CEOs Speak

In an era of global economic and information proliferation, Information and Communication Technology has affected every field and industry including banking. In essence, ICT (Information Communication & Technology) has served as a high speed fuel for digital banking transformation.

Banks need to continuously improve their smart finance strategies, implement key digital initiatives, and achieve comprehensive digital transformation to provide the ultimate customer experiences. Customers today increasingly expect their banks to act and interact like technology companies. Banks and financial institutions have responded to these by expanding their capabilities and services with comprehensive digital transformation to provide the ultimate customer experience. With Big Data, cloud computing, Network and Data Artificial Intelligence (AI), blockchain, and the IoT as its core expertise, Huawei has played a significant role in serving more than 300 financial institutions world-wide, including 6 of the top 10 banks in the world, helping them to reshape IT and accelerate digital transformation. The State Bank of India (SBI) occupies a pride of place in that elite list. Huawei appreciates that the SBI is on a transformational journey embracing a bold and effective technology foundation to build a robust framework for the bank. SBI has always been a pioneer in the Indian banking sector with aggressive plans to expand its offerings. Today SBI is embracing a bold and transformational digital journey to compete effectively and drive a long-term growth trajectory. Huawei is honoured and privileged to partner SBI and extends its full support to help develop smart finance and accelerate comprehensive digital transformation of this revered institution.

JAY CHEN
CEO, Huawei India

Legacy, the first word that comes to our mind when we hear the names of State Bank of India (SBI) and Hitachi. The opportunity to contribute towards India's growth story, gave birth to association between Hitachi Systems Micro Clinic and SBI, India's largest public sector bank.

As the leading bank in India, SBI provides a huge digital platform for its customers. SBI built its own private cloud called "Meghdoot" of about 7500 VMs hosting various financial services applications based on diverse technologies with oracle database. Hitachi Systems Micro Clinic contributed in the deployment of financial services leveraging private cloud technology and towards developing data lake concept. Hitachi Systems Micro Clinic has been an enabler for SBI to define and deliver advance financial services strategy using flash storage for dynamic workloads and networking architecture to deliver high-performance connectivity across the data center. Developing a coherent technology strategy and, in implementing that strategy to empower SBI with flexible IT that can allocate workloads based on performance requirements, application importance, and service level agreements. Our collaboration upgraded and scaled data center technology mitigating any earlier risks resulting in limiting business expansion & initiatives. SBI benefitted with granular control of resources and services, faster response for any application, always available information at fingertips. We are proud that SBI has improved immensely from our expert banking solutions, and the focus on providing advanced financial services based on modern technology. At Hitachi Systems Micro Clinic, we strongly emphasize on building the right relationships with our customers. Valuing our association with State Bank of India we stand by our avowed motto of "Co-creating a better tomorrow." We believe that this partnership will help us widen our footprint and promote social innovation business, across India.

ANUJ GUPTA
CEO, Hitachi Systems
Micro Clinic

VMware's association with State Bank of India (SBI) began in 2013 when the banking major initiated its digital transformation journey. The objectives behind this transformation was three-fold:
- Become "the bank for every Indian" by expanding the reach and capabilities of its 25,000+ branches across the country
- Offer its complete range of financial products and services to Indians
- To attract and retain a new "digital first" customer base

Our depth of expertise and long experience in delivering cutting edge solutions at scale made us a trusted partner in SBI's transformation journey. SBI, powered by VMware, today operates "Meghdoot", one of India's largest private clouds. It runs 800+ production applications on 6000+ Virtual Machines, bringing down application provisioning time from months to days and reducing infrastructure cost significantly. SBI's IT infrastructure supports 25,000+ branches, 250,000+ employees worldwide and significantly, more than 50 million mobile transactions. vCloud Suite Ent, NSX Ent and Workspace ONE Ent (includes Airwatch) has enabled SBI to manage its branch server infrastructure centrally and deploy micro-segmentation for enhanced security.

We are proud to have helped SBI transform from a 200 year old institution to a modern, digitally empowered BFSI leader. Our solutions for SBI work at unprecedented scale, helping to bring even the most remote regions and communities within the folds of the formal banking economy. We look forward to continuing to power SBI's digital journey and help it drive India's financial inclusion agenda.

