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EXPRESS COMPUTER
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edit

WINDS OF E-CHANGE

WE ARE STILL FAR FROM THE GOALS OF E-INCLUSION, BUT EFFORTS LIKE AADHAAR AND BROADER PRIVATE PARTICIPATION SHOULD HELP US GET THERE

We recently held the 14th edition of Express Technology Sabha, an established platform where vendors and government decision makers come together to discuss and debate the current and future scenarios in e-governance.

Amid the regular presentations, discussions and chit-chat, a couple of things struck me as pleasant detours from the usual lamenting often associated with all things government.

One was the observation that a lot of decision makers, planners and technology implementers in the government are now increasingly open about criticizing their own departments, their colleagues, even to admitting their own mistakes.

This is in stark contrast to the experience many of us often have with government officials whenever we require services such as a certificate, some permission or any other intervention. Things seem to be turning a wheel when it comes to being honest about the service levels and constraints that exist.

Another pleasant discovery was that amid the failed implementations, delayed projects and ceaseless "pilots," there are some individuals who are making a difference in making the delivery of government services transparent, quick and efficient. They are truly the toast of the e-governance world: by not only deploying IT effectively but also responsibly and sustainably, they are showing that a massive change is indeed possible—if only their efforts can be replicated all across the country.

More important, as one such change-agent pointed out, a successful e-gov initiative doesn't have to peter out after the particular individual who is heading it moves on to another assignment. What is needed, he suggested, is that the project should directly address the pain points of the majority of government employees involved. So someone associated with the initiative should be able to confidently say: "This is going to make life easy for me" (in addition to making life easy for citizens).

Of course, there are vested interests and layers of middlemen that would rather carry on with status quo than make the slightest change. And they remain harder challenges to tackle than understanding cloud computing and virtualization.

To realize the goals of e-governance on a national scale, we need more change-agents, more determined decision-makers and many more technological resources than currently allocated.

We are still far from the goals of e-inclusion and e-services set out in our vision documents but, hopefully, groundbreaking efforts such as Aadhaar and broader participation from private players will significantly boost our chances of achieving them.

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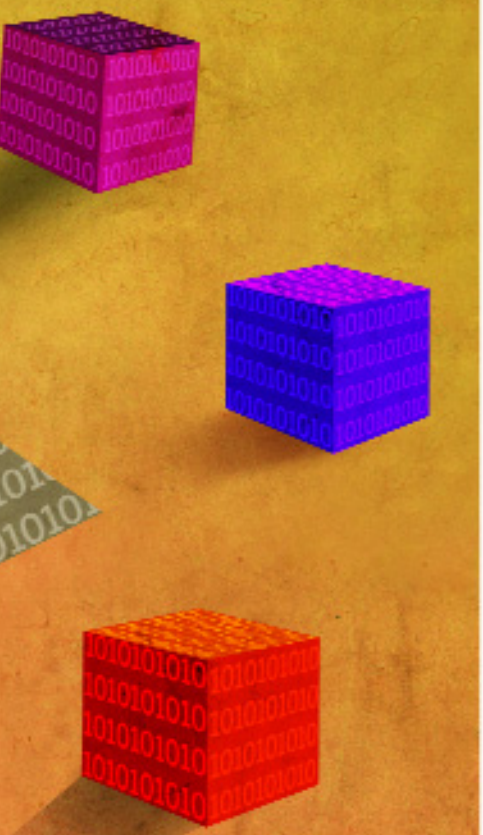


E-GOVERNANCE RISING

Though moving at a pace slower than expected, several e-Governance programs are seeing the light of the day and are moving from planning to execution stage and serving the needs of citizens

BY PANKAJ MARU

Is India's e-Governance plan becoming a reality? This is a highly debatable question at any given date and time. However, India's e-Governance plan is certainly becoming a reality to an extent but still a lot needs to be done and that too at fast pace in order to make it more meaningful in real terms of 'governance.'

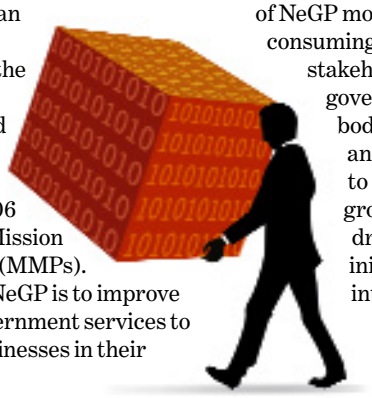
In fact, the Government of India had approved the National e-Governance Plan (NeGP) formulated by the Department of Electronics and Information Technology (DEITY) in 2006 along with 27 Mission Mode Projects (MMPs).

The aim of NeGP is to improve delivery of government services to people and businesses in their locality through the common delivery centers in an efficient, transparent and reliable manner at affordable costs.

Given India's democratic system along with the size of nation and its huge population, the NeGP works at various layer right from the central government, state governments to all the way down to districts, talukas, municipalities and panchayats.

This scenario makes the execution of NeGP more complex and time consuming as it requires various stakeholders including government officials, local bodies as well as politicians and public representatives to come on a common ground to build consensus to drive those e-Governance initiatives in the public interests.

This is where at times, key projects and



initiatives of public welfare and governance gets stalled due to lack on consensus among the stakeholders and later results into execution delays and over budgeting.

In spite of such challenges, India has seen some of the biggest e-Governance initiatives in recent times including the establishment of common and support IT infrastructure such as State Wide Area Networks (SWANs), State Data Centers (SDCs), Common Services Centers (CSCs) and Electronic Service Delivery Gateways.

Actually, this initiative has provided a solid framework across the nation to build and roll out, a wide range of e-Governance programs by various government bodies and ministries. For instance, the passport seva kendras, digitization of postal department, online income and sales tax collections, implementation of a single core banking platform across all 14 nationalized banks, voter identity cards (IDs) and permanent account number (PAN) cards for income tax are some of the nation wide e-Governance initiatives.

Among the most ambitious and politically debated e-Governance initiative of India led by former Infosys Chief Nandan Nilekeni is the Unique Identification Authentication (UID) or the Aadhaar card project.

Though, project has been primarily aimed at providing unique identity numbers to individuals residing in India using biometric technology based on finger prints and iris scans but the under layer is actually the governance component. Under the UID cards, the government is trying to to identify people or families living below the poverty line (BPL) and ensuring that these families or individuals gets the direct benefits of subsidies and monetary assistance.

On a larger scale, the UID project is developed as a delivery channel of various citizen services like public distribution system (PDS) for ration, pension and scholarship schemes for retired, aged people and students, micro payments for monetary aid programs and importantly expanding the government's e-Governance initiative to e-Inclusion.

Interestingly, the e-Governance initiative are not just mere programs on governance, but are part of the Planning Commission's 11th and 12th five year plans, which showed the significance of those initiatives going ahead with time.

While some of the national level initiatives and schemes have grabbed lot of attention, there has been lot of work done at state and district levels across the country, which certainly is a proof of how India's e-Governance plan is now becoming a reality of today.

The digitization of land records and information updates across the state of Gujarat, use of radio-frequency identification (RFID) tagging of vehicles for toll collections in Maharashtra, computerization with a very small aperture terminal (VSAT) at the block level under the Gramsat pilot project in Orissa, Karnataka state's Bhoomi project for computerization of land records to curb down the menace of corruption and

UNLIKE SOME OTHER COUNTRIES, INDIA'S E-GOVERNANCE PLAN IS NOT MERELY LOOKING AT USING IT FOR DRIVING CITIZEN SERVICES EFFICIENTLY BUT IT HAS A SUBSTANTIAL ROLE TO PLAY IN THE DEVELOPMENT OF SOCIETY AND IMPACTING LIVES OF THE PEOPLE

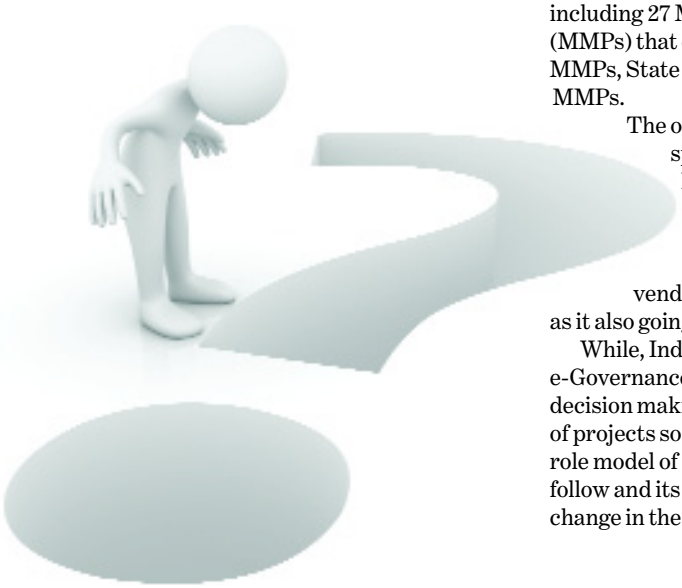
fake deals, integration of different departments at district collectorates in Goa, e-Courts programs in the state of Madhya Pradesh and Himachal Pradesh are some of the e-Governance initiatives carried out by the state governments.

Some of the e-Governance programs undertaken by different states clearly show how these state governments are changing their mindset towards the use of technology or IT in a move to achieve the goals of e-Governance.

The role of IT in e-Governance is of the highest order and has two aspects when it comes to citizen services and administration. Firstly, IT helps to make those projects efficient, streamline and easily reachable to masses; and secondly IT addresses the social evil of corruption that has hollowed the bureaucratic and administrative processes in India.

According to B N Satpathy, Senior Adviser - Planning Commission, Government of India, IT is an instrument of productivity enhancement and building human capabilities, but making it an instrument of inclusion remains the key agenda of the 12th five year plan.

'The main focus of e-Governance is common man and IT could be a great instrument in addressing regional inequalities in the country. IT can play significant role in lowering poverty, employment generation, building capabilities in manufacturing, ancillary industries and IT services," Sathpathy had said at the recently concluded 14th Express Technology Sabha held in Goa.



Unlike some other countries, India's e-Governance plan is not merely looking at using IT for driving citizen services efficiently but it has a substantial role to play in the development of society and impacting lives of the people. And that is how the12th five year plan is being perceived to be from 'e-Governance to e-Inclusion'.

"The goal is to make all government services accessible to common man in his locality through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs. e-Governance platform will be used in areas which are inclusive in nature like agriculture, sustainability, employment, livelihood, elevating poverty and boosting domestic manufacturing and other sectors," Sathpathy had mentioned in his address.

The growing number of e-Governance projects in the country resonates how various governments both the central and state governments are serious and emphasizing on e-Governance programs. Under the 12th five year, the Indian government has earmarked some Rs 23,000 crore for various e-Governance programs including 27 Mission Mode Projects (MMPs) that comprises of Central MMPs, State MMPs and Integrated MMPs.

The other aspect of the massive spending on e-Governance is likely to boost the demand of IT in the domestic market and throw big opportunities for IT vendors and companies as well as it also going to create new jobs.

While, India has already initiated the e-Governance plan, it needs timely decision making process and execution of projects so that country can become a role model of e-Governance for others to follow and its benefits can bring a postive change in the lives of masses.

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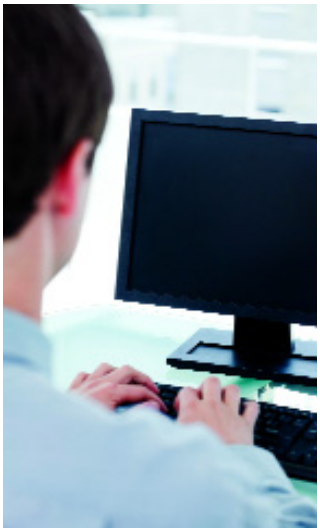
> THE MAIN FOCUS OF E-GOVERNANCE IS COMMON MAN AND IT COULD BE A GREAT INSTRUMENT IN ADDRESSING REGIONAL INEQUALITIES IN THE COUNTRY.
>
> **B N SATHPATHY,**
> ADVISER, PLANNING COMMISSION, GOVT. OF INDIA

UNDER THE 12TH FIVE YEAR PLAN, THE INDIAN GOVERNMENT HAS EARMARKED SOME RS 23,000 CRORE FOR VARIOUS E-GOVERNANCE PROGRAMS INCLUDING 27 MISSION MODE PROJECTS (MMPS)

DC*SUITE INTEGRATES DISTRICT COLLECTORATE

South Goa District achieves its ambitious plan of integrating several departments of the district collectorate and streamlining its departmental functioning and making citizen services highly accessible - with the deployment of DC*Suite

BY PANKAJ MARU



District collectorates are key functionaries in government administrations and bridge the gap between the state authorities and local bodies like police stations, courts, municipalities, village panchayats, talukas and others. Given the role they play, district collectorates are not just helping these local bodies and institutions in their daily functioning and governance, but are also directly involved in providing public services.

With such wide mandate and responsibilities, the district collectorates face many challenges and require a robust IT system or technology that can make their functioning more efficient, transparent, timely and easily accessible to people.

Like most district administrations across India, the South Goa District Collectorate faced similar challenges, until the administration gave a serious thought to developing an in-house software application that would provide a smooth and effective way of addressing those challenges.

