MAY 2016 | VOL 1 ISSUE 2

THE 2016 TITANS

THE CHANGE-SPOTTERS AND CHANGE-MAKERS

DAWN OF THE M2M AGE

PREPAREDNESS AND CHALLENGES FOR THE CIOs

One word of action for the CIOs is being ´Disruptive´- where, swimming against the tide is no more a clever thing to do and going with the flow is also a cliché.

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CIO ROLES REDEFINED

SANJAY MOHAPATRA

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Thanks you for appreciating our first special issue on CIOs. With the success of first edition, we are excited to bring the second edition known as 'The Titans Volume 2'. This issue is dedicated to the CIO's challenges and action areas. We have tried to redefine the meaning of CIO with special focus on the I alphabet.

In today's business scenario, CIOs role is completely changed. They are not only responsible for deciding what technology they should have but also they are partially liable for the business outcome of their respective organizations.

The CEOs and CFOs these days are cognizant about the organizational demands that if a single penny is spent on anything whether it is technology or HR, etc. what is the outcome. So CIOs always remain under pressure as to how to justify the spend. Therefore, besides being technology evangelists, they are increasingly becoming innovators in many ways to support the organizational growth. The days are gone when the CIOs were saying: I have no business beyond technology! They are now responsible for many of the activities that is happening in the organization and profit and loss too.

So this issue we are trying to find out how the CIOs are progressive in their thoughts, how are they respective to new things, whether embracing new learnings, etc. Are they ready to take new challenges? Are they ready to take up a digitization path? Are they taking cloud computing seriously? How the CIOs are enabling their workforce to work comfortably - on premise and off premise too? How are they securing their digital assets and identity? How are they safeguarding their organizations from internal threats?

So we are trying to understand their course of action, their focus on various subjects that are relevant to any organization and their future projects that they want to embark upon.

Enterprise CHANNELS MEA
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EMPOWERING THE EDUCATIONAL INFRASTRUCTURE

Al Nahda National Schools In Abu Dhabi Deploys Aruba Wireless Infrastructure To Revolutionize Learning Experience Of Students And Provide Platform For Innovation

ORGANIZATION OVERVIEW:
Right from their establishment, Al Nahda National Schools were always geared towards providing students with a holistic learning experience. They were one of the first schools in the country to have an established IT curriculum and to be equipped with eight internet learning labs.Al Nahda National Schools aimed to leverage a number of cutting edge education solutions such as the Moodle Learning Management System (LMS), LiveText strategic planning tool, as well as eResources from Pearson SuccessNet, an online teaching and learning environment.

THE CHALLENGE:
Al Nahda National Schools aimed to leverage a number of cutting edge education solutions such as the Moodle Learning Management System (LMS), LiveText strategic planning tool, as well as eResources from Pearson SuccessNet. The schools were also equipping classrooms with the latest smart-boards and projectors, and were hoping to encourage 'Bring Your Own Device' (BYOD) among students and faculty. This required a seamless wireless networking, integration with eLearning applications and high performance stable infrastructure

ARUBA SOLUTIONS DEPLOYED:
- 2 Aruba 7200 Series Mobility Controllers
- 250 Aruba 103 series Access Points
- 16 Aruba S2500 Mobility Access Switches
- Aruba ClearPass Policy Platform

Site survey, design, implementation and configuration of the wireless infrastructure done by Oxygen Middle East

BENEFITS:
- Even with Wifi being simultaneously accessed by over7000users,thenetworkneverfailsnordrops itsperformance
- Provision of seamless connectivity between the boy's and girl's schoolcampuses
- IT team can manage the wireless network across both schools from a single location, and is no longer tasked with physically managing each router in thenetwork
- Allows the educational institution to introduce new innovative technologylearningtoolsincluding applications that have reduced paper consumption

"WithubiquitousWi-Fiaccessacross everyclassroom andcommonarea,wewereableto present students and staff with cutting-edge technologies such as smart-boards, iPads, projectors, eLearning resources and a LearningManagementSystem. Thestudentsinstantlytookto the new approach and thanks to the simplicity of it all, we faced noresistance from the staff either," said **Dr. SandraZaher,** SchoolDirector,AlNahda National Schools

REVAMPING GOVERNMENT INFRASTRUCTURE WITH MPS

Dubai Municipality embraced cutting edge managed print services cloud project for cost reduction and a model workplace.

THE VISION:
The Dubai Municipality 2021 vision is to become a world reference for developing Dubai as a pioneer smart and sustainable global city.

.

BEFORE MPS IMPLEMENTATION:
Considering the high usage of printing devices services, the organization faced huge challenges in controlling and managing costs. There was a high cost associated with the document production lifecycle, that arose due to the difficulties in controlling the needs of papers quantity and recycling it. Secondly, there was no managed information system in usage.Although employees could print from a connected printer, but the copiers and faxes were notconnected. Third, there was a lot of wastage which was difficult to reduce, especially at the service centers. The availability of different device models lead to duplication of work for administration management, IT management, and procurement management. Furthermore old devices caused breakdowns and loss of productivity.The security and compliance of confidential papers were also at stake. There were a number of papers lying idle on the printers and copiers. There was no print policy for users so limiting the use of paper and rationalizing ink was a challenge. And last but not the least, the HDD on the devices weren't encrypted either.

AFTER THE MPS IMPLENTATION:
The following were the immediate visible benefits after the implementation of the cloud MPS project:

- Enhanced productivity as the organization had the right device to cater to the right requirement
- Downtime reduced to zero
- The devices used fresh technology with high security and confidentiality
- The multifunctional printers reduced the energy consumption and carbon emission that struck the right chords with environmental sustainability
- The EnviSource feature handled the paper wastage for recycling purpose
- It saved up to 40% of operational cost
- A single vendor for all the services
- Printing confidential documents required the person printing to swipe his ID before printing

ACHIEVEMENTS
Dubai Municipality received the Gitex Trend Best Cloud Government Implementation Project 2015 for the large benefits and success points achieved. In addition to that, all old devices has been donated through Dubai Municipality Refurbishing Center to deliver them to schools inside and outside of UAE. Empty ink cartridges were also delivered to refilling centers.

The cloud project aligned with Dubai Municipality strategic themes, City Environmental Sustainability theme, Technology and Innovation theme, and it also support our vision of being a Word Class Municipality.

INTELLIGENT RETAILING- INJECTING BIG DATA INTELLECT INTO RETAIL

Safeer Group unleashes the mechanics and mathematics of the modern retail sector.

THE VISION:
BigDataModeling , Heuristics and Predictive Modeling with Artificial Intelligence , Robotics and Analytics had been the core of the Retail Business Process Optimization Project at Safeer Group which started April 2012 to "Enhance Customer Value" , "Optimise TCO" and "Accelerate Operations Efficiency".

.

THE CORE PROJECT:
This initiative included major focus on Scalable Enterprise Architecture including Unified Enterprise Surveillance System ,Enterprise POS, Back-Office Automation , Supply Chain Modeling , Vendor Management Index , Retail Products Expiry Calculus , Retail Space Dynamics, Legacy Modernization Process , Warehouse Optimization Matrix Vector Calculus , Product Data quality Management, Mobility Apps with Automated Purchase Order / Automated Delivery Order / Auto GRN / Auto-Invoicing interfaced with Oracle and Banking System , and Cloud In-Store Media (Radio/Video) through Content Delivery Network to provide best promotional offers and value to the customers .