ARUN KUMAR PARAMESWARAN
Vice President & MD
VMware India

State Bank of India (SBI), India's leading bank, has served the needs of the country's economic development for decades and continues to be the momentum behind the transformations that our country is going through today.

Starting as a technology partner to SBI a decade and a half ago, Tata Consultancy Services (TCS) has crossed several milestones with the bank and stands today as its growth and transformation partner.

TCS' core banking platform, TCS Bancs which was deployed in SBI, is today benchmarked and referenced globally for its scale and spread. And now we are taking this shared transformation journey further by creating a secure digital-ready architecture thereby enabling the bank to embrace the digital wave seamlessly.

The ability of the bank to handle over 200 million business transactions per day at a peak of over 8000 business transactions per second is a testimonial to the digital readiness of the bank. The bank's ability to respond to emergent business demands like demonetization, or a merger with six associate banks within a span of eight weeks is a reflection of the nimbleness, robustness and scalability of the core platform.

The contextual knowledge about the bank that we have gained over the years, coupled with our Business 4.0 framework and the associated solutions has played a pivotal role in their transformation journey. We have consistently enabled SBI to deliver a differentiated customer experience across new business verticals and a diverse expanse of customers.

TCS is delighted to be associated with SBI, and as the bank embarks on their next wave of growth, we look forward to an exciting journey filled with energy, innovation and a passion to excel.

UJJWAL MATHUR
VP & Country Head - India
Business, TCS

The most exciting aspect of Tech Mahindra's 17 years relationship with State Bank of India, is the ability to impact the lives of 42 crores Indians digitally. This is one key engagement that demands conceptualizing, implementing and maintaining technology solutions, which are capable of managing unprecedented scale in terms of volumes as well as depth of functionalities.

We believe that, in the current digital-first universe, the customers are looking for technology partners and not mere vendors. That has been the essence of Tech Mahindra's relationship with SBI where it is thoroughly aligned with State Bank's digital drive strategy and is helping the bank in its mission to become a Next Gen financial institution. Tech Mahindra has been a dominant digital partner for the bank where it continues to contribute to the bank's digital growth through its technology solutions in the areas of internet banking, mobile banking, payments, remittances, analytics, supply chain financing, cash management, Analytics, CRM and many others. In the current milieu of banking which revolves around 'Customer Experience' and 'Customer Centricity', Tech Mahindra helps SBI to understand its customer intimately through Data Management & Analytics. It helps the bank to experience through its Digital Banking solutions. Through its CRM implementation, Tech Mahindra is enabling the bank to have a 360 degree view of the customer and thereby helping the bank in customer retentions, operational efficiency, sales & marketing management. Through Analytics and digital channels, it helps the bank to reduce the operational costs and increase revenue by making contextualized offerings to the customer.

C P GURNANI
MD & CEO
Tech Mahindra

HPE's hybrid IT and composable infrastructure fabric eliminate the need for a legacy workload specific environment and introduce fluidity to IT resources in an enterprise. Banks are increasingly experimenting with new-age concepts like Robotic Process Automation and Artificial Intelligence/Machine Learning applications to improve efficiency considerably and offer hyper personalized customer service.

To help transform India into a cashless society, to introduce new B2B initiatives for faster time-to-market, and to be ready to support two billion accounts, SBI is re-architecting itself with next-generation capabilities for lower cost and greater adaptability that supports seamless experience for customers. The largest core banking setup in India SBI's domestic core banking, 'BaNCS', and its foreign office core banking, 'Finacle', run on HPE Superdome and XP platform. SBI's private cloud, 'Meghdoot' runs on HPE synergy composable infrastructure platform. Also HPE is associated with SBI for powering the most critical ATM switch platform to handle digital payments and transactions

SBI is one of the first banks in the country to adopt a three-way setup of a primary datacenter, a hot site replica, and a DR facility. HPE's is also helping SBI to adopt IoT driven networks on HPE's Aruba network access control to strengthen branch security and compliance best practice. HPE appreciates SBI's transformational approach that is helping the bank with massive scalability, security, business agility, and future-proofing. HPE is proud to be associated with SBI in its unparalleled journey of digital transformation and is honored to work closely with the Indian banking sector.