With the help of National Informatics Center, the South Goa District Informatics Office undertook an IT implementation project where it successfully deployed DC*Suite software and modules that helps in functioning of 14 departments. Most importantly, the public or citizens are able to keep track of their service requests or applications status through nodes like Citizen Facilitation Center or touch screen based kiosk as well as mobile SMS and website.

Also, the South Goa District Administration aimed at reducing paper usage in office, become efficient and transparent with quick disposals of citizen services and requests based on the e-Services portal interface through the DC*Suite.

Scenario prior to deployment

Though the district administration offices were functioning on computer systems with some stand alone applications, they were not well integrated in a way that all departments would have full access to files, information, details and activities that were being processed.

"There were some independent software applications but were not helpful as were not well integrated with other departments, so in case of any update, the information was invisible. Also, at a holistic level, it was paper-based processing of daily functions of departments and citizen services. Hence it becomes time consuming and inefficient, in a way how the information, files and data are moved physically and processed," said N.R. Kulkarni , Scientist - C & District Informatics Officer (DIO), South Goa District.

"Basically, there was no workflow or a file management system that could provide a complete view of information, processes and its monitoring across 14 different departments of collectorate including magistrate, courts, land and revenue, treasury and others," added Kulkarni.

Deployment scenario

With the aim of making all services easily accessible to the citizens, the South Goa District Collectorate with the aid of National Informatics Office undertook a comprehensive exercise of finding a software platform that meets the requirements of collectorate functioning around 2009. Throughout the year, the district authorities and officials not only went to software vendors but also referred to other state collectorates in order to find a software platform that was efficient, scalable, robust and capable of integrating 14 various departments.

After a year long search, the South Goa Collectorate and District Informatics officials came across a

THE E-SERVICE IS THE FRONT-END LAYER OF DC* SUITE WHICH INTERACTS WITH CITIZENS AND OFFER SERVICES TO THE PUBLIC. THERE ARE SEVERAL METHODS PROPOSED IN DC* SUITE, WHERE THE SERVICES ARE OFFERED OVER TOUCH SCREEN KIOSKS, SMS, INTERNET AND FRONT OFFICE COUNTERS.

software platform DC*Suite developed by the National Informatics Center, which the Kerala State Government and its district officials were already using it.

Thereafte, the officials and authorities of South Goa Collectorate and District National Informatics Center brought the basic source code and started to work on building various modules using the DC*Suite to match the needs of collectorates functioning around those 14 department.

According to Kulkarni, since NIC had developed the DC*Suite, there was no fee involved for getting the platform's source code, as it was being used internally by the local unit of NIC, Goa State. It was between 2010 and 2011, the South Goa District Informatics officials worked extensively to develop various modules on the DC*Suite platform.

"The DC*Suite has three main layers including the E-Services, Intranet and Back-office layers. On the functional areas of collectorate, around 17 modules have being implemented," Kulkarni informed.

The E-Service is the front-end layer of DC* Suite which interacts with citizens and offer services to the public. There are several methods proposed in DC* Suite, where the services are offered over touch screen kiosks, SMS, internet and front office counters.

The Intranet is the middle layer which offers lot of collaboration services and tools such as e-mail, messaging, chat, video conferencing, bulletin boards and others. The back office layer remains the key functional area comprising of all 14 functional modules with which the government staff works and carry out the back-end operations.

"The software module includes inward/dispatch of tapals (posts), file movement, arm license, revenue recovery (Public Money Act), public grievances, issue of application forms, government quarters allotment, court cases, rest house reservation, cash module, explosive license, clinic license and renewals (Pre-Natal Diagnostic Techniques Act), land conversion, services and kiosk module, while natural calamity module has been partially deployed," Kulkarni added.

According to Kulkarni, some of the modules such as land conversion, court cases and others have been added recently. During the initial deployment stage, some 7-8 top officials got involved, followed by training of contract staffs that helped to train the remaining staffs across departments.

"Rolling of small applications is easy but deployment of such large platform with so many modules is not easy and it requires lot of effort. However, there was good support from top officials and lot of interest was shown in training and development of modules," Kulkarni explained.

DC* Suite is built using open technologies, while the codes of modules are built using PHP language and database runs on MySQL, along the LAMP platform.

The estimated project cost approved was around Rs.40 lakh, however the authorities didn't had to spend on the software license, as the basic source code was supplied by National Informatics Center without any charge. However, the project expense largely involved contract staffs' salaries that included the programmer and trainers. Besides, the cost also involved hardware procurement of some servers, clients for each of the employees, touch screen kiosks and networking equipments.

Benefits

"Since the DC*Suite is deployed on the intranet of collectorate, it is now easily being used by all staff across departments. With the software modules in place, today the staff are able to process applications of renewal, issual of licenses, court notices, changes in land records and delivery of posts both inward/outward and others have become very efficient and helped to reduced process time," Kulkarni explained.

Today most part of deployment has been completed by the South Goa District Informatics officials and still are working on developing some new modules to further assist the collectorate functioning in more efficient and integrated manner.

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> THERE WERE SOME INDEPENDENT SOFTWARE APPLICATIONS BUT WERE NOT HELPFUL AS WERE NOT WELL INTEGRATED WITH OTHER DEPARTMENTS, SO IN CASE OF ANY UPDATE THE INFORMATION WAS INVISIBLE.
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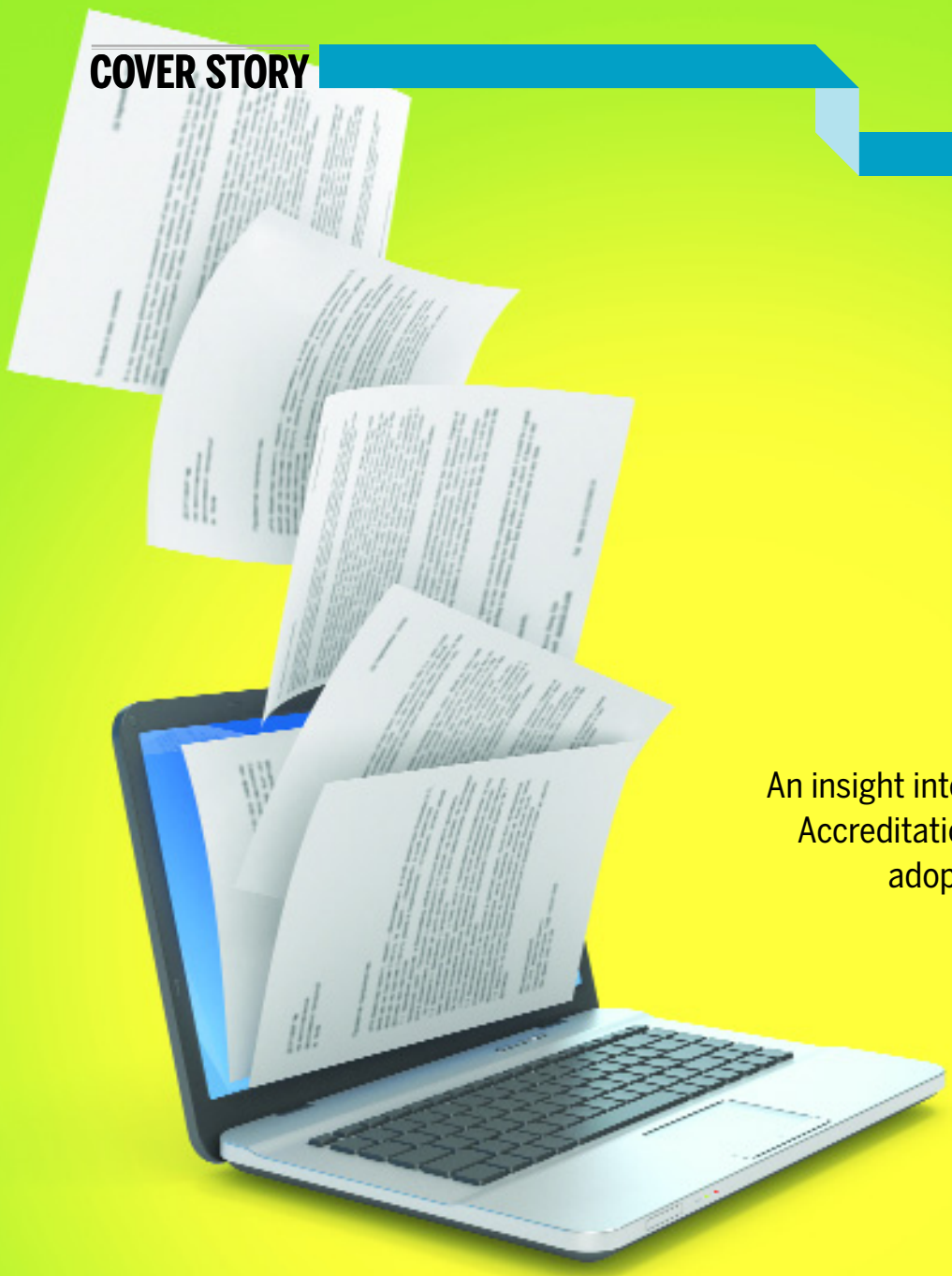
> **N.R. KULKARNI,**
> SCIENTIST - C & DISTRICT INFORMATICS OFFICER (DIO), SOUTH GOA DISTRICT

SINCE THE DC*SUITE IS DEPLOYED ON THE INTRANET OF COLLECTORATE, IT IS NOW EASILY BEING USED BY ALL STAFF ACROSS DEPARTMENTS.



An insight into how the National Board of Accreditation (NBA) went paperless by adopting IT with the help of HCL Infosystems

BY PANKAJ MARU

ACCREDITATION THROUGH IT

The All India Council of Technical Education (AICTE) is a key body overseeing technical and engineering education, programs and curriculum, institutes and colleges in India. However, AICTE in 1987 formed the National Board of Accreditation (NBA), under section 10(u) of AICTE Act, to have periodic evaluations of technical institutions and programs as per specified norms and standards as recommended by AICTE council.

Given the role of NBA, it was given an autonomous status on January 7, 2010, with the objective of assurance of quality and relevance of education related to programs in professional and technical disciplines including engineering, technology, management, architecture, pharmacy and hospitality.

Besides, NBA extensively works in introducing new processes, parameters and criteria for accreditation, that follows the best international practices aimed at quality outcomes of professionals.

NBA, since 2010 has become a vital functionary for higher education sector that includes colleges, institutes and universities across India. Every year a large number of educational institutes and establishments approach NBA to evaluate their educational standards, practices and curriculum in order to get accreditation. As per estimates, NBA deals with some 2000 institutes with over 20,000 programs for accreditation.

Need for an IT platform

With such an extensive and significant role, NBA officials found that its existing old paper and file based manual process system was insufficient, lengthy, non-transparent and time-consuming in nature to meet the growing number of accreditation applications.

After a deep thought process, the NBA officials made a progressive decision around 2011 to built and adopt an IT platform that would streamline all departmental processes, activities, functions as well as make the accreditation process transparent, efficient and result oriented.

Under the leadership and vision of Dr. Dinesh K Paliwal, Member Secretary, NBA, it was initially proposed that the departments need to automate by setting up servers, clients and networking internally.

According to Dr. Paliwal, the basic objective was to make the accreditation process transparent and unbiased using IT. "We wanted to have transparency at the highest level, in the processes, bring in confidence of our stake holders and sharing the information in the public domain. Also, we wanted to make our office more green, efficient using the IT platform and automate processes to reduce operational expenses on paper, printing, travel and overall time," Dr. Paliwal said.

Secondly, the NBA intended to be a member of the Washington Accord framed in 1989, which is an international pact among bodies responsible for accrediting engineering programs.

"The member of the Washington Accord will have significant impact in transforming graduates and professionals with global acceptance in terms of quality of professional education, colleges, institutes as well as meeting the industry demands," Dr. Paliwal explained.

While, NBA had these strategic goals on one side, Dr. Paliwal along with other officials conceptualized a major transformational plan of NBA using IT. "We thought of having an automated system and processes in place using an ICT platform that brings on board all stake holders including officials, colleges, education institutions, curriculum - programs and public in a way that all the information and processes as it happens is visible in the public domain on a real time basis," Dr. Paliwal added.

The Ministry of Human Resource Development (HRD) and AICTE without any delay, approved the project and floated out tender in early 2012.

Given the strong working experience in the government sector, HCL Infosystems Ltd bagged the NBA's automation project worth around Rs.5 crore.

Rs.4.2- 4.3 cr
EXPECTED OVERALL YEARLY SAVINGS
on paper, space, printing, files, mailing, traveling by NBA

"WE WANTED TO MAKE OUR OFFICE GREEN, EFFICIENT USING IT PLATFORM AND AUTOMATE PROCESSES TO REDUCE OPERATIONAL EXPENSES."

DR. DINESH K PALIWAL,
MEMBER SECRETARY, NBA

NBA DECIDED TO BUILD AND ADOPT AN IT PLATFORM THAT WOULD STREAMLINE ALL DEPARTMENTAL PROCESSES, ACTIVITIES, AND FUNCTIONS AS WELL AS MAKE THE ACCREDITATION PROCESS TRANSPARENT, EFFICIENT AND RESULT ORIENTED

Development and deployment of IT platform

According to the terms and contract, HCL Infosystems as the IT partner for the project had to develop and deploy IT platform with functional modules as per requirements of NBA along with complete maintenance of IT systems, applications, servers, data centers and disaster recovery (DR) sites.