THE CHALLENGE:
The major challenge of fitting Safeer Space elasticity to consumer's requirements could be defined as the more complex relationship between retail space allocation and observed consumer demand. The complexity stems from the fact that it is not only the quantity of the space but the quality (store location, shelf height, adjacency to other products etc) that influences the demand observed. Retail Space elasticity can be measured, mapped and utilized to enable retailers like Safeer to influence the key KPI of profit return on space. In a trial the specific factor had to be analyzed so that further it would be varied with changes in demand observed.

THE ROADMAP:
Safeer devised a prudent Fuzzy Logic and Artificial Intelligence approach to considerable retail business data sets being characterized by vast volumes, high velocities, a large variety and unknown veracity, so that these properties impart significant challenges to real time business domains when collected, managed and processed and hereby constitute a dramatic strategic innovation development in both business transformation and consumer research at large, bolstered by emerging technologies , consumer behavior and multifarious business models.

KEY RETAIL BUSINESS RESULTS (Predictive Analytics ,BigData Heuristic Modeling and Artificial Intelligence)

- Retail Assortment Optimization , planning and development for all the Safeer Supermarket SKUs.
- Intelligent Category management
- Better Market Visibility and Positioning
- Building effective Retail Brands and Brand Management
- Effective Customer Relationship Management
- Effective Visual Merchandising & Store Layout Management
- Effective Balanced Scorecard
- Effective Retail Strategy Canvas Formulation
- Effective Assessment Potential of Stores
- Effective Vendor Management , Buying & Negotiations
- Supply Chain Management
- Retail Space and Merchandising Finance Management
- Optimized Pricing Strategy
- Identifying the current profits obtained for various category of products.
- Overall profitability analytics

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´LOUD STEPS´

´LOUD STEPS´IN THE UAE

Emirati CompanyBin Farooq PGE Innovations is a Technology & Innovation development Group with own research and development center in Dubai, UAE.

H.H. Sheikh Juma Bin Maktoum Bin Juma Al Maktoum had inaugurated and launched world's first Indoor Navigation Solution for Visually Impaired People at Rashid Centre for Disabled People, in Dubai, UAE. Loud Steps blind navigation application is THE smart system to service the community of visually impaired, general residents and visitors of UAE, said by H.H. Sheikh Juma Bin Maktoum Bin Juma Al Maktoum.

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The Vision:

About 285 million people are visually impaired worldwide, in UAE with a population of 10 Million there are more than 400000 of visually impaired people out of whom 40 K are totally blind and roughly 360K is visually impaired. The Loud Steps' voice guidance and text features notify discoverable spaces by geo analyzing buildings, information on surroundings and through clock position guidance. For the visually impaired, this is the approved and acceptable solution by active associations of blind people worldwide, provides complete independence to move around freely by eliminating social barriers, said by Ms. Mariam Othman, Director of Rashid Centre for Disabled.

"We are together bringing a significant amount of cross-sector technology experience. Our team offers the right expertise to help you develop the products and services that are essential for growth in a highly competitive economy. We are creating & converting ideas into new technological Innovative products and services", said by Mr. Ali Faisal Farooq, Founder and CEO of the company.

The Solution

Loud steps – enables physical spaces to interact with the people, using specially designed BFPGE' network devices and wireless signal. It makes building smarter and connected, said by Mr. Hardik Soni, Co-Founder and CTO of Bin Farooq PGE Innovations.

Expo Centers, Airports, Schools, Malls, University Campuses, Large complicated buildings and complexes, Museums, Palaces, Parks, Convention Centers are the ideal places where we need "Loud Steps", said by Bhavna Mangal, Co-Founder and CMO of Bin Farooq PGE Innovations.

World's First Indoor Navigation solution for Visually Impaired

'Loud Steps' is an application that utilizes the our smart devices' network and helps the visually impaired coming into Enclosed Spaces such as Airports, Hospitals, Metro Stations, Malls, University Buildings and other publicly available spaces. The application guides the visually impaired to their desired location step-by-step with voice-over feature.

Furthermore, Loud steps is used as an Indoor Navigation solution as well, which is also very useful for mobility challenged people as it's gives you an option called Wheelchair Accessibility!!!

At the moment, "Loud Steps" Innovative App is used in associations of Visually Impaired in UAE, Spain, USA, India, UK, Germany and Turkey.

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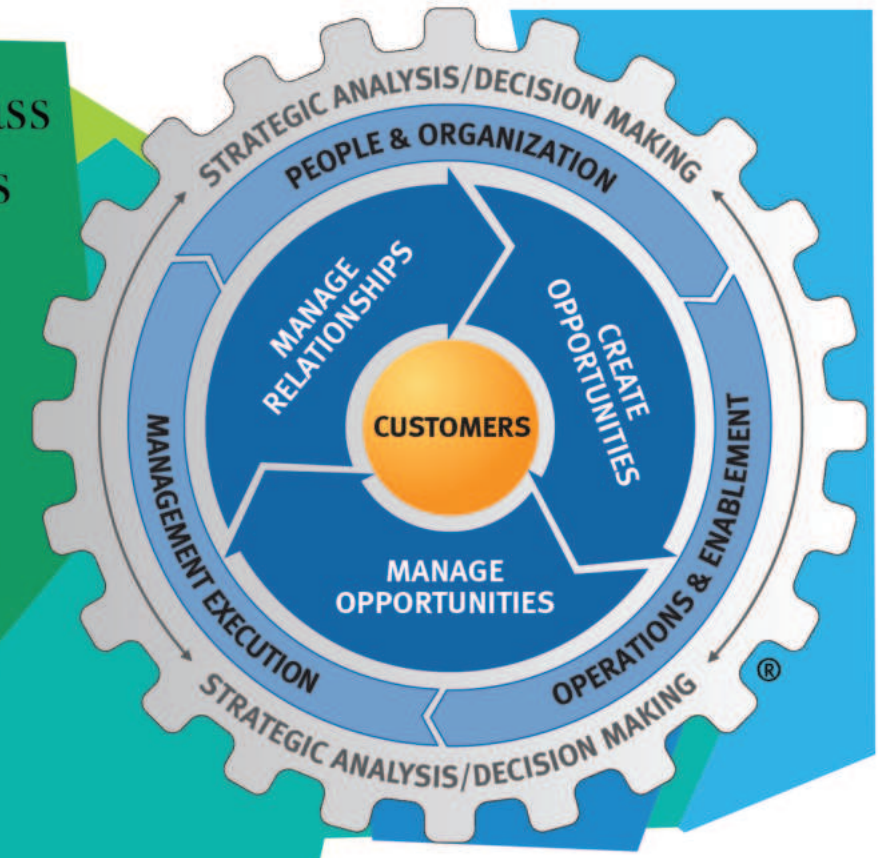

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THE ´MOBILE´ SHIFT IN ENTERPRISES

In the fast paced business world that all of us are living in, life is complicated not only by the Speed but also by the dynamics that are involved. So, just being fast is no longer a precursor for success. Agility and Flexibility need to go hand in hand.

VENKATESH MAHADEVAN,
HEAD OF IT AT DUBAI INVESTMENTS PJSC

I will surely say this to CEOs, Business Owners and Decision Makers.....
"Wake up and Smell your Coffee"

While it may be stylish to decide which phone to use or which one looks better to pull out while in a party or social gathering, clearly it's more important to figure out what data needs to be sitting on those devices you hold in your hand.
If you just step back or for a moment, decide not even to step back and just stand where you are....Imagine a scenario of what information you want and where you want that information. With what speed do you need that information? Is it today, tomorrow, or NOW!

