to end services in traditional space like Application Development and Maintenance, Infrastructure Management Services, BPO and Professional Services to support the digital transformation and technology innovations. Other than that, we will have focused solutions and capabilities in Customer Experience, Data End to End, Mobility, Testing as a Service, and Business & Technology Consulting. This will be backed by a strong partner ecosystem of startups, Fintechs, Insuretechs and Regtechs wherever required. Our Mantra will be to have integrated multi LOB end to end solutions to assist our clients in their digital journey.

What is the current strength of the 3i Infotech Services team? At what pace are you looking to grow over in the coming 3 years?

We are a 3000+ organization in Services. We are planning to grow at more than 20% from a top line perspective. But given our focus on digital transformation and automation, we do not intend to grow our workforce at the same rate. Our focus on innovation will enable us to offer efficient and cost-effective solutions to our customers and a better career path to our people.