"NBA wanted to adopt an online IT platform that would simply improve the entire accreditation process and bring all the stake holders on a common platform that brings significant improvement in terms of benefits like efficiency, cost reduction, integration and others," said Mohammad Salman, Head, EAS Business & Senior Vice President, HCL Infosystems Ltd.

Based on the requirements of NBA, HCL Infosystems has not only developed the IT platform with total office automation solutions, but it had to help initiate green paperless office plan, create multiple channels of interaction with the stakeholders, automate the accreditation and other processes. Along with it, the company had to offer an efficient working platform for NBA employees and associates.

"The time line for the entire project roll out was 11 months, divided over two phases, where the first phase had 6 core modules like application submission, accreditation, conference, meeting, video conferencing and workflow. These 6 core modules were successfully developed and deployed by a 32 member development team. The first phase of the project went live smoothly in February 2013," informed Salman.

"Overall the project had 17 different application modules, where the remaining 11 modules were completed as per the schedule and went live in May this year. Besides, the entire software application was hosted at the data center (DC)/ disaster recovery (DR) site using cloud platform, ensuring that the system was up and running all the time. Given NBA's requirement of virtual infrastructure, virtual machines have been deployed," added Salman.

From HCL Infosystems' stand point, Salman pointed that though the company has done many projects involving government agencies and departments, the software application modules developed for this project are very unique, custom built and very specific in nature as per NBA's criteria.

The IT platform is built using Microsoft .NET framework, SQL Server 2008 R2, IIS 7.0 and Windows 2008. The NBA owned data center runs on high-end IBM blade servers. The software solutions included Online Platform for Accreditation Application Process, Conference Management System and Integrated Video Conferencing Platform.

"During the entire development and deployment process, we were in constant consultation and talks with NBA officials and in particular Dr. Paliwal; which actually helped in completing and making the project live as per the schedule," noted Salman.

> NBA WANTED TO ADOPT AN ONLINE IT PLATFORM THAT WOULD IMPROVE THE ACCREDITATION PROCESS AND BRING STAKE HOLDERS ON A COMMON PLATFORM.
>
> **MOHAMMAD SALMAN,** HEAD, EAS BUSINESS & SENIOR VICE PRESIDENT, HCL INFOSYSTEMS LTD.

Reaping benefits through IT platform

With the successful completion and deployment of IT platform, NBA expecting some major benefits both in terms of monetary and functioning. "We are expecting overall savings of around Rs.4.2- 4.3 crore yearly that would be in terms of cost of paper, space, printing, files, mailing, traveling and saving about 75% time in the accreditation process," informed Dr. Paliwal.

"Around 14,000 kg of paper will be saved yearly, the AMC will be 20% down due to cloud technology, the overall service time will be up by 90% and it will add efficiency in the day to day functioning and processes of the departments," he added.

> AROUND 14,000 KG OF PAPER WILL BE SAVED YEARLY, THE AMC WILL BE 20% DOWN DUE TO CLOUD TECHNOLOGY. THE OVERALL SERVICE TIME WILL BE UP BY 90%

Taking the IT platform to the next level

With the IT platform now in a fully functional mode, NBA is looking to utilize its capabilities for training its associates, providing online lectures through volunteer faculties to students in far remote locations of India through internet and computer device, virtual lectures and online conferences,

"These are some future initiatives which we are in discussion with HCL Infosystems," concluded Dr. Paliwal.

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UMANG BEDI
ADOBE

Umang Bedi, MD, Adobe South Asia, talks to Sanjay Gupta about the impact of Creative Cloud and the role CIOs can play in an increasingly consumer-oriented application world. Excerpts...

"Creative Cloud is in line with the CIOs shifting from a capex to an opex model"

How has the piracy situation changed in the recent past and what role is Creative Cloud playing here?

When you look at piracy, it is a function of three things: awareness, availability and affordability. Over the past five years or so the level of awareness of piracy and the need for compliance through initiatives such as enterprise asset management have really been heightened a lot. So we don't see much illegitimate usage within enterprises.

Now the current reality is that there is a good amount of piracy in SMBs and a high level of piracy in the individual users segment.

The enterprises are really very happy with the functionalities of Creative Cloud. For one, it gives them the facility of single sign-on for multiple applications. Two, they can do license management for employees who need access to particular software much more easily. What's more, Creative Cloud can be integrated with any popular software asset management tool that an enterprise may have. So Creative Cloud gives enterprises the ability to control who is using a particular software as well as the licensing details of the package. It will further improve the governance levels and bring down privacy, What the enterprises also like about Creative Cloud is that it is in line with most CIOs' goal of shifting from a capex model to an opex one.

Now, in the other two segments, individuals and SMBs, affordability was a factor. Photoshop came at Rs. 50,000; Creative Suite came at Rs. 1,76,000. Very expensive. Just to share some figures after the launch of Creative Cloud, across the globe two and a half million people tried it out within nine months of the launch. Out of that, there are 500,000 fully paying subscribers—a number we'll grow to two million paid subscribers by the end of this fiscal.

How about the numbers in India?

We do not break up the India numbers but India is a significant contributor to the cloud strategy. What I can tell you is that 40% of the people who are coming to the cloud site are coming for the first time—they have never purchased an Adobe product. Many of these must have been using Adobe but now that the price points have become affordable (Rs2,230 a month for an SMB and Rs1,000 for an individual), people are finding value and are readily paying...so in the long run, it will help curb piracy.

How in your opinion can CIOs become more involved in the consumer-oriented digital strategy of their organizations?

I think the CIO's role is to create a flexible infrastructure which is adaptable, agile and easily implementable. There was a time when a CIO would work on a project and customize it and continue to do so, until the limit is reached. But today with consumerization of technology and trends such as cloud, they can work on standardized architectures and applications.

Given that bandwidth is still poor in many parts of the country, how will Creative Cloud work for professionals?

Typically creative professionals work with heavy files, say, around 100 MB or more. How the Creative Cloud works is that it leverages the existing hardware or compute power the professionals already have. The footprint of the Adobe software sits on their machine, so they do not have to depend on Internet connectivity for being able to work on those heavy files and instead use their own machines. Such a system works even in tier 2 and tier 3 cities where the bandwidth is very low. It's only once in 30 days that the software will remind you to go to the Creative Cloud site and validate your subscription.

How do you think can CIOs benefit from Adobe software?

In any company, the CIO is going to be the one who is going to drive the entire application architecture. Almost all the applications being built today on HTML5, CSS3 and Java clients, you only need to code them once: at the click of a button you can make them available on any of the 18,500 marked devices—phones, tablets, etc., available in the market today, across Android, iOS, etc.

If you talk to any CIO today, you have two or three words or challenges that always come up: mobility and cloud. Just think of the concept of mobility. People are talking about Bring Your Own Device (BYOD), which means an enterprise has to make all the applications, be it email, CRM or intranet, available on all platforms and devices...what we are doing is enabling faster time-to-market for the CIOs to develop and enable their applications on multiple platforms and devices.

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CLOUD ON AN OVERDRIVE

As the need for high performance computing grows and cloud technologies mature, high performance cloud computing (HPCC) is finding a lot of takers among enterprises of different hues

BY KTP RADHIKA

A few months ago, a leading advertising and content management company in the UK faced a somewhat unique problem. The firm looks after content management and delivery for about 90 club websites on behalf of a leading sports organization. Things were going okay, until the organization wanted to re-platform these clubs across the web and mobile devices. And it was only then that the management realized the sheer magnitude of the exercise. To execute the migration in a short span of time, without affecting the performance was a complex and powerful process. And the management knew there was only one solution: a

high performance scalable architecture through cloud. They did just that; the cloud architecture was able to handle 4,000 page views per second and empower the organization to serve as many as 1.9 billion advertisements each month and helped it in driving strong outcomes in both customer experience and revenues.

This agency is no isolated example; many organizations are now facing similar high demand for their high performance computing (HPC) resources. Reports show that the global HPC market will generate $220 billion in revenues over 2015-2020. According to research firm IDC, the worldwide HPC sector has been one of the "lone bright spots" in IT spending, estimated at $20.3 billion in 2011 and growing at a compound annual growth rate (CAGR) of 7.6%. Market Research Media states that the worldwide HPC market will reach $44 billion in 2020. Thanks to large operational costs, implementation time and various other critical issues, the obvious solution for many of the high performance customers would be a cloud-based set up. Industry experts claim that availability of cheap cloud resources could propel the HPC sector further in coming days.

The cloud route

High performance computing is used in a remarkably broad set of industries, research organizations and academia to build all kinds of high resolution computing models that range from economics modeling to jet engines. In most cases, they need large amount of CPU capabilities, and these data-intensive tasks require huge data storage. Traditionally, customers used to invest huge amount of capital upfront in order to create HPC environments, which consist a large number of computers inter-connected in a network such as clusters or supercomputers, and spend a lot of time maintaining and operating these large supercomputing facilities.

Explains Matt Wood, General Manager, Data Science, Amazon Web Services (AWS), "HPC workloads have an insatiable appetite for computing power, but even after this capital investment, the capacity is fixed irrespective of the amount of computational horse power you need to model a specific system." Quoting his customer Jason Stowe, who is the CEO of Cycle Computing, Wood says that "supercomputing facilities are too small when you need them, and too big the rest of the time." Cloud facilitators such as AWS remove these constraints. With the advent of cloud computing, customers can spin up exactly the right amount of computational power for the task, be it 100 cores or 100,000 cores, and only pay for what they use. "There are no upfront fees and subscriptions. So when a job is complete, customers can just switch off their resources, and stop paying for them. Applying that utility model to high performance computing environments is incredibly powerful," Wood adds.

HPC needs extensive capex, specialized skillset to setup, provision, monitor and manage, while they guarantee truly high performance all across. Using infrastructure as a service

(IaaS) and platform as a service (PaaS), users are able to utilize their HPC applications in the cloud without worrying about the costs associated. Cloud also guarantees on the quality of service. According to Subram Natarajan, Executive, Deep Computing, Systems and Technology Group, IBM India/SA, traditional HPC has been a key resource for many companies over the years to help resolve a broad range of problems that need large amounts of computing resources. "These systems are usually custom-made to address a specific task. This has led to issues related to the justification of the total cost of ownership of these systems. However, companies have started to take advantage of cloud technology from where HPC services are being used." HPC cloud (HPCC) offerings can enable clients to more easily manage and prioritize HPC assets on a global basis, while maintaining operations and data securely behind their company's firewall. This is a key in expanding HPC's role within these companies and showing an increase on their return on investment.

Growth factors

The objectives of enterprise computing are efficiency and consolidation, reducing computing space as little as possible. That said, HPC applies large amounts of resources for solving big and complex problems. In many of the cases, computing demands will be fluctuating, resulting in periods where dedicated resources are either underutilized or overloaded. "A cloud-based IaaS approach for high performance computing applications promises cost savings and more flexibility," feels Srikanth Karnakota, Director Server and Cloud Business, Microsoft.

Big data explosion is one of the biggest driving factors for high performance on cloud. As more and more data become available, there is an increasing drive to turn this data into valuable, useful and relevant information. HPC on cloud is finding increasing relevance and use among large enterprises, as they look to solve complex business problems with reduced time-to-market. This is driving an increase in adoption of HPC cloud based applications for modeling, simulations, visualization and big data analysis across the business. "We cannot do high performance analysis without a highly scalable infrastructure," opines Microsoft's Karnakota.

Another factor driving cloud based HPC is the desire to optimize datacenter space and energy efficiency. From a business perspective, using HPC on cloud may prove to be useful considering the nature of usage of the systems. Karnakota explains, "For example, there will be a lot of HPC needs in the media and entertainment industry, especially on the animation side of it. If they are using an on-premise solution, once the particular project is done with and until the second project arrives, the entire hardware infrastructure is unused. So a traditional on-premise solution is not at all a sustainable solution in these types of industries. A cloud-based architecture will resolve all the issues in these type of situations."

Like the media and entertainment industry, other data intensive industries like scientific research, genome analysis, design and manufacturing etc are finding high adoption rates for HPC in cloud. "A lot of agencies, with high-end research work that needs huge computational hardware with an elastic and highly available software stack, have explored HPC in cloud and have been hugely successful too. For example, CERN, the premier nuclear research agency in central Europe, has extensively utilized OpenStack to run huge data crunching tasks. This has actually cleared the air and myth that HPC may not be very effective on virtualized infrastructures as they are too tied at the hardware and OS level tweaking and tuning," explains Prasanna Venkateshwaran, Global Head

BIG DATA EXPLOSION IS ONE OF THE BIGGEST DRIVING FACTORS FOR HIGH PERFORMANCE ON CLOUD. AS MORE AND MORE DATA BECOME AVAILABLE, THERE IS AN INCREASING DRIVE TO TURN THIS DATA INTO VALUABLE, USEFUL AND RELEVANT INFORMATION

– Application Services & CSS Corp Labs. Given the growing needs to have a resilient HPC with the benefits of cloud computing, HPC in cloud is evolving as a commercial reality.