I will attempt to address some of the issues you will face and what are the areas you must focus on, while trying to get your Mobility Strategy right or atleast on the right track :-

What's your point?
What are you trying to achieve with your technology or 'IT' as some call it. While there is a lot of data available in your organization, it is crucial to figure out how much of that data you really want to convert to information that your stakeholders can use.

Myth :All Data is required and must be

There are only two types of organizations:-
1) Those who have embraced Mobility and are making attempts to include it as part of their Enterprise Technology Strategy
2) The other part who do not believe Mobility is crucial and feel that it is not going to impact the way they do business or will give them a competitive edge.

converted to information

Please stop automating all that you have. There is a famous adage that goes..."If you automate your inefficiency, you will only magnify it".

I would further add, "If you automate all that you have in your organization, it will only magnify your inefficiencies and irrelevant data, benefitting no stakeholder".

Today's business owners or Stakeholders need all the information they can get to place themselves in a position to be able to make meaningful decisions.

Before you even embark on a Mobility strategy and include these words in your IT strategy, please talk to the business holders and stakeholders a second time. Yes, you read right, I meant "second" time. Why?,you ask.

It is not smart to just put your information on mobiles, that's the easiest part of the conversion. Mobility is all about the right kind of information in the right place at the right time and in the right devices and in the right fashion. Overloading data and putting them on mobiles is not efficient at all. Definitely not smart.

Does every body in the organization need data on their mobiles? Maybe not, atleast not to start with. So, a phased out and scalable mobile strategy is the right thing to do. Pulling a tent cover over the organization may not be the right protection. In other words, a "Wave of the Wand" is not the right strategy.

As a 'CIO' or a 'Technology Leader', the biggest challenge that all of us face is not data generation. That is happening in plenty and more than we can even imagine. Anyways, come to think of it, we never generated Data, it was always produced by the business functions. But the most crucial part is, 'how do

you', as a Information Leader, get the right kind (relevant) information in the hands of your decision makers / stakeholders?.The kind of information that you will need to provide will differ from a Sales Function to the Finance function to the Manufacturing function.

It could be about the offtake in the marketplace to fluctuating demand for a specific product or SKU, or low movement of a particular SKU in a particular segment of the market, yield efficiency, Cash flow conversion, real-time inventory situation, etc.

What is the yardstick?

If a business owner or a functional leader is able to make quick and meaningful decisions, even while they are on the field or in an away location, then you have achieved your objective. This means, as a Technology leader, you have empowered the decision makers to make meaningful business decisions, even while they are not in front of their computer screens! Isn't that a Huge Jump!Or a 'LEAP'.

If a leader is able to make an immediate decision, irrespective of the location he is in, just based on what popped up or what he drilled down on his portable screen, whether it is the mobile or some tablet, then you have achieved your goal. It will also gladden your heart to know that this decision making was enabled by the information provided when and where it was needed, i.e. at the point of decision making. I always have this phrase that I use very often in different situations and love it too, which goes, "Information within arms reach of Desire". Give it to him/her where they need it and watch the magic happen!

How do you stitch together a successful mobile strategy?

First and Foremost, you need to have in front of you, on a piece of paper or a presentation or a notebook, 'what business problem needs to be solved'. If you do not have this yet, please go back to work and keep digging till you find the gold nugget. In this case—the gold nugget being the business problem.

I have been in senior leadership meetings and we realize even after couple of hours or more of discussions, the goal has not been achieved and in some cases, you are not even close. One question which I have found useful, atleast it has worked for me is…. "What is the problem statement"? This question not only stirs up people in the room, but also kind of brings the meeting or discussion back to the focal point as to why we are all there in the room, in the first place?.

If this statement cannot be written on the white board and then captured on the note pad, then you need more such meetings. One crucial point to note is that the right people need to be around the table. So in meetings like these, which are so crucial, the quorum typically is-- "all business leaders" to be present, Period! Even one less will not work. You are asking, "So what if just one function is not present?" The reason it is not ok my friend, is because, this is exactly the gap that you will have in your strategy. It is not ok to put that patch on later because you want the entire leadership team to agree on what the organization problem is and find a solution to it.

Myth: Mobility strategy is IT's problem.

Nope, my friends it is not.

A Mobility strategy needs to be developed in absolute conjunction with business leaders and stakeholders and needs to be aligned with the organizational goal. A Mobility strategy for a B2B organization will be very different from a B2C organization. So do get business involved. The key to note here is that its not the technology.

I have been fortunate to develop Strategies in this space during my professional career and what I would like to share here is that, "typically a successful mobility strategy is one that is platform or mobile agnostic". Do not get caught up in the Apples or the Blackberry's or the Android's. That will fall into place anyways. .

While I am tempted to take an example of a few functions and walk through, let me keep it simple and Let us take an example of HR as a function.

Today, HR functions have evolved so much that workflow has become an essential part of the function. A lot of transactions such as Leave and other such normal tasks are handled by options such as "Self Service", which are part of good HR solutions. By building this into your strategy, approvals become so easy and they reduce the time cycle for a transaction too and not to mention the fact that it overcomes geographical distances.

Mind you, Mobility is evolving faster than we can imagine and it is our responsibility to business owners to make sure that we stay abreast of the developments and choose what is appropriate for our business

So, Questions you need to ask yourself before or after your Mobility Strategy:-

- Are you or is your strategy solving the right Business needs?
- Are you tackling the place where the shoe pinches the most?
- Have the Goals been defined by your Business Owners?
- Are the critical business areas being mobilized under this strategy?
- Have you kept the end consumer in mind and is he/she part of this strategy?
- Have you reduced the time cycle for your transactions?
- Is your strategy platform Agnostic?
- Does your Mobility strategy have a Roadmap?
- Have you thought about the rollout or implementation approach?
- Have you identified the Issues or Roadblocks or Risks that will prevent you from taking this strategy to market?

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ABOUT NETSUPPORT

Headquartered in the UK and with a 25-year development pedigree, NetSupport is an award- winning developer of IT Asset Management, ITIL Service Desk, Classroom Management, Desktop Security and Desktop Alerting software.

NetSupport solutions and their derivatives are sold worldwide and enjoy market-leading status in many countries. In 2015, NetSupport was named a finalist in the European IT and Software Excellence Awards in the Networking Solutions Provider of the Year Category. In addition, the company was awarded the title of Global Education Supplier of the Year at the 2015 GESS Awards in Dubai.

NETSUPPORT PRODUCT PORTFOLIO

Netsupport School is the market-leading software software solution for schools and training institutions. NetSupport School supports a teacher with a wealth of dedicated assessment, monitoring, collaboration and control features to ensure they can leverage the very best from their ICT equipment. Around 80% of Netsupport School solutions are successfully deployed and implemented across schools, education & training institutions.

NETSUPPORT MANAGER – REMOTE ACCESS & DESKTOP MANAGEMENT

NetSupport Manager has been helping organizations optimize the delivery of their IT support services while the use of remote control software is now commonplace, the diverse range of platforms, protocols and physical assets now in use provide PC management and remote control software solutions with the continuous challenge of being able to offer support to a variety of configurations.

The success of NetSupport Manager lies in its ability to continually evolve to meet the needs of any environment. Combining comprehensive multi-platform support for Windows, Linux, Mac, Chrome and mobile, with a range of PC management tools designed to ensure that critical IT infrastructure is available when needed most,.