SOM SATSANGI
Managing Director
Hewlett Packard Enterprise
India

Banks today are placing greater emphasis on providing improved services to their clients, thus enhancing their overall experience as well as upgrading their technology infrastructure for successful and seamless operational functioning.

Inspira, a global IT solution provider, has created robust capabilities through investments in emerging technology products & solutions like Cyber Security, Blockchain, Data Analytics & Business Intelligence, Cloud, RPA, IoT etc. With our ISO and CMMI Level 3 certified, standards and processes, we help clients maximize their performance by leveraging best talents having technical expertise, domain wide knowledge, innovative management philosophy and comprehensive portfolio of services.

Inspira has played a significant role in serving more than 100 financial institutions including top notch PSU Banks to reshape IT, establish SOC, digital channels, credit services, commercial and corporate banking thus improving risk management & operational efficiency. Today we help the organisations in their digital transformation journey.

Inspira has successfully implemented many large projects in SBI, which include setting up of one of the largest data centres in the country for them. The design, architecture, supply, configuration and implementation of the networking and security infrastructure which include the active and intelligent cabling were done in record time. The centralized Datacenter is designed to handle the user traffic load across the country with faster data and transaction processing.

We are honoured and privileged to associate with SBI and extend full support on its journey towards digital transformation.

MANOJ KANODIA
CEO
Inspira Enterprise India
Pvt. Ltd.

In a world where expectations are immediate with numerous touchpoints, becoming a Digital Bank needs more than just technology adoption. It needs vision. It also needs commitment to stay the course and do what it takes to deliver the entirely new wave of Banking experiences that consumers have come to expect. It goes without saying that the deeper the legacy and larger the operation, the more challenging the transformation.

SBI has demonstrated tremendous vision over the past few years and has moved towards a digital experience that India can be proud of. With over 460 million customers and Millions of transactions per day , State Bank of India is the largest public sector Bank in India and the bedrock for Jan Dhan Yojna. We are proud to have enabled SBI build one of the largest biggest private cloud of its kind 'Meghdoot', the leaders have also successfully re-imagined the Bank's strategy for Insight, Access and Control of Data from the immense volumes of data assets. Having understood the need to build a scalable and modern infrastructure and improve customer response time, we are now partnering with them to address these requirements and build a Bank of tomorrow. Proud of the fact that NetApp is working to build a Data Strategy enabling them with the Data Fabric architecture which allows them to leverage the solid advantages of technologies such as AI (Artificial Intelligence) and ML (Machine Learning). We are working towards building a collaborative, intelligent financial services platform of the future. Data-centric banking is the future and banks today are working through multiple levels of developments that necessitates a digital transition to keep up with the dynamic customer requirements. SBI is leading itself into a Data driven future and I have no doubt that it will realize its goal of being among the top Banks globally.

ANIL VALLURI
President
NetApp India and SAARC

While banking is evolving in terms of digitalisation and customer base, we believe that, trust remains the strongest and most precious asset of financial institutions. As the pioneer in Augmented Identity and Digital Payment, IDEMIA supports over 1800 financial institutions globally in creating leading edge solutions for digital identity assurance, ensuring security and trust in a seamless digital journey, from customer registration to the delivery of trusted services with strong authentication and providing digital enablement platform for mobile payments, extending a seamless enrolment, tokenisation and provisioning process.

IDEMIA draws on a vast array of highly advanced biometric authentication and ID verification technologies to create a transacting digital Identity for customers and bank employees alike. IDEMIA's presence as the "authentication partner" for the Core Banking Platform in State Bank of India, its subsidiaries and associated banks – is a validation of the usability and scalability of our platforms. Today SBI trusts our two-factor biometric authentication solution to authenticate over 250,000 employees across 24,000 branches, with 45 lakh authentications on a regular business day. Easy and accurate identification of employees logging into banking systems translates into the safety of consumer's data and all financial transactions, which is pivotal to SBI. As IDEMIA forges ahead to invest in delivering best in class digital banking security solutions, we continue our leadership and innovation in the payment card business. SBI leads in financial inclusion and holds the mantle of the leading financial institutions in India. IDEMIA has been SBI's trusted partner in digital payments by processing and personalising over 100 million cards in around three years. SBI also uses IDEMIA's Smart Services to offer personalized cards, wherein customers can choose the print and backdrops truly personalizing the cards. IDEMIA as a pioneer card partner of QSPARC Cards, is partnering SBI in their Nation Common Mobility Card (NCMC) journey.