"With the increase in the proliferation of machine-to-machine (M2M) communications technology, HPC in cloud is getting adopted in telecom sector too," explains Vishwanath Alluri-Founder & Executive Chairman-IMImobile. "This is an emerging area which will potentially generate even greater volumes of data than what is being generated at present from the activities of human users. There will be far more connected devices in the future than people. The analysis of all this data will further drive the need for HPC and cloud based architecture will save a lot of infrastructural cost." Cloud-based HPC is also largely being adopted by small and medium enterprises, academia, those who are exploring investments, and researchers.

New technologies

Not all clouds are similar, though. "Clouds can come in many forms and shapes. However, to deliver high performance, clouds should optimize the system utilization when compared to a dedicated application system," opines Venkateshwaran of CSS Corp Labs. Cloud providers are now responding by offering new compute resource types that can be a better fit for a broad range of HPC work loads. Vendors are continuing their focus on improving the performance HPC systems on cloud. Along with that specific technological advancements are also taking place to improve the space and power efficiency.

For instance, Amazon offers Cluster Compute, which includes eight instances running on memory-rich Intel Sandy Bridge nodes. Amazon's Wood says, "We have some great partners and customers building excellent software to help build large scale, high performance environments." StarCluster from MIT, an open source project, helps making high performance cloud computing extremely simple to spin up a fully functioning cluster with all the libraries, configuration and management tools customers need, in just a few key presses.

Likewise, Microsoft is now offering Big Compute on its Azure public cloud. It comes with eight compute cores with 60GB of RAM and 16 compute cores with 120GB of RAM both run on Intel Sandy Bridge nodes with DDR memory, five 1TB disks, 10 GB for network and storage communication and 40GB InfiniBand for internode communication. IBM's Natarajan feels that this booming area provides good opportunity for vendors to come up with advanced technology. For example, iDataPlex offering from IBM is designed to offer the best power and space efficiency. The vendor is also offering HPC management suite, intelligent cluster solutions, etc. on cloud. "We continue to improvise on this technology by bringing in advanced cooling techniques and better system packaging," he affirms. Many large and small vendors have understood the opportunity in this area and have started to come out with smart tools to enable rapid provisioning of HPC clusters at a very high scale, across the globe.

Cloudy parts

HPC on cloud is a natural evolution. To combine the computational power offered by HPC infrastructure along with the utilization and management benefits that cloud offers is a very powerful value proposition that one cannot ignore. Cloud computing delivers lots of benefits to the HPC world, however, one must think through the potential issues that may arise out of the usage patterns, application domains, connectivity and security considerations.

HPC on cloud, is today in its infancy stages. While this is a highly potent solution, challenges associated with management and provisioning are somewhat amplified due to the size of the clusters. "Also, there could be challenges associated with usage and application specific requirements. But all of these are surmountable," Natarajan observes. The lack of massive cloud orchestration software is also posing a challenge from HPC cloud. But with cloud, integration and orchestration services will see a lot of traction in coming years and that will eventually promote HPCC. Galloping

"WE CANNOT DO HIGH PERFORMANCE ANALYSIS WITHOUT A HIGHLY SCALABLE INFRASTRUCTURE."

SRIKANTH KARNAKOTA,
DIRECTOR - SERVER AND CLOUD BUSINESS, MICROSOFT

"COMPANIES HAVE STARTED TO TAKE ADVANTAGE OF CLOUD TECHNOLOGY FROM WHERE HPC SERVICES ARE BEING USED."

SUBRAM NATARAJAN,
EXECUTIVE, DEEP COMPUTING, SYSTEMS AND TECHNOLOGY GROUP, IBM INDIA/SA

"WE HAVE SOME GREAT PARTNERS AND CUSTOMERS BUILDING EXCELLENT SOFTWARE TO HELP BUILD LARGE SCALE, HIGH PERFORMANCE ENVIRONMENTS."

MATT WOOD,
GENERAL MANAGER,
DATA SCIENCE,
AMAZON WEB SERVICES (AWS)

WHILE HPCC IS A HIGHLY POTENT SOLUTION, CHALLENGES ASSOCIATED WITH MANAGEMENT AND PROVISIONING ARE SOMEWHAT AMPLIFIED DUE TO THE SIZE OF THE CLUSTERS

technology advances such as accelerator based computing, high performance networks using InfiniBand and storage devices, all will inevitably contribute to the growth of HPC. But in order to truly flourish, it needs to find new usages and markets.

Another key issue comes from regulatory bodies. Explains Karnakota: "For instance, when a pharmaceutical company does clinical trials, it includes a lot of process analysis. It involves tremendous amount of data. However, due to compliance issues, these cannot be run on public cloud environments." Also, there would be certain cases that would need special proximity, security, integration, dependencies, etc. Therefore, sometimes not all HPC workloads can activate cloud economics. Return on Investment of cloud in HPC is heavily dependent on how the application scales up and how rapidly a user can enter and leave the cloud.

Superfast future

How can HPC in the cloud get beyond the initial hiccups? To start with, issues such as connectivity and security should be addressed well in time. Industry experts hope that cloud will be the future of HPC in many cases. "We believe HPC in the cloud is very viable in Indian context for almost all cases and cloud computing is the step ahead toward the vision of utility computing. The industries that could benefit using HPC cloud include, bio-chemical, medical, life sciences, pharma, academia, weather, space, gas, oil, financial, automotive/engineering, gaming/digital content, etc," assures Samuel Madireddy S, Senior Solution Architect, CSS Corp. Also, as InfiniBand gain more acceptance, many of the cloud network issues will be solved.

With the emerging technologies and solutions, cloud can serve more users with more applications, and provide benefits for more HPC applications and HPC organizations. Here's how it is. For your in-house power needs, says for an expert, you do not want to buy a power plant. Similarly, with cloud getting more popular in the HPC environment, a customer will be able to connect the terminal to a compute outlet and gain the needed compute power with all the security and support—without shelling out too much money. That sounds business, indeed.

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KURT J. BILAFER
SAP

Kurt J. Bilafer, Regional Vice President of Analytics, SAP, Asia Pacific and Japan, discusses with Jasmine Desai the concerns around big data and its management, data visualization and challenges faced by SAP in the market. Excerpts...

" Most interesting use-cases of HANA come from non-SAP customers"

What are the major concerns around big data apart from governance and privacy?
Big data does not mean velocity or variety but thinking about problems in data differently. The challenge is that organizations still think that the most important data comes from within their organization. The challenge with the external data sets is that they are not governed. Another challenge is around quality in data management. A lot of data gets generated from lot of sophisticated devices that people use on a day to day basis. Can all this information be collected? How do you normalize the data to make it useful? The major hurdle would also be to integrate back-end with that information. The challenge is the data sets whether they are public data sets or you re creating of your own, there is no governance around it.

Should all the data issues be treated as "big data" problem? How can organizations make out that they are having big data or information management problem?
Every company knows they have this problem, but the problem is that no one wants to solve it, because it is a expensive challenge and how to measure ROI. The real challenge is how to collect it, how to store and how to use it. They focus on quality of data when they have to give it to senior executives. That is when it is all cleansed. When there is bad data in real-time the decisions can be catastrophic. Organizations identify big data opportunities when they look at how competitive the marketplace is. The big shift that we are seeing is that business users are trying to solve this.

What is SAP doing on data visualization front?
It is the next wave in analytics. We have launched a new product called Lumira. That is our new visualization tool. It takes all the data from Business Object (BO) and outside data and create mash-ups. Business users can do this on their desktop on an excel like interface. Once they create this data-set they can publish it back to the enterprise for all BO users to use. We are trying to help organizations to understand that the most valuable data is not the data that comes from the transactional systems. Business users look at anomalies, that is, red stops and ask how can they fix that. They do not want all information, they just want it to be put simply into a visual format.

Cloud based buying is on a rise. Do you see this resonating at SAP as well?

We are seeing the same trend in cloud as well. The challenge with cloud is broadband as it is not the same everywhere in India. In such scenario cloud is not the right solution. There are purpose built applications that truly reside on cloud like Salesforce. Other applications need to be a choice. Some organizations want to be more strategic and innovative, they want to outsource legacy applications to cloud.

Will HANA replace Business Warehouse (BW)?
The plan right now is for both of them to co-exist. BW will continue to be this logical semantic layer that has all these relationships, whether or not BW is their physical data store. Why we need both of them is because not all data needs to be real-time. Lot of transactional data you need to have but not in-memory. It will be mock data. Hard data is what is sitting on HANA. Both of them will come together to help customers who have made lot of investments in BW and still want to do, but want to it be more performing so they will have BW sitting on HANA. And there will be other customers who would want whole suite. They will continue to stay separate, but we will continue to stay flexible on what HANA supports. Not all our customers will go to HANA, so we make it more flexible. Right now, one does not have to use the entire suite.

What is your big challenge with HANA at present?
Our big challenge is to make understand the non-SAP customers the value of our solutions. Its a market issue wherein customers think that HANA is meant only for SAP customers. The ones who have purchased HANA do not want to talk about it openly because it is their competitive differentiators. Most interesting use-cases of HANA comes from non-SAP customer. For example, McLaren uses HANA and BO to track information of cars on the racetrack. There is no ERP information. It is information about temperature on tires etc. They look at it in real-time and tell the crew when the cars should hit. It is a use-case of a non-SAP customer. The problems of organizations are unique and different and we are trying to launch specific analytic solution on top of HANA like fraud analytics.

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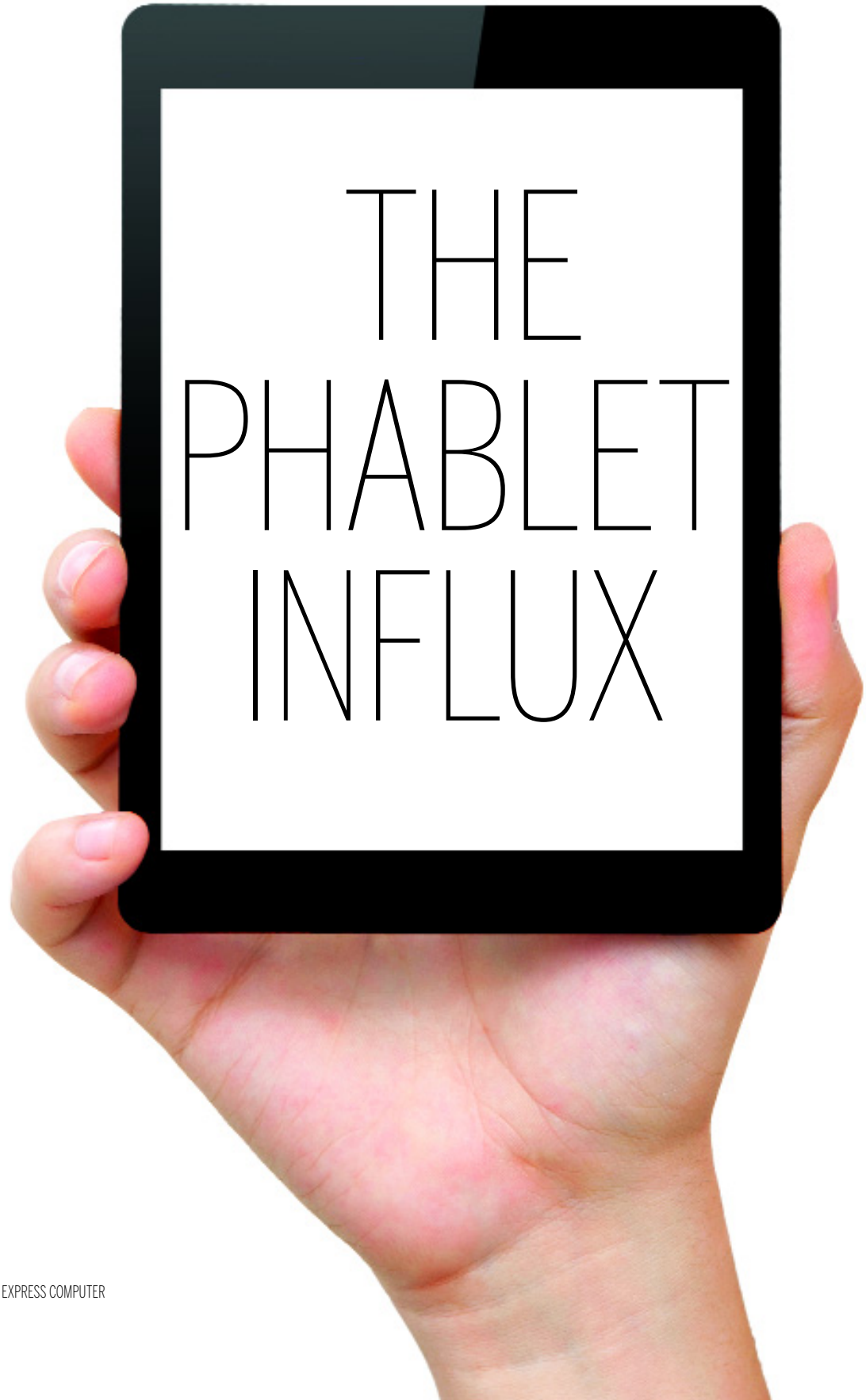
THE
PHABLET
INFLUX

Phablets have succeeded to some extent in pulling the consumers and effortlessly making their way into the enterprise space by virtue of BYOD. Now, what can make them stick longer?