Netsupport also consists of the following solutions in their product portfolio:

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Netsupport Service Desk – ITIL Service Management
Netsupport Assist – Supporting Next Gen Mac & Linux Classrooms
Netsupport Notify – Desktop Alerting
Netsupport Protect – Desktop Security
Netsupport 24-7 – On-Demand Support

They provide the above solutions/ offerings across all verticals like Banking & Finance, Oil & Gas, Government, Manufacturing, Hospitality, Medical and Education among others.

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MOHAMMAD SHAHZAD,
ICT MANAGER, GULF PRECAST

Tell us about Gulf Precast and your role in the organization?

Gulf Precast is UAE Leader in Precast Manufacturing. With more than 30 years of experience it has expanded from its original United Arab Emirates centre of operations and is now active in the UAE, Saudi Arabia and in Iraq. It proposes a wide range of Precast Products holds main contracting licenses and is constantly increasing its market share.I'm performing as Head of Information & Communication Technology, leading Digital transformation and automation.

What kind of technological changes have you seen or brought to the organization after you joined?

Before 2011, our IT systems operated in silos. Finance and manufacturing department were using different IT Systems. Each department had its own way of doing things. We have taken mega initiative and successfully deployed an end to end ERP system, and have used single application which integrated all the processes across all departments/locations which is one of a kind project in the Middle East region in Precast Manufacturing industry. Now our in-house Data centre is fully virtualized, and our

enhanced network security measures also won the "Network Security Project of the Year", award. We also deployed enterprise Mobility for field workforce and now we are focusing on Business Intelligence and analytics implementation to analyse past results and historical data from system, enabling more informed decision making as well as problem identification and resolution.

How technically ready is Gulf Precast?

I believe we have been deploying the latest technology to streamline the processes and we have been continously increasing customer satisfaction and productivity of our employees, with key domains of technology like; Virtualization, Mobility, security, Business Intelligence & Analytics, and now IoT and Cloud Computing are also in the radar.

Tell us about any IT implementation that you had done of late which has revolutionized your organization?

We mobilized our employees through Smart Phone ERP App and QR code technology which enabled our field workforce (Production, Quality Control, Logistics, Security and Projects etc.) to perform real time business operations on the go to achieve operational excellence and greater productivity through integrated ERP Mobile App.

Which are the key vendors that you are working with?

Ramco Systems, Teksalah LLC GSS, Fujisoft Technology, Pacific Control System are some of the key vendors.

IoT is a goldmine when it comes to exploring the wide possibilities that it nests. How well placed is Middle East region in unlocking the opportunities? What should be the region's strategy towards it?

Middle East has been embracing technology at utmost level possible and is positioned at a relatively higher place than its other counterparts in terms of technology adoption in recent years .It is rightly said that IoT is a goldmine but it would be better to say that IoT is a data goldmine for organizations because data is money, the right data will give you enough room to make quick decisions in favour of your organization as well as problem identification and resolution in early stage. I think every enterprise and SMB should review their processes and core business areas to see where the technology best fits. Enter the IoT, an array of devices, from personal wellness wearable to smart watches to appliances to home security; all these connected devices are providing real-time data. IoT can help almost every organization from healthcare to construction and agriculture. Middle East should take an intelligent approach to analyse where IoT can help and also make sure the sensitive data is protected as it is said "data is money" and IoT security standards and framework has not yet matured.

Networking and Connectivity would be setting new benchmarks as well. What kind of demand and growth in traffic do you foresee? What are the solutions and strategies that you have around it?

IoT co-exists with network. Connected device adoption is all set to explode in the coming years with more than 2 billion smart phones to penetrate the market in 2016. Statistics says that an average of 217 new internet users come to surface every minute. In 2017 there will be 3X more connected devices than people on earth. Sensors and gadgets will gather increasingly vast amounts of data. But the Internet of Things is about more than just gadgets and displays; the amount of data gathered will seriously impact the network, and the networking industry needs to evaluate possible implications. Three areas of the IoT that will impact the network are data analytics, the need for network agility, and security.

The sheer volume of data created by the IoT will have deep impact on the networking systems used today. Deep analytics will require distributed datacentres and real-time response to events. Fast, agile networks are crucial to enable the real-time analysis of sensor data. Given these requirements, it is very unlikely that today's networks will stand up to the demands. I think as a potential solution, even software-defined networking only begins to address some of these needs in the cloud data centre. However, it's a strong start in the right direction.

As a CIO/IT Head what is your agenda for the IoT enterprise?

We are in construction(Precast manufacturing) business where we are already using IoT in one way or another. For example, GPS data from our logistics fleet includes the fuel consumption data gathered directly from trucks and other transportation vehicles. Another example; we are using temperature and moisture level data from our batch plant systems to ensure the quality of the concrete mixtures and aggregates.

Future agenda regarding IoT:

- IoT in construction equipment: Since we have been using in the logistics fleet , it can be extended in cranes and heavy equipment to measure the environmental sensors and can also provide idle time data and fuel consumption details.
- Concrete Sensors can give us inside scoop on newly poured structures. We can get the internal temperature and humidity to provide insight into drying mechanism. Existing methods to use drill holes to get the temperatures and humidity levels is a manual process and using IoT will empower our Quality Control department to get the real-time data insights.
- Our pouring mechanism can also be empowered with sensors to provide real-time dimensions of the concrete being produced.
- Traditional architectural blueprints are thing of the past. In their place, construction workers will have access to three-dimensional, computer-generated models of the building project. Using AR(Augmented Reality) will even make it possible for workers to overlay a BIM model on top of the actual construction site as they work, creating an ever-more useful visualization of the project and its integration with the real-world environment.

What are the challenges and opportunities for Gulf Precast that you look forward to in 2016?

Since we are expanding our operation in MENA region, we will have to deploy ICT systems which should not only integrate with our existing infrastructure but provide real time information to stakeholder to take faster decisions. In current global scenario, almost every organization trying to reduce cost and improving efficiency to remain competitive. So, we have taken several initiatives like Capex to Opex model by adopting Cloud computing, Business Intelligence etc.