SANJEEV SHRIYA
India Regional President
IDEMIA

IBM feels proud of its strategic association with SBI as preferred partner in its path-breaking digital journey and enabling the bank to transform itself to stay ahead of competition and address this paradigm shift. We are working with SBI on a number of strategic initiatives in various domains such as digital transformation, information management, analytics and co-innovation on emerging technologies such as Blockchain, Cognitive Computing, API Banking, Security and IoT, to name a few. These initiatives are underpinned by a highly agile and scalable IBM infrastructure and software platform. SBI is leveraging IBM Systems and Software to run the largest data warehouse in the banking sector in India/South Asia and is also using IBM Power systems and Hybrid Cloud (Middleware stack) to run the largest internet banking operations in India.

Our teams worked closely with SBI towards designing the unique solution that enhances customer experience and brings important innovative offering YONO in line with the bank's aspirations and organisational vision. YONO has witnessed tremendous success within a short span of operations. SBI is continuously expanding its footprint through agile delivery models, offering world-class customer experience and achieving exponential growth through the digital platform. It is helping SBI in achieving its objective of establishing itself as the Banker to GenY by way of enhancing its millennial customer base. While providing such large features and functionalities, the bank has also ensured high level of security standards where IBM helped SBI to become the first PCIDSS (Payment Card Industry Data Security Standard) Certified Digital Bank in India.

KARAN BAJWA
Managing Director
IBM India Private Limited

The Indian Banking industry has undergone a major paradigm shift when it comes to technology deployment driven primarily by the change in their customers' needs and expectations. Today's customers demand anytime, anywhere access to information and interacting with banks in an omni-channel environment. The State Bank group has been the torch-bearer of innovation in the Indian banking context while being the "banker to every Indian" right upto the hinterland of India.

In its digital transformation journey, SBI, partnering with Dimension Data, embarked on a mission to build one of the world's largest virtual infrastructure set-ups to support 25000 branches and enhance the experience of over 200000 users using VDI. With this transformation, the Bank aims to enhance the experience of its customers by delivering services that are agile, predictable, consistent and secure. Dimension Data has been the Network Integrator and Managed Services provider for the Bank since 2002. We have enabled the bank to embark upon many transformation journeys since the inception of core banking and these initiatives have often set the technology benchmark for most other banks in the country. Some of the key projects were designing & building a 25000 branch network, carrying out the largest and fastest MPLS migration on this mammoth scale, nation-wide implementation of NAC (Network Admission Control), setting up a state-of-the-art captive NOC, digital branch infrastructure and branch server virtualisation.

We are very proud of our long and distinguished association with SBI. Our focus is increasingly centred around the business value and outcomes that SBI wants to achieve and we are architecting the underlying technology to enable those business outcome. Along with SBI, we continue to lead the way with innovation at its core and SBI's customers at the fore.

KIRAN BHAGWANANI
CEO – South Asia, Japan,
New Zealand
Dimension Data Asia
Pacific Pte Ltd

We are at the cusp of a massive digital disruption with governments, enterprises, and consumers rapidly adopting technology. Businesses are transforming to become digital and in the process upgrading their existing IT infrastructure.

SBI too embarked on a journey to transform the customer experience it delivers through the 25000 branches by consolidating the servers from each branch into a virtualised environment on a Converged Infrastructure Platform.

The new architecture which relies on offerings from the Dell Technologies Converged Infrastructure (VXBlock), Storage (XtremIO), Backup software and appliance (Networker and Data Domain), Resiliency software (Recover Point for VMware), (Cloud Management and application virtualisation Software (VMWare) was put together along with the Consulting and deployment services from Dell Technologies. This system now allows SBI to achieve higher levels of data availability, data security, infrastructure resilience and ease of manageability.

Dell Technologies values the transformational journey that India's largest public sector bank has embarked on, setting up a powerful, robust and mission-critical foundation for the bank.

It is with immense pride that we take this partnership with SBI even further and we look forward to being a part of their next phase of growth and expansion.

ALOK OHRIE
President & MD
Dell Technologies, India