BY HEENA JHINGAN

The year 2013 is being hailed as the year of phablets. The market is abuzz with announcements from original equipment makers (OEMs) big and small, readying their show stoppers under this category, which can be defined as devices that are a cross between smartphones and tablets, measuring between 4.6 inches and 6 inches.

Players like Samsung, HTC, Lenovo and LG are already in the game; recently Sony, ZTE, and Huawei also announced new devices in this space.

$116.4 BILLION
PHABLETS AND SUPERPHONES MARKET BY 2018

The biggies such as Samsung are popularizing the form factor with its Note and Note 2 that it unveiled last year. It is claimed to have sold five million Galaxy Note phablets globally in March 2012. While some have already set out on customer acquisition, the other vendors are still in the process of developing competing products. Some recent entrants to category include the 6.1 inch screen Ascend Mate device by Huawei, ZTE's 5-inch Grand S, the 5-inch display Xperia Z by Sony and LG's 5-inch screen Optimus Vu.

Market pundits view Phablets essentially as smartphones, but with the luxury of a larger screen. The difference between a smartphone and phablet lies largely in the form factor. With not much to differentiate a phablet from a bigger smartphone or a smaller tablet with calling feature, it ends up being a personal choice in the hands of the buyers. Phablets have succeeded to some extent in pulling the consumers and effortlessly making way in to the enterprise space by the virtue of BYOD. But survival in this enterprise is not going to be easy.

The employee-owned devices will further be sprawling in the enterprise premises. Research firm Gartner suggests that about 38 % of global companies are expected to stop providing devices to workers by 2016 as the BYOD trend steams up. The enterprise will see invasion of more personally-owned devices and hence there will be more consumer-friendly devices like phablet that try to bundle the goodness of a tablet and a smartphone.

As per a market report published by Transparency Market Research, the global phablets and superphones market is expected to reach $116.4 billion by 2018, growing at a CAGR of 44.1%. It also predicts that Asia Pacific is likely to be the largest and fastest growing market for the segment by 2018, driving up demand for phablets and superphones, especially in China, India, and Korea.

Early signs indicate that the impeding growth will be visible if the phablet shipments double 60.4 million units worldwide this year, up from 25.6 million in 2012 as expected by market intelligence firm IHS iSuppli.

A number of reasons have led to the

"WHEN IT COMES TO CREATING OFFICIAL PRESENTATIONS, EXCEL SHEETS, ETC., THE SIZE OF PHABLET BECOMES AN ISSUE."

SANDEEP ARYA,
MD, AMTRAK INFO SYSTEMS PVT. LTD.

ANYTHING BIGGER THAN 5.5 INCH IS INCONVENIENT TO MAKE CALLS AND A SMALLER SCREEN SIZE WOULD ROB THE USER OF THE EXPERIENCE.

ASHISH KHANNA,
CORPORATE MANAGER-IT INFRASTRUCTURE, OBEROI GROUP

DRAWBACKS LIKE LESSER STORAGE AND POOR BATTERY BACK UP MAKE PHABLETS LOSE THE BATTLE.

KAMAL MATTA,
GM-IT & TELECOM, SONIC GROUP

THE ADOPTION OF THESE DEVICES IS STILL VERY NICHE. INDUSTRIES LIKE LOGISTICS AND RETAIL ARE BEING PITCHED AS SOME OF THE TARGETED NICHE SEGMENTS FOR PHABLETS

popularity for phablets. "Consumer usage patterns are shifting from simple call making and texting to consuming high levels of multimedia content, constant Internet browsing on the go, to potentially video calling on Wi-Fi. Gaming is also a key driver for phablet devices which enhances the user experience with a larger screen, points Sapna Sharma, Head – Marketing, Devices, S Mobility Ltd.

Despite offering the ease of multi-tasking, the adoption of these devices is still very niche. Industries like logistics and retail are being pitched as some of the targeted niche segments for phablets.

However, many analysts fear that the phablet mania might just end up being a fad. Initially, there might be a spike in sales, which might start tumbling post the initial fizz is over.

So, what is it that the will compel an enterprise user to invest in a phablet?

The buying decision

Peter Chang, Regional Head - South Asia & Country Manager – System Business Group, Asus India says, "The buying decisions depend on various set of objectives that the user expect from the gadget. This could range from features, functionality, operating system, hardware and even pricing."

Phablet is nothing that can push tablets out of the scene. There is demand for both tablets and phablets and it is ever growing. Both product segments are expected to co-exist in for some time in the future.

"Phablets have attracted enterprise users with more consumer like needs, but tablets' matchless utility for corporate

users, educational institutions and professionals like doctors, architects who require their books and presentations to be up and ready all the time; tablets still make to the most favorite resource," he says.

He believes that enterprises would be interested in both the device segments depending on the use that they foresee. Tablets have carved their way as one of the essential gadgets for business use and phablet is the next level technology which has started gaining traction.

Analysts believe that Phablets make a good case for those looking at affordable mobile technology. The market is full of affordable phablets ranging between Rs 15,000 to Rs 35,000. The latest addition to this space from Samsung is the Galaxy Mega, available in 5.8 inches and 6.3 inches, priced at Rs 25,100 and Rs 31,490 respectively. There are several options like 9 Lava Iris 501, Byond PIII in the sub Rs 10,000 category as well.

60.4 BILLION
PHABLET UNITS SHIPPED WORLDWIDE THIS YEAR, UP FROM 25.6 MILLION IN 2012

"An off-the-shelf phablet would be much cheaper for organizations to deploy than a purpose-built, field-service device," Chang opines.

Size matters

Phablets are well accepted for the ease to access and mobility. The options available in the market vary from 7 to 5 inches. Currently a trend among vendors in developing phablets, or a smart mobile device with a screen size of more than 5 inches.

Ashish Khanna, Corporate Manager-IT Infrastructure at the Oberoi Group, who prefers to carry a phablet himself feels that a screen size of 5.5 inch is perhaps ideal. "Anything bigger than that (5.5 inch) looks a bit too big and awkward to carry as a phone and inconvenient to make calls and a smaller screen size would rob the user of the experience."

With respect to BYOD, the portable size and structure definitely push the case for the phablets, but when it comes to creating important content such as official presentations, excel sheets, and other large scale media content, the size of phablet becomes an issue, feels Sandeep Arya, MD, Amtrak Info Systems Pvt. Ltd.

What CIOs want

CIOs have nothing to confront phablets on the grounds of enterprise network security as it is just the matter form factor. Most of the CIOs have begun putting their BYOD strategies in place.

"Managing a phablet is not very different from managing a smartphone or a tablet," says Kamal Matta, GM - IT & Telecom, Sonic Group.

He says, "Phablets is a unique combination of tablet cum phone with very handy form factor combining features of phone, and a tablet is what today's executive looks for as their screen size is good enough for an them to chase on things while on the move. This device gives him agility to perform even when not on his desk, hence today's executive will be more attracted towards phablet."

He feels certain drawbacks like lesser storage and poor battery back up make phablets lose the battle.

Agrees Virendra Kumar Bansal, Group CIO, Luminous Power Technologies. He says. "Minus these shortcomings, the phablets have a good chance of a long run in the market. There could be nothing better than knocking two devices in one and still saving some money."

The low cost phablets available in the market are not equipped to match the compute power of the enterprise class tablets.

CIOs suggest that enterprise users would demand more processing power to consume information on the go. The OEMs are trying to do exactly the same by using better and competitive processors from the likes of Intel and Nvidia.

Rahul Agarwal, Executive Director, Commercial Business Segment, Lenovo India, says "We have witnessed good

"APART FROM MOBILITY AND SECURITY FEATURES, THE IDEAL ENTERPRISE TABLET SHOULD BE A DOCKABLE ONE THAT CAN BE USED AS A LAPTOP BY ATTACHING AN EXTERNAL KEYBOARD."

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AN OFF-THE-SHELF PHABLET WOULD BE MUCH CHEAPER FOR ORGANIZATIONS TO DEPLOY THAN A PURPOSE-BUILT, FIELD-SERVICE DEVICE.

PETER CHANG,
REGIONAL HEAD - SOUTH ASIA & COUNTRY MANAGER – SYSTEM BUSINESS GROUP, ASUS INDIA

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VIRENDRA KUMAR BANSAL,
GROUP CIO, LUMINOUS POWER TECHNOLOGIES

SEAMLESS INTEGRATION WITH ENTERPRISE APPLICATIONS AND INBUILT SECURITY FEATURES WILL BE CRITICAL TO THE UPTAKE OF PHABLETS IN THE ENTERPRISE SPACE.

traction for the enterprise range of tablets, but phablet business is different. The enterprise tablet is a fully functional tablet that can offer more screen space which is very convenient for viewing documents and it is also high on performance, as compared to phablets."

He says, "We have received feedback from CIOs that that tablets can boost more productivity at the workplace. An enterprise tablet should have key mobility features such as a videoconferencing facility, cloud storage, lightweight body without compromising on security aspects. Apart from mobility and security features, the ideal enterprise tablet should be a dockable one that can be used as a laptop by attaching an external keyboard. The real innovation will lie in realizing these expectations in the phablet form."

According to Yuan Kang, Vice President, ZTE India, from the user expectations perspective, one key requirement would be a fast processor like the quad core, high megapixel camera (at least 5 megapixel and above), complete high definition and a good battery backup with a minimum of 5 hours.

Khanna is of the view that besides these hardware specifications, seamless integration with enterprise applications and inbuilt security features will be critical to the uptake of phablets in the enterprise space.

Phablets are a fine example of convergence of devices. The OEMs must try to work on bringing value propositions not by simply super-sizing smartphones, but by experimenting with innovations that support greater business-critical activities.

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GAY CHI SEN
SCHNEIDER ELECTRIC

Gay Chi Sen, Director - DCIM Solutions, Schneider Electric, talks to KTP Radhika about the trends happening in DCIM space and its new market opportunities. Excerpts...

"We help customers in identifying data center capabilities and extend its life"

Power has become a major concern in data center planning. How does data center infrastructure management (DCIM) help in solving this?

In most data centers, the key part that consumes a lot of power is cooling, be it inside the server, inside the storage or on the networking. More than 30% power consumed by the data center is used for the cooling purposes. Another power consuming area is the computing part. At the same time, due to increasing energy cost and environmental challenges enterprises today are being pressured to conserve resources while maximizing productivity. In this scenario, creating an efficient enterprise is paramount.

DCIM is a management software that facilitate customers across the entire data center life cycle management. It provides centralized monitoring, management and intelligent capacity planning of a data center's critical systems. Essentially. it provides a more comprehensive view of all resources within the data center and help optimizing it.

What are the trends happening in DCIM tools?

In 2013, the level of sophistication has really gone up. DCIM tools have become more intelligent. From just collating data, it helps customers in analyzing these data. With modern DCIM tools, we are able to collect data from the end devices in a data center and analyze it. For example, it now helps in understanding the impact of turning off one of the UPS or air-conditioning in the data center. Other area where it help is to forecast the capacities of a data center.

How do you see the market evolving for DCIM in India?

Customers in India are fairly well adopting DCIM tools. Power is a big problem in India and enterprises wanted to optimize the power usage. DCIM tools will help them in visualizing how much longer they can work in a given environment. The analysts have predicted that the DCIM tools market will grow from 40 to 60% year on year.

Today, DCIM tools are well adopted in colocation data centers also. Traditionally DCIM tools were only designed for end user data centers. Today, a lot of customers are looking at third party as well as colocation data center providers for their business purposes. Third party data centers have become a trend worldwide and India too is adopting it so well. Colocation data center is one of the major growth area for DCIM tools now.

Sustainability efforts for modern data centers extend beyond energy management. What are the other major factors in this area?

There should be sustainability initiatives to prolong the life period of the data centers. When a data center goes into an operational state, most customers do not optimize its usage . There will be actual capacities available inside the data center but are unknown to the customers. We help customers in identifying them and thus extending the life of the data center.

What are the opportunities for Schneider in DCIM space? And can you brief us on the offering in this space?

Our DCIM solution for data center is called StruxureWare and it is focused on energy efficiency data center. With StruxureWare,we not only look at the IT part of the asset, but really get deep into facility and understand the actual power of a data center.

For example, a company wants to put 20 servers into their data center. Traditionally they would have done it by checking the space availability and verifying it with some spreadsheets. This method is highly manual, unsophisticated and is prone to many errors. StruxureWare has server provisioning with which the entire process can be automated. It will check what exactly is the current capacity of data center, how much power is available in the data center etc.. Then we will check what will be the impact when we house the equipments into the data center and will find the best location to house the equipments.

StruxureWare can also understand the optimum environment for the data center like humidity temperature etc. In total it will optimize the data center capacity and help customers to fasten the whole process tremendously. It is well-suited to the traditional market as well as for the colocation data centers providers and is getting adopted into the Indian market very quickly.