DAWN OF THE M2M AGE

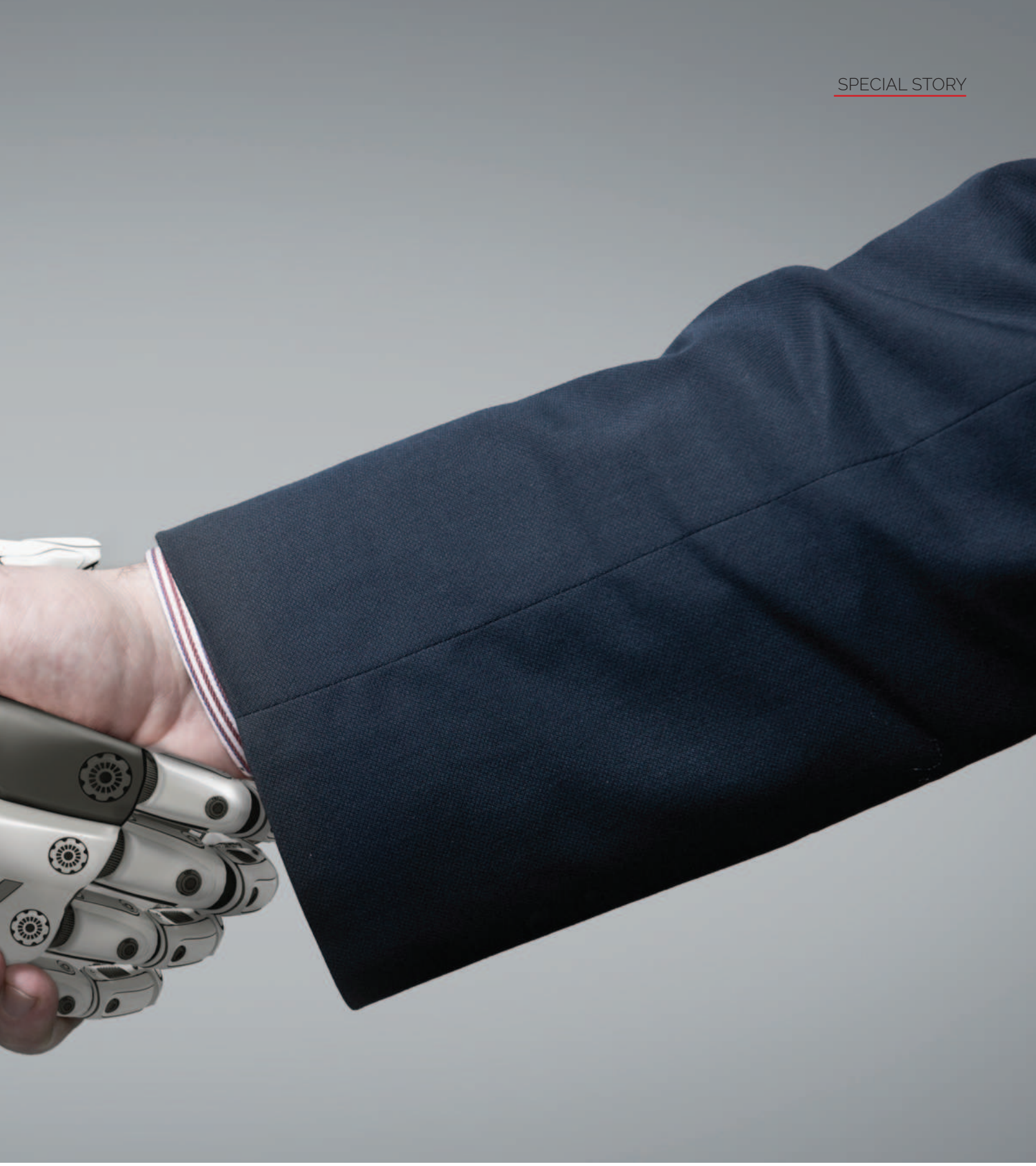
PREPAREDNESS AND CHALLENGES FOR THE CIOs

The Machine to Machine age has ushered in a new enterprise era where the CIOs have to grapple with new business realities whilst managing information privacy and security complications. One word of action for the CIOs is being ´Disruptive´-- where, swimming against the tide is no more a clever thing to do and going with the flow is also a cliché.

WORDS BY **ANUSHREE DIXIT**

The future is already here and we have opened the doors to an M2M world. Every sector has come up with some complex and diversified standards for the IoT enterprise and there is no one-size¬-fits-¬¬all rule. Though people often use this phrase that with the advent of IoT, the CIOs are standing at Crossroads of their enterprise— stuck in the dilemma of choosing between various emerging technologiesand the actual requirements of the organization.

The rule is simple. As a CIO, you may have numerous hats to wear; but at the



end of the day there is only one hat that fits your head aptly.

M2M World: What is under that hat?
The world is in for another industrial revolution as machines have increasingly become the new 'intellect'. But this time the situation is dense— the machine lying in the corner of the room or on your table is not just an entity, it is a CONNECTED entity.

Welcome to the M2M world, wherein IoT— the harbinger of a new world of reality— has presented the decision makers of the modern enterprises with capabilities and possibilities that can redefine what business process is. As Jassim Haji, Director IT of Gulf Air says, "It is a limitless frontier for the modern enterprises on how to benefit and

DR. JASSIM HAJI,
DIRECTOR IT, GULF AIR

"In aviation, the new generations of aircrafts and their components come with this mindset and consideration, however, connectivity and security is key elements when it comes to IoT implementation."

MR. MUBARIK HUSSAIN,
HEAD OF IT, PETROSERV

"It is good that there has been an upgrading of infrastructure eg Fiber, 4G+, which enables organisations such as ours to collect and work the data in a timely way."

leverage M2M. Enterprises can optimize their operations that depend on machines, equipment and devices either to reduce costs and or improve efficiency as M2M will provide the capability to monitor and contract those machines remotely and automatically. The business benefits are never ending."

According to an IoT business news report, the critical challenges posed by the IoT world for the CIOs would be; identifying the threat within the internet, discovering data that they possess, managing those data, navigating connectivity outages and integrating existing infrastructure with new IoT strategies.

Unlocking the potential of the Middle East?

Mobile network operator addressable revenue for the IoT is expected to reach US$34.8 Billion in the next 5 years in the Middle East and North America. This is a clear indication that there would be no stopping now. The CIOs have to pull up their socks, wear the best hats and get going. In the recently held Future IT Summit, VenkateshMahadevan, Head of IT at Dubai Investments PJSC put up a very interesting case for the preparedness and challenges for the CIOs. In a nutshell, VenkateshMahadevan spoke about the challenges CIO's have to encounter before, during and after selecting/updating solutions or technologies. Venkatesh spoke in depth about the key challenges the industry faces which includes mobility, security, transition to cloud, people, IoT and Big Data. The 10-point plan for the CIO's was the crux of the presentation, where Venkatesh focused on what are the 10 things to be kept in mind before making any decision. The plan included inhouse or outsource solutions, customizing solutions based on the company requirement, the key concerns pertaining to the organization and solution based on what suits the company, budget, shadow IT, security, state of the art vs what is appropriate, partnership, innovate or influence. MubarikHussain, Head of IT at Petroserv believes that there is emphasis for incorporating IOT technology in new Government initiatives which will place the countries in the Middle East that adapt to such strategy the ability to benefit from the information that is generated.

Dr. Haji says, "First of all, when you consider IoT, think of those dummy appliances that if connected, the business would run better due to the fact of the importance of data they produce. In this region, we haven't seen wide or real implementation of IoT where the business heavily depends on it. Yes, there are some initiatives for smart cities, but they are very limited and still in the infancy stage. We see great opportunities in aviation industry where IoT could play very important role especially with aircrafts which are worth millions dollar each."

Working in a World of Networking

Networking, mobility and connectivity is the oxygen for today. Imagine a day without wifi: imagine a day when you cannot access your emails anywhere other than your office pc; seems nearly dead? CIOs of the modern enterprises are building strategies around redefining their core infrastructure. " Enterprises need to have the right strategy from the beginning and build their infrastructure to cope with the huge demands for businessin order to adopt IoT concept. Virtualization has been the core of our cloud infrastructure with the right service delivery solutions such as Application Delivery Control from F5, that helped to connect Gulf Air assets around the world and optimize Gulf Air Internet connectivity to meet the demand and growth," says Dr.Haji. The traditional enterprise wide area network (WAN) is being stretched to the breaking point with increased adoption of cloud-based services and applications adding to the demand for more bandwidth. According

