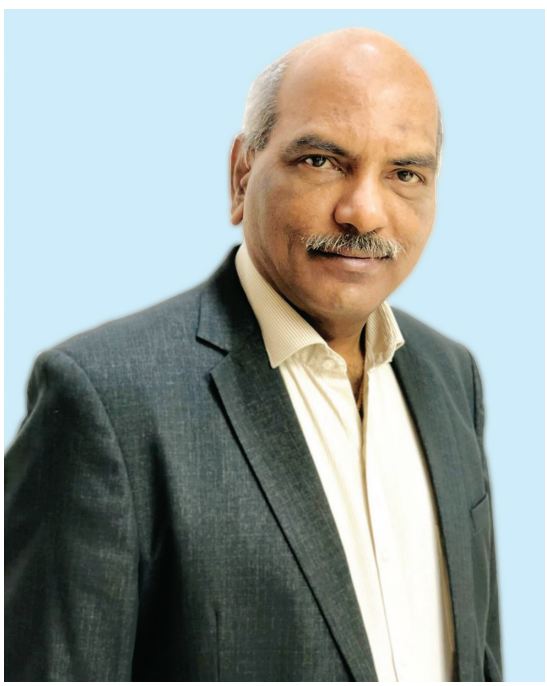
3i INFOTECH
LIMITLESS EXCELLENCE

Managing Director and Global CEO of 3i Infotech Limited, Mr. Padmanabhan Iyer, in conversation with Fortune India Exchange shares how in today's hyper connected world, they bring together their expertise, experience, and learnings, to create enduring value for their customers across the globe.

As a company with deep domain expertise across the Banking & Financial Services, Insurance & Healthcare and Government spectrum, how is 3i Infotech helping enterprises in their digital transformation journey?



Over 25 years of experience across the Banking & Financial Services, Insurance & Healthcare and Government spectrum, gives our domain expertise an exceptional edge and puts us in a leadership position. Our long standing understanding of industry practices across these sectors, and across the globe, helps us understand customers' needs and pain points, tailor our solutions to suit their specific needs and add value to their services to their customers. Our engagement with industry experts and regulators keeps us abreast of market developments which reflect in our product enhancements. In addition to this, our ongoing investment in our products and services ensures that our products retain their cutting edge. The domain expertise combined with investment ensures that we identify and facilitate our customers' digital transformation journey with maximum impact benefiting their business. Our solutions focus on three distinct areas - 'Co-innovation, Customer centric/ Modular frameworks & Quantifiable outcomes'.

With next-gen technologies like AI, ML, IoT and Blockchain permeating every sphere of business, how is 3i Infotech keeping pace with it to stay relevant for its customers? What is your 'secret sauce', if you were to divulge?

The 'secret sauce' is– Keep Learning. We don an active 'learning' hat when we partner our clients in their projects. The learnings go to our Innovation and Research labs, which are part of each business unit. Our labs then consistently introduce solution frameworks using the next-gen applicable technologies, be it AI, ML, IoT, AR/VR or Blockchain. At this juncture, there lies an opportunity for us to innovate processes for our clients and help them stay ahead of the curve. The frameworks are easily adaptable across various business scenarios and help clients stay abreast of digital disruptions that presently infiltrate organisations at every level. The practice is working well for us and helps us keep pace with challenges from the market and from competition.

Where has 3i Infotech reached in its journey to transformation?

We have consolidated our operations which is evident from our reported profits for the past 11 quarters. We are now in our investment and growth phase. The Company has already initiated steps to grow its presence in high potential geographies, where its presence has been limited till date. The focus is now on increasing our investments in our people, processes, products and services to meet the requirements of developed markets, such as the USA, Canada, UK and specific parts of Europe. Resources have already been deployed in these markets to ascertain appropriate market positioning. The plan is to build a pipeline towards the end of 2019 and begin conversion by early next year.

In an industry so bereft of skills needed to work on new-age technologies and tools, how do you address the talent shortage? What is your strategy to attract and retain the best workforce?

One of the best ways to manage the demand-supply gap is to actively create talent, to complement lateral infusion. We hire freshers for different roles and technologies and customize training programs depending on the role selected for. While this internal initiative addresses 80% of our needs, remaining 20% is managed by lateral hiring of multi-skilled resources. Being a product and services company focused on BFSI, we stress on technical talent. Our extensive market presence and brand helps attract knowledge seekers and the challenge of ongoing product enhancement ensures retention. Opportunity to work on multiple projects and clients, increasing their domain knowledge and familiarity with best practices help them grow professionally. Matured HR processes make us a preferred employer.

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