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SUNIL SHARMA
CYBEROAM TECHNOLOGIES

Sunil Sharma, Vice President, Sales & Operations, India & SAARC, Cyberoam Technologies, talks about the evolving network security scenario and how Cyberoam solutions help tackle various threats. Excerpts...

"We offer a comprehensive, next-generation network security platform"

How are you aligning your offerings to address the new requirements?

Cyberoam has always been forthcoming to bring fitting answers for evolving security challenges being faced by customers and the industry. Our recently launched NG Series and Virtual UTM appliances are engineered with a slew of next-generation security features that ensure proactive protection together with future-ready business value.

From SMBs to enterprise organizations, NG Series takes network security at par with next-generation firewall and provides capable protection with ready support for gigabit connectivity and high throughput driven network performance, helping customers beat the dilemma of choosing between network security and performance.

Our Virtual UTM offering helps businesses fathom security challenges as they move their business data into cloud and adopt virtualized IT infrastructure. Cyberoam Virtual UTM runs on VMware and Hyper-V platforms, and secures all virtual deployments like Virtual Data Centers, MSSP/Enterprise "Security-in-a-box", and virtual office or "Office-in-a-Box" set-ups.

What are some of the trends that you are seeing in the Indian market and how are you addressing market requirements with your solutions?

A spate of trends such as cloud, mobility, BYOD and virtualization are redefining network security. Also, the role of information security managers is evolving. They find it inevitable to emerge as "information enablers" and scramble to make sense of their information networks and events that occur in it. They seek capable network security solutions that ensure steady and improved network performance, enhanced visibility into user actions, device awareness and protection against new sophisticated cyber threats. Meeting regulatory compliance is also gaining equal attention. Channel partners are turning to network security vendors like Cyberoam to arrest this business traction and to gain business opportunities in services and solutions space too so that they can emerge as Managed Security Service Providers and distinguished VARs.

We offer BYOD solution to help businesses manage enterprise mobility programs as per their needs. Our WAF – Web Application Firewall provides customers enhanced and apt protection against a wide variety of threats that exploit potential vulnerabilities in the web based apps.

Cyberoam also provides Platinum Support Services (PSS) to SMBs and enterprises and helps them secure their peace of mind with enhanced support services. Our Outbound Spam solution resolves issues such as high cost of running operations and loss of productivity, penalty for failure to meet SLAs, damage to business reputation and dissatisfied customers and safeguards service providers' interest.

Cyberoam's iView is an open source logging and reporting solution that helps organizations monitor their networks across multiple devices for high levels of security and data confidentiality while meeting the requirements of regulatory compliance. In addition, we have the NG Series and Virtual UTM.

How have security threats evolved in the last few years?

So far organizations were dealing with relatively less potent threats such as viruses and worms. Now with accelerated convergence of IT and Network ecosystem, explosion of 'always-on' smart devices, increased usage of web apps and Internet-driven business models, a slew of advanced threats have emerged. These threats now target applications layer and also have capabilities to turn computers into a botnet army.

How have network security requirements in the government sector in India changed over time?

Several key departments and organizations within Government of India have experienced lethal cyber attacks. The list of victim organizations include Ministry of External Affairs, Ministry of Home Affairs and Defense Research and Development Organisation (DRDO), among others.

In the wake of growing number of cyber attack incidents and use of zero-day exploits targeting present vulnerabilities in government information networks, decision-making authorities have to address two primary areas that include: a) bolstering cyber resilience against new evolving threats and b) sharing enhanced awareness into changing threats landscape.

We see an important role for us as a network security player from India in protecting government institutions and PSUs.

www.cyberoam.com

Cyberoam
Securing You

Get future-ready network security with Cyberoam Enterprise Solutions

Next-Gen Security. Wirespeed Performance. Easy Compliance.

As enterprises adopt new trends like BYOD, applications and device explosion, cloud computing and virtualization, they need to prepare for emerging security risks in their networks. Cyberoam helps secure the corporate office, data center and branch offices of enterprises against the constantly evolving threat landscape by offering them future-ready security with NG Series UTM appliances, virtual UTMs, and Cyberoam's next-generation feature set.

Cyberoam enables Enterprises with:

- Comprehensive physical/virtual network security
- Advanced integrated security features – Application Controls, WAF, Outbound Spam, Identity-based controls, VPN, advanced threat protection
- Centralized security management and visibility
- One-click compliance reports for HIPAA, SOX, PCI DSS
- ISO 20000 certified Global support; training to enterprise security teams
- Unique Platinum Support Service for Cyberoam's enterprise customers

Cyberoam Product Line :

Unified Threat Management
(Hardware & Virtual)

Centralized Management
(Hardware & Virtual)

Centralized Reporting

Email us at marketing@cyberoam.com or join our webinar to know more about Cyberoam **'Enterprise Security Solutions'**

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URBAN E-TROUBLES

The solution to improving the e-gov services in cities lies in adopting an integrated approach that takes into account people, processes and technology

COMPUTER LITERACY TRAINING HAS TO BE SUPPORTED BY NOT JUST APPLICATION-SPECIFIC TRAINING BUT ALSO CHANGE MANAGEMENT COURSES THAT INCLUDE MINDSET, STRESS MANAGEMENT AND PSYCHOLOGICAL COUNSELING

Bangalore One portal offers one-stop integrated city services and 24X7 access to citizens. The integrated platform provides both business to citizen (B2C) and government to citizen (G2C) services. Given the Manthan Award in 2012, the project was launched in 2005 and has been implemented as a BOOT project (Build, Own, Operate and Transfer). Integrated Citizen Service centers (ISCs) opened at different localities of the city support individuals who may not have ready access to broadband connectivity.

Citizen feedback on Bangalore One is a mixed bag. Most complaints on e-gov city portals and city services have a degree of commonality: the site being slow; individual services and applications requiring separate usernames and passwords; online payments often not completing the full workflow and receipts against payments not generated; and lack of an electronic mechanism to claim refunds or adjust duplicate payments against future needs.

Perhaps the biggest challenge faced by citizens is that electronic payment records. Departmental officials still rely on paper records and notices on non-payments are routinely issued even to citizens who have cleared their dues electronically. The purpose of providing e-services from the comfort of the citizen's office, home or neighborhood citizen service center is thus defeated.

The solution to improving the e-gov services in cities lies in adopting an integrated IT management approach that encompasses the three pillars of transformation: People, processes and technology.

People: While the government workforce is usually composed of all ages, there is a preponderance of older age groups. More often than not, this workforce is IT illiterate and is also resistant to change.

While the technology induction program is being conceptualized, a determined effort to train the internal departmental workforce is critical to the success and efficient working of citizen e-services. Computer literacy training has to be supported by not just application-specific training but also change management courses that include mindset, stress management and psychological counseling.

Process re-engineering: Departmental processes have been created, amended and have become robust over decades. The processes have multiple checks and balances critical to managing a complex government system. While these processes help mitigate risk, they invariably lead to delayed decision making.

In order to induct less cumbersome processes and faster outcomes, the existing processes require to be re-engineered. Often, this requires change in the existing laid down rules. Internal memos and instructions may have to be withdrawn or amended.

As a short cut, automation (sans process re-engineering) has become the norm in most projects. This has led to work duplication for staff that is now required to maintain manual registers in addition to working on the applications. Mandatory re-engineering of department processes prior to automation is the urgent need of the hour.

Technology: Multiple departments offer fundamentally different city services.. Vendors must strive to meet additional tech challenges such as need-based sizing of server and network loads; keeping citizen access to a service simple and common across multiple applications; building in adequate security and fraud prevention systems to maintain privacy; and integrate multiple applications built over different times and by different vendors.

The integration of people, processes and technology lies at the heart of efficient IT-supported urban management.

Sudhir Ahluwalia is a business expansion consultant.

THE RIGHT WAY TO SECURING MOBILITY

Enterprise mobility has led to IT departments facing the challenge of striking the right balance between maintaining security and control for IT, and preserving the user-experience of the device for the employee

THE BYOD PHENOMENON HAS BROUGHT WITH IT COMPLEXITY IN MANAGING A WIDE VARIETY OF DEVICES IN TERMS OF BOTH COST AND SECURITY. IT HAS ALSO BROUGHT INCREASED RISK IN SECURING AND MANAGING EMPLOYEE-OWNED DEVICES, ESPECIALLY IF THEY CONTAIN CONFIDENTIAL INFORMATION.

It's an exciting time for IT departments at enterprises in India today. The strides taken by enterprise technology have never been this exciting and challenging, at the same time, this transformation has completely overhauled the way enterprises function today. Enterprise mobility (EM) could be the most popular as well as most problematic solution, among others, for IT departments in recent times.

Spurred by the Bring Your Own Device (BYOD) trend, EM grew by leaps and bounds over the last three years. Employees prefer to work on their own devices as it is perceived to be better than the company-issued devices, owing to inclination and comfort of use. Personal and professional lifestyles are blending today with smartphones and tablets infiltrating corporate India. Employees no longer want IT to lay down restrictions on how they access data or work. They want access to their personal data at work, and their work at home.

It has been observed that trends such as BYOD are driven by end users rather than being enforced by companies as strict policies. According to the New Way of Work Life Survey commissioned this year by VMware, 81% of the respondents in enterprises bring their own devices to work. This is despite the fact that 85% are being provided with a portable device from their employer. This has only compounded the problems for IT departments. The BYOD phenomenon has brought with it complexity in managing a wide variety of devices in terms of both cost and security. It has also brought increased risk in securing and managing employee-owned devices, especially if they contain confidential information. In addition, to the increasing diversity of devices, there is increasing diversity in applications users consume as well – SaaS, mobile applications, etc. The solution to this new paradigm is to allow IT to manage users rather than devices.

The three major trends are forcing IT to evolve – new device platforms, new applications and new user expectations. IT organizations are increasingly challenged to support a dispersed, mobile workforce that demands instant, user-friendly services for accessing data and applications from a wide range of devices.

Information fragmentation is an overlooked issue that crops up with the diversity of devices and platforms. Devices and platforms hold information in different formats and very often, it is impossible to provide a consistent user experience as far as information is considered. There are a few solutions in existence that are designed to solve this and other challenges such as security and governance that BYOD brings to enterprise IT.

For example, one of the solutions connects end users to their data, applications, and desktops on any device while maintaining a consistent view across devices and still providing the required security and control. By transforming technology silos into centralized services, IT can improve operational efficiency, security, and agility through policy-based management across the organization.

The challenge is in striking the right balance between maintaining security and control for IT, while preserving the user-experience of the device for the employee. It is not an impossible task, as the companies that have happy, productive, efficient employees using their own devices would claim, but it is also not a plug-and-play solution that can just be switched on one day.

A company's move to allow BYOD policies needs to be a well thought through evolution in the company's IT infrastructure and virtualization journey.

BS Nagarajan is Director of Systems Engineering, India & SAARC, VMware.

GREEN LIGHT FOR ENERGY EFFICIENCY

Indian IT giant HCL Technologies chose Philips to light up the company's first green building and saved up to 80% on energy consumption

BY MEHAK CHAWLA

When HCL Technologies embarked on its mission to build its first Leadership in Energy and Environmental Design (LEED) certified green building in Manesar, there were many aspects it was grappling with—and efficient lighting happened to be a primary concern. LEED has laid out extensive guidelines for lighting on the basis of daylight saving, energy efficiency and interior lighting quality, amongst other parameters.

As a result, HCL Technologies was on the lookout for a lighting partner for its sustainability initiative. Elaborates Pranab Nandy, General Manager, Projects, HCL Technologies, "At HCL, saving energy is one of the key areas under the corporate social responsibility activities. With our new campus at Manesar, our primary focus was to achieve the prestigious LEED certification. It was possible only with the help of a lighting partner who could not only provide us products which are energy efficient but also offer lowest possible light power density together with the right implementation process."

For this, the company decided to go with Philips Lighting India as a partner. The elaborate lighting project was undertaken simultaneously with the building design and construction and was implemented by Philips on a one-time engagement model.

Lights on

To achieve the green building rating, it was necessary for HCL Technologies to install the products with low power density. As a result, Philips provided a combination of intelligent LED lights and T5 lights to achieve the desired power density. All these lights work on the daylight harvesting concept which uses natural daylight that is available to reduce the electrical power consumption.

Commenting on the scope of the project, Jitendra Agarwal, National Sales Manager, Professional Channel, Philips Lighting India, says, "What we proposed for HCL was a combination of intelligent LEDs and T5 based lighting solution to achieve low density lighting. HCL's prime focus was to control the energy consumption of the building, for which we focused on efficient installation of LED

lights which are flexible, energy-efficient, and easy to upgrade and maintain."

According to Nandy, "These products offer visual comfort to employees at work and are based on the concept of daylight harvesting that optimizes the daylight to reduce the amount of electrical consumption. Thousands of units of these lights were installed in the workstation areas, common areas, outdoor location and as well as on the roads."

To achieve the required levels of energy efficiency even beyond the interior spaces, the Roadstar streetlights with customizable light controls, were also installed. "The Roadstar streetlights were installed at the outdoors. The Roadstar streetlights are durable and have low maintenance and construction cost. They also provide excellent thermal management and weather resistance," explains Agarwal.

Lighting Controls from the Philips Dynalite range were also installed at the campus site to further maximize the energy saving potential of the lighting products. Supplementing the hardware are a range of solutions encompassing automated dimming, density of occupancy and intelligent daylight sensing have been used at the site.