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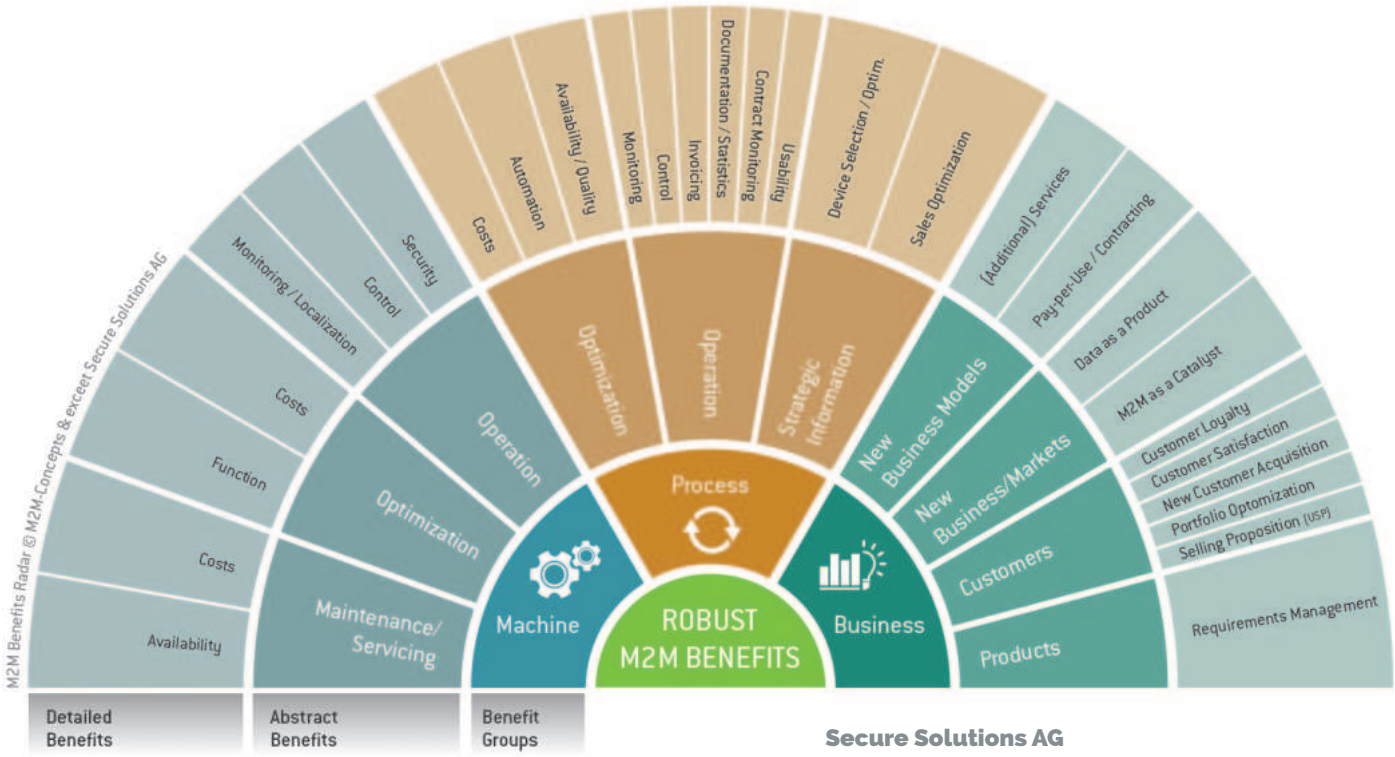

to an integrate telecom study, big data, cloud and BYOD are impacting the Networking infrastructure of an enterprise like never before and the key targets or to do list that a CIO should have is to:

- Implement strong on-device security mobile security that addresses end point issues.
- Protect data and access to systems through multi-factor authentication.
- Determine what burden Big Data will put on your current network infrastructure.
- How easily and quickly can more capacity be added?
- Will big data applications require integration with other applications?

Enterprise readiness

Dr. Haji says, "Gulf Air has expanded its own private and connected it with its partner to form hybrid could. Cloud adoption has helped Gulf Air to build the basic infrastructure requires to connect its assets around the word. This helped Gulf Air on implementing IoT, Big Data, Electronic Flight Bag for pilots, to name few. The use of mobility with pilots and cabin crew has provided major business value in terms of enabling the pilots to perform aircraft calculations for take-off and landing while being in the cockpit using tablets, instead of relying on manual tables and charts. And the crew are using tablets during the flight to provide personalized and special treatment to the passengers and digitize their flight briefing and preparation instead of relying to printouts."

Mubarik asserts "I believe we are on the road to benefiting from emerging technology as we have recently moved towards Cloud (Microsoft Azure), and technology that will be deployed from Cloud (Dynamics AX and other technology) which will serve well to integrate with other emerging technology. We also have IOT requirements for large scale project work as part of the work our company is involved with."

The CIO Agenda for the IoT enterprise

The agenda for Dr. Haji is "Leveraging IoT more in aircrafts operations. The biggest asset an airline has are the aircrafts, with billions of dollar worth for the fleet and the highest source of operating costs in the airline, IoT can help to optimize the operations of the aircraft in order to prolong its life, reduce the wear and tear, increase fuel efficiency and reduce burn, and increase the safety of the flights. The business returns are incalculable."

For Mubarik it is "ensuring our infrastructure is ready so we have in place the latest technologies and platforms which are flexible and will enable us to integrate with solutions going forward."

Finally

While various case studies and key implementations are being done on the M2M platform, we all would surely agree to the fact that this is just the beginning. For CIOs, it is definitely not a walk in the park, but it is not a 'Jurrasic Park' either. The legacy dinosaur has definitely not survived and now it is all about creating a new world, where Innovation and Disruption are the only keywords. It is ok not to walk in the same direction as the crowd. It is not about who reaches the destination first. It is all about what you learnt throughout the journey and how you use your destination as a beginning and not an end.

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YAHYA AL MAWALI

ICT ADVISOR, TRA, OMAN

DOMAIN

Sector/Vertical Government

GEOGRAPHY

COUNTRY
Oman

NATIVE PLACE
Oman

JOURNEY

CAREER
1976—Computer Operator with Petroleum Development Oman (PDO) Joined Omani 1987—Deputy Director IT Services Ministry Of Defence in
Retired from MOD on January 2007 as Director of IT Services
Jan 2007 to Dec 2010: CEO of InterTech (Oman)
2012: ICT Advisor, TRA Oman

CERTIFICATIONS
BSc. Computer Technology

EXPERIENCE
08 years as a CIO/IT head

YEARS IN SERVICE
37 years

ACHIEVEMENT

SO FAR
Being among the e-Gov. Strategists

PROFESSIONAL AMBITION

To be a Freelance IT Consultant &IT Event Speaker

MY TOP HOBBIES

Travelling;Fishing; Walking on the beach; Ping Pong

PASSION FOR TECHNOLOGY

Fascinated with Augmented Reality (AR)

During his 20 year tenure with the Ministry of Defence, he got various opportunities to be involved with national level organizations such as Government Information Technology Committee (GITC) in late '80s to mid '90s and in 2001 as a member of the National IT Task Force assigned to define the Vision and chart the Roadmap on e-Government services along with Gartner consultants

DR. HANI MOHAMMED AL ZAID

HEAD OF IT AL SHURA COUNCIL

DOMAIN

Government

GEOGRAPHY

COUNTRY

Kingdom of Saudi Arabia

JOURNEY

CAREER

Hani maintained a deputy director position for the National Center for Cybersecurity Technology (C4C) at King Abdulaziz City for Science and Technology in which he managed national research projects in the Information Security domain. Currently, Hani maintains an IT counselor and general supervisor of IT position in SHURA council. Since 2012, Hani Alzaid is also a board member at the non-profitable Saudi Computers Society and he is also the chairman for the consultancy committee.

CERTIFICATIONS

B.Eng. in Computer Engineering from King Saud University (Riyadh, KSA) in 2000, his M.S. from University of New South Wales (Sydney, Australia) in 2005, and his Ph.D in Wireless Sensor Networks Security from Queensland University of Technology (Brisbane, Australia) in 2011.

YEARS IN SERVICE

14 years

Specialties: Hani's broader research interests are in Wireless Sensor Networks (WSNs) Security domain. Specifically he is interested in reputation-based solutions for securing data aggregation in WSNs. He is also interested in the security aspects of the integration between WSNs and SCADA systems.

RAYA AZIZ ALOUFI

DIRECTOR OF INFORMATION TECHNOLOGY MINISTRY OF ENVIRONMENT & CLIMATE AFFAIRS, OMAN

DOMAIN

Sector/Vertical
- **Environment–** Chemicals, Radioactive Materials, Waste, Pollution, permits and licenses
- **Nature–**wildlife, islands, permits and licenses
- **Climate–** projects, permits and licenses

GEOGRAPHY

COUNTRY
Sultanate of Oman

NATIVE PLACE
Oman

JOURNEY

CAREER
- IT Director for MECA
- E-Government Transformational Group Leader

CERTIFICATIONS
ITSM, ITIL, COBIT, PMP

EXPERIENCE
06 years as a CIO/IT head

YEARS IN SERVICE
25 years

ACHIEVEMENT

SO FAR
- E-Government Transformation project.
- Business Process Re-Engineering.

PROFESSIONAL AMBITION

CEO or Starting up an IT Firm

MY TOP HOBBIES

Reading – Swimming

TECH REVOLUTION

Ease of doing business in Oman via Labour Card authentication PKI
- G-Cloud / Oman Data Park
- Business Intelligence

Transforming all services provided by MECA into world class e-Services by seamlessly integrating with all internal departments and external Ministries / Government entities to provide faster and effective public services digitally to the Citizens ,
To be the strategic organizational driver, facilitating innovations, greater efficiencies and continuous transformation to convert MECA into a world class organization by

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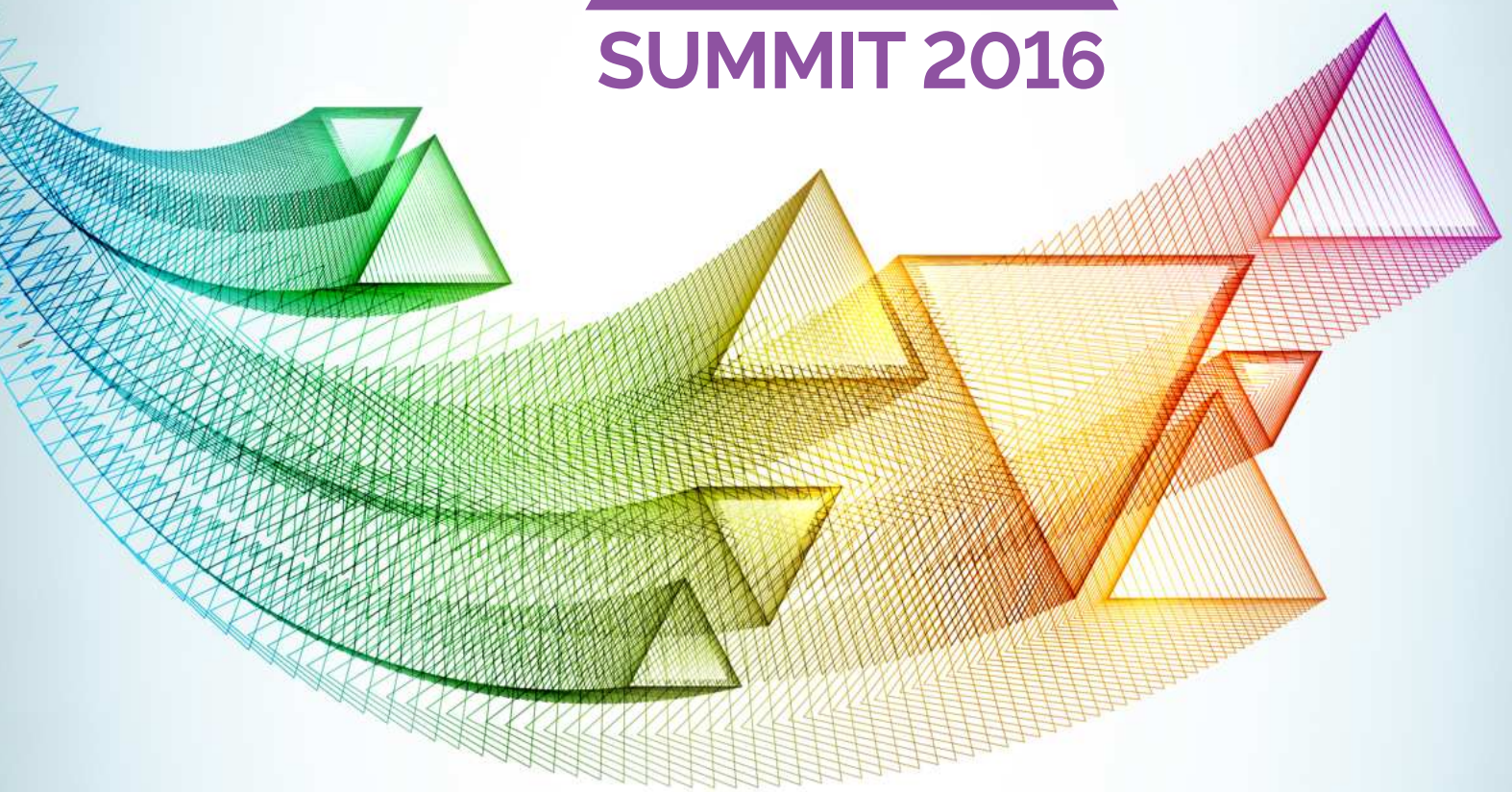

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AHMED MOHAMMED BUHAZZA

DIRECTOR – FINANCIAL INFORMATION
MINISTRY OF FINANCE, BAHRAIN

DOMAIN

Sector/Vertical Government

GEOGRAPHY

COUNTRY
Kingdom of Bahrain

NATIVE PLACE
Bahrain

JOURNEY

CAREER
Managing the Government Central Financial System

CERTIFICATIONS
Master of Science in Finance from University of DePaul, MBA from University of Glamorgan, B.Sc. in Computer Science from University of Bahrain, Making Innovation Happen from London Business School, Innovation for Economic Development from Harvard, Leading Strategic Innovation in organizations from Vanderbilt University, ITIL Service Manager Certification, IQA and Series 7.

EXPERIENCE
15 years as a CIO/IT head

YEARS IN SERVICE
20 years

PROFESSIONAL AMBITION

Practise the Change Management and Develop an Innovative Team.

MY TOP HOBBIES

Reading

PASSION FOR TECHNOLOGY

Innovative Approaches and Business Re-engineering

ACHIEVEMENT

SO FAR

- Leaded and managed the Bahrain eGovernment Services delivery and channel enhancement
- Established the IT of Al-Safwa Islamic Brokerage House in Dubai and launched the Stock E-Trading Service.
- Established the IT of Al-Ohali Finance, Investment & Trading Group in Saudi Arabia.
- Managed the delivery of the Core System, ERP/CRM and Intranet for (CapiVest Bank)
- Managed the implementation of fully-fledged Oracle HRMS systemfor Batelco.
- Developed e-commerce and hosting services for altijara.com service and the inet.com.bh Portal site.
- Accomplished the merger of two different Insurance Systems for two different merging companies.