Philips also installed the Sereno lighting fixtures that are available in recessed, surface mounted and suspended types which makes it a popular choice for all kinds of office applications. These lights work with highly efficient optics, which leads to lower power density, and in other words to energy savings- a critical area for LEED certification. "The Sereno lighting fixtures that have proven extremely suitable for office applications were installed at the workstations whereas the down-lighters which are low on glare, were installed in the corridors," details Nandy.

Apart from this, Philips installed 8 different types of downlighters in the corridors. The downlighters were placed horizontally to render higher light output and lowest possible glare.

Project challenges and RoI

Whenever a company is undertaking a complex project, and when that complex project is eying an international rating, the stakes are naturally high. That is why, HCL Technologies wanted to get everything right from the word go.

Choosing the right implementation partner was thus a critical area for the company. As Nandy says, "This was the first green building of HCL, so the pressure to choose the right partner was very high. The lighting was critical and the installation had to go hand in hand with the construction. We needed a partner who could provide the technical know-how and support us during the designing of the entire building."

"However, Philips provided the right technical knowledge that was required for this project and the project was completed well within its time frame," he adds.

Agarwal of Philips says that the new campus facility did them more good than bad. "Considering it was a new campus, there was a lot of flexibility for the installation process. However, the challenge was to provide the right amount of energy-efficient light both for indoors and outdoors."

Despite a few glitches initially, Nandy believes that the project has gone extremely well. Giving some quantitative RoI figures, Nandy concludes, "The Philips lighting solutions save up to 80% of energy for us. To become a green building, it was important to install the green solutions throughout the building. Lighting is one of the key factors that contribute to energy consumption. With Philips lighting, we are sure that we would be able to control the energy consumption to a great extent."

"Lighting doesn't just illuminate and save energy; it can define and enhance a company's identity and image and we hope HCL Technologies can realize those benefits," sums up Agarwal.

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TO ACHIEVE THE GREEN BUILDING RATING, IT WAS NECESSARY FOR HCL TECHNOLOGIES TO INSTALL THE PRODUCTS WITH LOW POWER DENSITY. AS A RESULT, PHILIPS PROVIDED A COMBINATION OF INTELLIGENT LED LIGHTS AND T5 LIGHTS TO ACHIEVE THE DESIRED POWER

SIMON COWLEY
COMMSCOPE

In conversation with Heena Jhingan, Simon Cowley, Vice President-Global Technical Support, CommScope, discusses the data center networking trends, the impact of iTRACS acquisition and its India business. Excerpts...

"Customers are coming out of the commoditized cabling environment"

What is making Data Center Infrastructure Management (DCIM) into mainstream as it is getting lot of attention and focus from CommScope and others?

Globally we see a continuing trend for higher and higher speed, bandwidth moving relentlessly from 1G to 10G to 40G to 100G. In fact, now we even hear discussions within the standard bodies around 400 G. Secondly, we observe a big shift happening at the architecture level. With this evolution, we see emergence of things like Top of Rack (ToR) — data center design where servers connect to one or two ethernet switches installed inside the rack and then there are even modular and performance optimized data centers (PODs), which are small data centers that can easily replicates either within the site itself or on different sites anywhere globally.

We do see that the traditional architecture, end of row or middle of row server kind of architecture is still pervasive. However with standards bodies like Institute of Electrical and Electronics Engineers (IEEE), International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC) talking of 40G, things are expected to change.

We certainly see more fiber going into the data centers, particularly in the larger ones, some even becoming essentially 100% fiber based. Besides, the industry is moving towards intelligent infrastructure, going beyond just the network perspective. Its now about intelligent and overall management of the data center. In tune with this we have been pushing our imVision software platform, which helps IT heads manage their networks intelligently

Modular data center is an emerging trend today, so how is CommScope working around it?

The modular data center is typically smaller so the space requirements are lesser. We actually have a solution that is a cable in the order of Cat 6 (an ethernet standard) in terms of diameter and we call that as Systimax solution. Since it is small in diameter, it takes up less space and is lighter, ideal for modular data center design. Now with fiber infrastructure everything can be done neatly.

The other good thing about the modular data centers is that they are easy to replicate. These drive a new approach to traditional copper infrastructure. There is another approach if an enterprise wants to have a little less formality or tailored appearance we have a solution called InstaPATCH QUATTRO, a pre-connectorized modular cabling system, which is 10G capable that allows you to just order a trunk cable assembly and a module that presents an RJ45 (connector standard for telephone cables) at the front and you essentially plug the truck cable and put it back into the module. So it is much like on a fiber side, is the same concept, but transported over copper media.

Will there be any strategy shift in terms of CommScope's approach to the market post the iTRACS acquisition?

We are in early stages of the acquisition, so for the time being we are continuing with the existing strategy for both the imVision tool and the iTRACS tool. With DCIM being such an important hub for all types of information like the big data of the data center, the actual data that is available from the equipment itself needs to be leveraged.

How has been business for CommScope on the India front?

In 2012, I think on the whole we have made tremendous progress in terms of going into some new verticals like healthcare and hospitality where people are becoming increasingly aware of importance of giving consistent, high quality front end customer service. I believe these are two verticals where we made tremendous progress. We have also made our place in some of India's educational institutes and partnered with our customers in building some of their very large campuses. It's interesting to see how the customers are coming out of the commoditized cabling environment because that is how the market has been for a long time. So we are having a lot more engaging conversations with existing and prospective customers in terms of intelligent infrastructure and ensuring that whatever we build is the bandwidth for future. I am optimistic about the years ahead in the India market. This is a growth market for us along with the China in the APAC region. We are making sure that we bring all our solutions to the Indian customers as fast as possible.

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EVENT

COMPUTEX

STORAGE GOES THINNER

Storage major Seagate launched its ultrathin 5mm disk drive and also made clear its focus on hybrid drives at Computex 2013

BY MEHAK CHAWLA

While Seagate announced its much delayed foray into Solid State Drives (SSDs) a couple of months back, the general availability of these products was announced at Computex 2013. However, the highlight of the event was the ultra-thin laptop and tablet Hard Disk Drive (HDD), with a capacity of 500 GB that Seagate launched during the event.

The 2.5- inch drive that weighs a mere 3.3oz is reverse compatible with 7mm and 9.5mm drives. What Seagate aims to do with this drive is gain more storage market share in the booming ultrabooks and tablets segment. The company which showcased a concept tablet with the 5mm drive said that it is already working with some big OEMs like Dell, Lenovo and Asus and expects to see the first tablet nestling the 5mm drive hit the market, by end of the year.

With the push essentially being towards thinner, smaller, lighter devices, OEM's are demanding relevant storage. And while a HDD with different physical dimensions means a little more work for OEMs in terms of redesigning, it also means better capacity and more compelling costs. This product, according to Seagate, shall equip OEMs to incorporate a standard HDD instead of flash storage - which means that the laptop/ultrabook will be not only be cheaper but will also have 500GB space. The 5mm prototype tablet that Seagate showed at Computex also implied that we should start seeing 500GB space in tablets soon, rather than the usual 16/32 GB options.

As of now, there is hardly any competition that HDDs face, except for the SSD - which is more expensive for lesser storage. Also, HDDs have always been incorporated into laptops - just that the usual thickness of a laptop (or 2.5-inch HDD) has always been 7mm. This drive is 2mm thinner - but in a notebook that is already 17 or 18mm - that 2mm additional makes a lot of difference. The analysts also believe that while the drive will be more suitable for the new wave of ultra-thin notebooks for sure, tablet use is not ruled out.

However, Banseng Teh, SVP and MD, Seagate APJ revealed that they are only targeting the consumer segment with this drive, and enterprise is not on the radar, yet. "There has been a trend in the enterprise segment too, to move from big 3.5 inch drives to a compact 2.5 inch form factor. For a 5mm, enterprise is not our target yet."

SSD Vs HDD

According to Teh, Seagate is not looking to replace the more conventional SSDs with their 5mm drive. SSDs have long been considered more flexible and easier to customize, based on the OEM's preferences. "We do have the flexibility even in HDDs, depending on how you

define flexibility. Seagate has produced a 1 inch drive, 1.8 inch drive. So its not that the capability doesn't exist. The thing here is that we are not advocating that 5mm HDDs replace SSDs in tablets. What we are saying is that this gives you a choice. The consumer now has the option to get a high capacity HDD based tablet."

There were several design challenges that Seagate faced in the process of making the 5mm drive. "When you make something thinner, the biggest issue is rigidity. Then there were the impacts like shock and vibration to take care of. So, we shifted to a steel based drive as opposed to aluminum which is the traditional material of use," explained Teh. Aerodensity was not an issue because it is exactly the same as Seagate's 7mm drive. "Our challenges were more mechanical in nature rather than electronic," he added.

According to Seagate, 5mm came across as a form factor that was achievable. The most important consideration for the company was balancing cost and capacity. "We asked ourselves that can we build a 1mm HDD to go into a tablet? We absolutely can. But that would be prohibitively expensive and would not give the right capacity in terms of dollars saved per gigabyte when compared to SSDs," elaborated Dave Seesdorf, Director of Notebook Systems Group (NSG), Seagate.

As a result, there were a lot of tradeoffs that the company considered before reaching this size and capacity. "We also tied this in with the PC market- we wanted to come up with a single platform both from a notebook as well as a tablet perspective. In the PC space, thickness is far more important than the overall area. So we tried to focus on the thinning aspect," added Seesdorf.

Seagate is also working with OEMs and sharing their own findings around the HDD. But every tablet manufacturer is likely to have a difference in architecture, depending on their preferences and capabilities, said Teh. Also, some features like shock proofing and resilience are also going to depend upon respective manufacturers.

Asked if 500 GB is the right capacity for addressing the tablet as well as the notebook market with the 5mm HDD, Teh remarked that from a technology and aerodensity standpoint, 500 GB is perfectly viable in a 2.5 inch form. "It is also viable from a design and cost point of view."

With over 85% of the data in the world today still being stored on hard drives, Teh believed that the demand for slimmer and more efficient HDDs will continue to grow, despite technologies like cloud. "Cloud storage is essentially hard drive storage. Till today, the best medium to store your content remains a hard drive—whether it's a hard drive in a PC or in a data center in a cloud or a NAS box."

Another reason that HDDs are likely to gain traction quicker is that when it comes to SSDs, cost and production capacity remain major roadblocks in their way.

Hybrid storage

We also had a chance to look at the solid state hybrid drives (SSHD) for the laptop as well as the desktop, a segment that Seagate has been increasingly investing its energies in. Entering the third generation of its hybrid drives, Seagate has still kept the capacity to 8GB while using the multi-level cell NAND instead of the more expensive single-level cell one. The capacities available on the laptop are 500GB and 1TB and for the desktop SSHDs, the capacities are 1TB, 2TB and 4TB drives. The desktop hybrid drives are the first of its kind by Seagate.

According to Shubham Gupta, Product Line Manager, NSG, Seagate, "Generation 1 and 2 were were adopted by limited OEMs but we have got a very good response for the third generation. It is being adopted by all the key names in the business. There are still not many machines with SSHDs, but it is just a matter of timing before we see more options in the market."

Teh summed up by saying that they see SSDs and hybrid growing faster, though there is always going to be space for HDDs in the storage world. "You can definitely expect to see more SSDs from Seagate's stable. The enterprise storage market is not growing so quickly. The real growth for storage is coming from data centers, especially the third party ones."

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PHILIP A. DAVIS
DELL

Philip A. Davis, Vice President - Enterprise Solutions, APJ, Dell, talks to Mehak Chawla about Dell's India strategy, cloud ambitions, security concerns over public cloud and opportunities for domestic players. Excerpts...

"We are seeing plenty of infrastructure migrations happening in India"

What are the key trends transforming the enterprises with the advent of cloud and mobility?

If we take a look at India and the APJ market there are four key trends- transform, connect, inform and protect. As a transformation drive, we have over the last couple of years seen cloud become more prevalent with growing expectations rise from how a data center should act or react. On the connect side there's the increasing move towards multiple mobile devices,.Inform is mostly around storage and storage infrastructure. Today, IT departments have more data than ever. Enterprises are moving from managing the deluge of data to making it useful. The final piece is around protecting all of these. We are seeing more intrusions and its getting worse with mobile device. At Dell we are transforming ourselves to provide end to end solutions across these four areas and are making a lot of organic investments as well as inorganic acquisitions to offer more capabilities.

How real are the security concerns with respect to public cloud today?

People think what you can control is more secure and hence, they trust in private environments. But the truth is you don't control security in a public cloud. Some of the skepticism is related to the models provided by cloud security vendors. These service providers are saying that we shall provide security but there's no penalty involved if there's a breach. This lack of accountability is worrying and we should see more security metrics getting evolve in the near future.

In private cloud, the key differentiation is dedicated hardware for the users. So, in public cloud a customer has a logical separation and in private they have a logical as well as a physical separation. This seems to taking some burden off the minds of CIOs and CSOs.

How much cloud-opportunity is left for domestic service providers against the global players?