HUSSAM MOHAMMED JUMA

DIRECTOR OF ENTERPRISE ARCHITECTURE AND BUSINESS PROCESS MANAGEMENT DUBAI CUSTOMS

DOMAIN

Government

GEOGRAPHY

COUNTRY
United Arab Emirates

JOURNEY

CAREER
Customsreformandmodernization, legislation,softwaredevelopment and banking

CERTIFICATIONS
Master in Computer Science

- Certified EFQM Assessor (European Framework for Quality Management)
- TOGAF Practitioner (Enterprise Architecture)
- Certified on ITIL
- Certified COBIT 5
- Certified Six Sigma

YEARS IN SERVICE
17 years

ACHIEVEMENT

SO FAR
Recognized by top organizations such as Forrester for Enterprise Capability, The OpenGroup for the Enterprise Connected View, ICMG for Enterprise Architecture as well as the United Nations.Awarded as the distinguished administrative/ financial employee at the Dubai Government level by the Dubai Government Excellence Program.

KEY ROLE IN DUBAI CUSTOMS:

His contributions were critical to the transformation of the organization through implementing the practices of Enterprise Architecture, Business Process Development and Improvement. He owns the Enterprise Connected View, which is considered the holistic source of truth connecting all aspects of Dubai Customs.

BUSINESS INTELLIGENCE REIMAGINED WITH FINESSE

Finesse, a 'Red Herring Global Top 100 System Integration company' is at the forefront in providing innovative technology solutions and services to some of the world's leading enterprises. Today we serve more than 150 enterprise clients internationally with efficiency and clear cost savings.

On the technology side we have strong skill sets in the areas of Business Intelligence (Qlik, Business Objects, OBIEE&Cognos), Enterprise Content Management (EMC Documentum, File Net, OpenText), Governance, Risk & Compliance (MetricStream, Moody's, Seclore) and Corporate Performance Management (Tagetik for Budgeting, Planning, Forecasting, Consolidation, KPIs & Balance Scorecard) apart from many other banking & finance applications. We have also introduced a few new innovative solutions into our portfolio recently including the Currency Sterilizer & Robotic Wet Signature (Remote Signature), Portable ECG monitoring system etc.

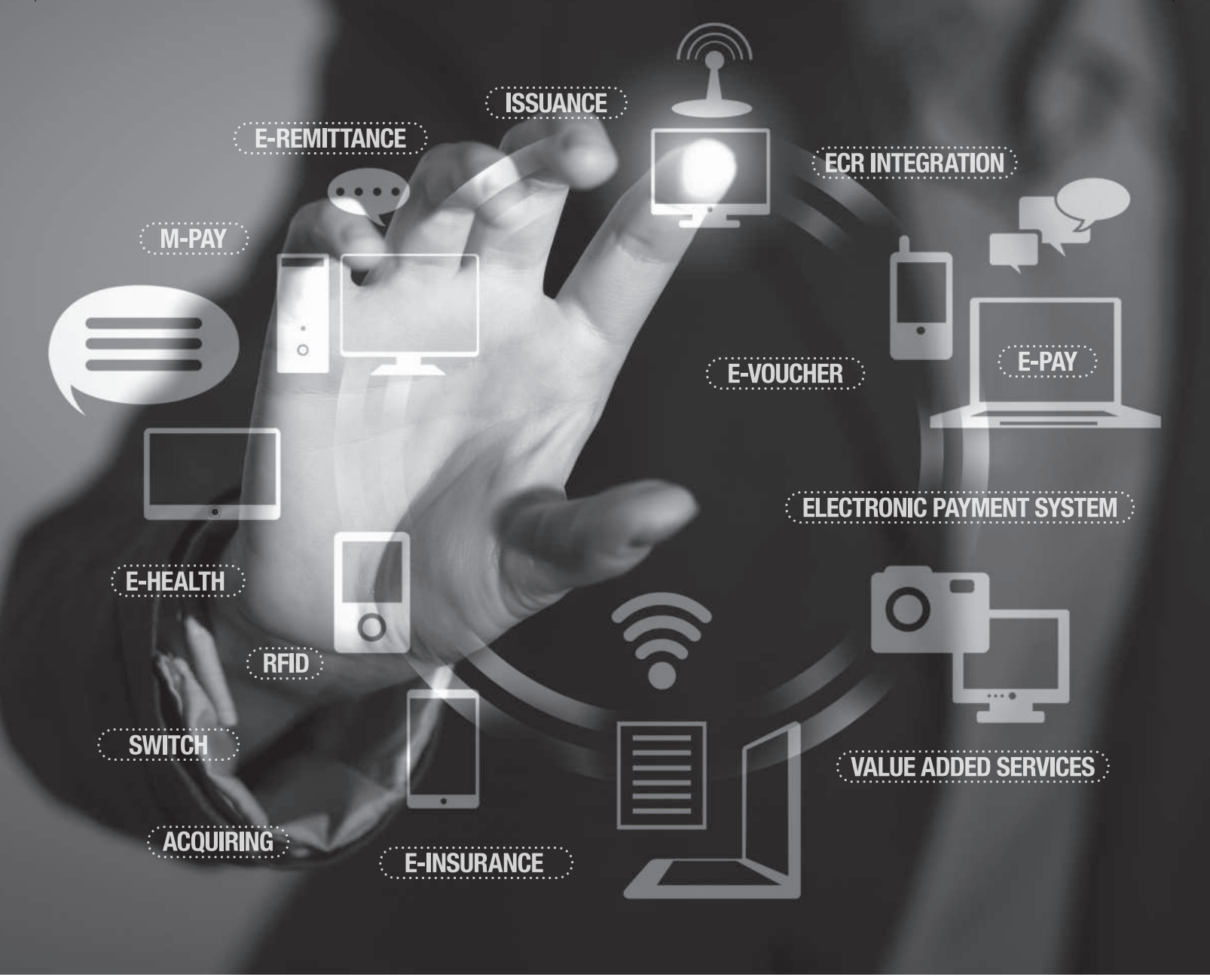
Finesse continues to acquire more than one new enterprise client every month from our inception and has delivered some of the technologically most complex projects. We have 7 out of 10 banks and 3 out of 5 telcos, and many Government institutions in the GCC as our clients. We cater to over 150+ enterprise clients across the world.

At Finesse, we specialize in delivering complete business analytics solutions to transform companies into high performance organizations by providing a platform that is based on data driven insights and analytics delivered through state of the art technology to create and achieve competitive differentiation and to generate new and sustainable competitive advantage.

Finesse offers Business Intelligence (BI) & Analytics services in the Middle East & APAC Region, supported by our back office operations in India. Our team has the proven experience and expertise to undertake complex requirements and to deliver successful solutions. We have implemented multiple Business Intelligence projects using QlikView, Qlik Sense &NPrinting which gives our clients visualization of actionable insights derived to make sense of existing data.

We are the leading partners of Qlik in the Middle East & India. Finesse has also partnered with various Qlik Technology partners to provide an integrated end to end Business Intelligence Solution to our customers. This includes Products & Technologies related to Predictive Analytics, Maps, Social Media & Sentiment Analysis etc.

Finesse has successfully implemented several referenceableQlik projects. One among the significant projects has been the delivery of an enterprise-wide multi-country Big Data analytics solution to 'BoehringerIngelheim', a global pharma giant. We have successfully implemented Business Intelligence & Analytics at Zulekha Healthcare Group, Nazih Group, Gulf Precast among others. We have also successfully delivered several projects across BFSI, Education, Energy, Healthcare, Retail, Oil & Gas, Manufacturing, Pharmaceuticals, Enterprise& Government sectors. We have also successfully implemented one of the region's first private cloudBusiness Intelligenceproject for a leading financial institution.



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