There is undoubtedly a great cloud opportunity for end-to-end players. A key about cloud is the economies of scale. The money spent on supporting the infrastructure doesn't go up as fast as the size of infrastructure does and the domestic players can capitalize on this factor.

Another thing that can work for domestic players is the data sovereignty concept. It's already an issue and will only become bigger. That's where most of the global players will face problem because they won't be able to guarantee where the data is residing within country's borders. This is a big opportunity for Indian cloud companies. Secondly, it depends on the application type, speed and latency. In such scenarios, being close can have a defined advantage. The local costing model and resources that these Indian players can provide can never be substituted by international companies.

As far as global players are concerned, Indian service providers are trying to learn from them.

What are the key areas of investment for Dell's Enterprise Solutions Group in India?

When it comes to cloud, there are a few places where we are putting our investments. One is in helping customers get to private cloud. Second is the services to help them get there. We can do the consulting as well as the architectural implementation for physical migration. We are actually seeing plenty of migrations happening in India. Recently, there has been a significant effort to move to newer versions of SAP.

How is Dell charting out its growth strategy in the coming year?

We will continue to invest in enterprise business both in terms of acquisitions and expansion. Our enterprise solutions and services now share about a third of Dell's overall revenues and over half of overall profits. We want to move towards becoming an end to end player in this field. Our focus is basically on two areas - how to improve TCO and how to make customers move from a "keeping lights on" stage to actually innovating within their IT environments.

India is our largest site outside of US and is a very crucial geography for us. Every function of Dell is present in India. We are also hiring actively in our hubs like Chennai center. We are talking about over 1200 R&D seats in India. We have also seen some interesting customers in India like Yash Raj Films and USHA international who are migrating their IT environments using our services.

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Ramco launches HCM and unveils in-memory engine Minnal

RAMCO SYSTEMS, AN enterprise software product company has announced the global launch of its comprehensive HR & Talent Management solution, Ramco HCM on Cloud (Human Capital Management). Company unveiled its in-maemory engine, Minnal which claimes to improve processing speed by up to 100 times.

"The enterprise cloud market is growing rapidly with adoption across organizations of all sizes. Our investments in technology and our focus towards bringing mobility, Gen-Y user interface, role-based WorkSpaces and in-memory engine into a cloud-based offering has helped us carve a niche position, globally," said Virender Aggarwal, CEO, Ramco Systems.

"After taking ERP and aviation solutions on cloud, we are now taking our comprehensive HR solution on cloud. Our ability to offer a multi-country payroll that is flexible enough to integrate with any standard ERP has been a key differentiator in the global market. In order to capture the booming HR software market, we are also partnering with large ITeS players to offer our HR

Platform as a Service," added Aggarwal.

According to IDC's revenue forecast for worldwide HCM market is $11 billion in 2016, growing at a compound annual growth rate (CAGR) of 8.1%, while Gartner is projecting a $10 billion HCM market by 2015 with $4 billion in talent management, 75% of that market coming from SaaS.

An Aberdeen study published recently stated that 39% of "high growth" organizations planned to invest in cloud computing in 2012. Market data and trends show that the HCM market is predicted to grow rapidly in the next few years. Ramco has been offering its on-premise HCM software globally and it now runs in more than 300 organizations, including customers with employee size of 100,000 plus.

The experience and knowledge gained over the years has been invested in re-architecting the product to bring in a Gen-Y interface, making it accessible on smart phones (iPad, Android and Windows 8), integrating it with social channels, besides bringing in the speed and agility of an in-memory engine and the intuitiveness of a context-aware solution.

Ramco HCM on cloud is a comprehensive solution that covers every aspect of an employee lifecycle including Workforce Management, Recruitment, Talent Management, Employee Development, Workforce Planning and Payroll & Benefits.

Ramco also unveiled Minnal, a flexible, light weight, in-memory engine which can be used for any planning, scheduling, optimization and batch processing (APO) activity. The newly launched HCM on cloud was test launched in a few markets and is currently being implemented at leading organizations such as RedTag, Khimji Ramdas, (retail brands from Middle East); and Podar Group of Institutions in India, among others.

FortiOS 5 gets new enterprise security features

FORTINET, HAS ANNOUNCED new enterprise firewall capabilities for its network security platform. Within the new FortiOS 5 operating system, company has enhanced its security capabilities which includes Feature Select, Contextual Visibility and Advanced Threat Protection (ATP).

The new feature includes Feature Select – is a single click security configuration for users, Contextual Visibility – offers organizations real time and historical insight on network usage and Advanced Threat Protection (ATP) – the enhanced security tools to combat multi-vendor persistent attacks.

"Security buyers may seek a combination of firewall options, such as NGFW, unified threat management (UTM), virtual and stateful firewalls, to meet a wide range of typical enterprise needs, such as data center, small offices or highly distributed enterprises as cost-effectively as possible," commented Eric Ahlm, Research Director, Gartner.

"Enterprises today are migrating away from multi-vendor firewall environments in favor of a single-vendor model," said John Maddison, Vice President, Marketing, Fortinet.

"For example, an enterprise may have high-performance firewalls for its datacenters, NGFWs for their campus perimeters and UTMs for their distributed offices. With its singular focus on innovating security and security focused R&D, only Fortinet provides a true Network Security Platform with a wide array of robust security functionality for datacenters, campus perimeter and distributed offices," added Maddison.

Emerson Network Power partners NxtGen

EMERSON NETWORK POWER, part of Emerson has announced a strategic alliance with a Bangalore based IT infrastructure services provider NxtGen Datacenter & Cloud Services Ltd to offer integrated Smart Solutions data center infrastructure products.

Under the tie-up, NxtGen will deploy Emerson Network Power's Smart solutions including SmartCabinet and SmartRow which are part of the Smart Solutions portfolio targeted at small and medium enterprises (SMEs) and large enterprises.

NxtGen will use Emerson Network Power's Liebert RDU monitoring tools, connecting to those Smart Solution deployments to ensure high availability and efficiency through round-the-clock central management from its state-of-the-art Central Command Center in Bangalore. This will eliminate customer's design, sourcing and maintaining efforts, enabling them to focus on their primary business goals.

According to Sunil Khanna, President and Managing Director, Emerson Network Power has built strong partnerships in the past that have helped the company become a major player in the medium and large-sized data center infrastructure market.

"In line with the market's preparedness for the rapidly deployable solutions for the data center, our focus is on improving the time-to-market. The partnership with NxtGen to deliver our Smart Solutions to businesses across India is a strong move in the direction," Khanna said.

For the new offering SmartCabinet and SmartRow, Emerson Network Power has formed exclusive partnership with NxtGen that will involve in the deployments as well as will provide On-Premise Data center services (OPDC) to customers across India.

According to Shrirang Deshpande, Country Manager, Data Center Business, Emerson Network Power India, the Smart Solutions are designed and built with the approach to critical infrastructure that addresses the need of economical, flexible and high density features along with complete infrastructure management.

SmartCabinet and SmartRow are integrated infrastructure in rack solutions which offers 1-6 KVA to 10-40KVA capacities with varying in rack numbers from1 to 2 going up to 6 racks. The solutions support applications like small data centers, remote sites, small and medium scale business data centers and others.

According to AS Rajgopal, Managing Director, NxtGen, Emerson's Smart Solutions along with NxtGen's OPDC services are a winning combination for the customers by providing build as you need with high efficiency and availability IT infrastructure.

"At NxtGen, we are committed to understanding customer's IT requirements and bringing world-class solutions to them. Our strategic collaboration with Emerson Network Power will enable us to offer the right solutions for our customers along with our value-added consultancy and support services," Rajgopal added.

Kronos releases Workforce Central 7

KRONOS INCORPORATED, A provider of workforce management solutions in the cloud has released new version of workforce management system - Workforce Central 7.

Deployed in more than 100 countries, Workforce Central is the gold standard for multi-nationals who require a centralized workforce management system for managing their operations around the globe. Workforce Central 7 expands on the unrivaled Kronos user experience with hundreds of enhancements to further simplify the day-to-day lives of managers and employees. Today's workforce demands a system that delivers key workforce information whenever and wherever it's needed. Workforce Central 7 makes this possible through its innovative approach to managing in the moment with its intelligent, suite-wide search capabilities that instantly direct managers to the people, schedules, exceptions, skills and certifications that they are looking for.

Its includes features like more than 50 new priority-based alerts that deliver real-time notifications to multiple devices with one-click navigation to actionable content;

expanded employee alerts to keep employees informed and free them from contacting their manager with routine questions; enhanced staffing capabilities that make it easier to transfer employees between locations, departments, units or stores with a single click.

It also has a new "pinning" feature that enables managers to select and prioritize only the locations they deem most important; schedule changes and postings, accrual balance updates, vacation approvals and timecard status changes can now be instantly delivered to the employee's device of choice be it smartphone, desktop, or Kronos InTouch time clock. Enterprise-wide single sign-on and stronger security for Workforce Mobile make the industry-leading solution even more effective and easier to use; and richer contextual navigation across the suite makes finding what you need easier and faster. Workforce Central 7 delivers a host of enhancements to help organizations control their labor costs in the face of shrinking budgets and global competition."Kronos is laser focused on delivering the most innovative and intuitive workforce management solutions in the world. Workforce Central 7 is a product of the expertise and vision of Kronos staff guided by input, advice and direction from the largest user base of workforce management solutions in the world," said Aron Ain, CEO, Kronos.

"From managing in the moment via your device of choice, to finding value in big data, to helping organisations effectively manage a global workforce and all its complexities with ease, Workforce Central 7 delivers on all fronts," added Ain.

CtrlS, Siemens CVC sign MoU to offer secure workforce productivity services

CTRLS, A DATA center services provider has signed a memorandum of understanding (MoU) with Siemens Convergence Creators Pvt. Ltd (CVC). The pact with Siemens CVC will enable CtrlS to offer Secure Workforce Productivity Services (SWPS) targeted at increasing the workforce productivity of enterprise customers with a 360 degree view and optimizing their operating expenditure.

Under the MoU, the Hyderabad based CtrlS will leverage Siemens CVC's product CONDIS - an asset and resource management solution, for its SWPS offering. This will help manage and optimize the IT and non-IT assets of customers, thereby allowing the SLAs and measurement systems to be rolled out to the work force.

"At CtrlS, we are committed to providing global standard of services to customers. Many MNCs operating in India and Indian enterprises face various issues in complying with stringent confidentiality requirements and adhering to global standards for their workforce," said Sridhar Pinnapureddy,

Founder & CEO, CtrlS

Services will ensure 360-degree view

" CONDIS requires minimum of operational investment. It is easily customizable," Rajiv Sulekh, CEO & Managing Director, Siemens CVC India, said.

HP speeds delivery of IT application services

HP HAS ANNOUNCED the next generation of its data center automation, orchestration and cloud management software, which is designed to enable enterprise IT to rapidly deliver services on a massive scale - on premises or via the cloud - to meet changing enterprise needs.

It's an integrated software and services portfolio that helps to automate the complete life cycle of IT services - from routine data center maintenance to the delivery of business processes. By automating repetitive, manual and time-consuming operations, the automation and cloud management software from HP minimizes complexities in heterogeneous environments and allows IT to focus on higher-impact activities to increase the overall value for the business.

These solutions provide the foundation for delivering application and infrastructure services, which enables clients to drive business growth by quickly deploying innovative IT services on a massive scale with HP Operations Orchestration (OO) 10. It automates the execution of up to 15,000 simultaneous operations, lower IT costs by delivering computing capacity with HP Server Automation (SA) 10, which offers server life cycle management to increase utilization, while reducing manual administration.

It also results in increasing employee efficiency with HP Database and Middleware Automation (DMA) 10, which automates manual database management tasks.

"Our IT employees were bogged down being enterprise 'fire fighters' instead of proactive business partners. HP cloud and automation software enabled us to improve our IT operations by automating routine, repetitive tasks prone to human error, encouraging our employees to focus on innovative IT services,"said Andy Smith, Vice President, Application Hosting Services, McKesson.

"As a result, we can now deliver both IaaS and PaaS in under an hour, and we reduced IT service outages by 78 percent, the occurrence of critical IT incidents by 65 percent and have been able to deploy 40 percent more IT systems," added Smith.

HP OO 10, HP SA 10, HP DMA 10 and HP Cloud Service Automation 3.2 will be available individually worldwide directly from HP or through its ecosystem of worldwide channel partners.

HP OO 10 is priced per orchestrated node. HP SA 10 and HP DMA 10 are priced per operating system instance. HP Cloud Service Automation 3.2 is priced per operating system instance and available as one package of 10 instances that includes HP SA and HP OO licenses.

Only 6% enterprises recognize true scale of threat: study

MOST COMPANIES LARGELY underestimate the number of new malicious programs appearing daily and only 6% recognize the true scale of the threat, according to the 2013 Global Corporate IT Security Risks survey conducted by analytical authority B2B International and Kaspersky Lab.

According to Kaspersky Lab, nearly 200,000 new malware samples appear around the world each day. Asked to estimate this figure, 90% of global participants in the survey named a lower figure; 4% guessed too high and only 6% gave an accurate estimate.

The highest levels of malware awareness were found among respondents in the Middle East, where 24% of companies gave accurate estimates. At 4% the lowest levels of malware literacy were found in Russia. In other regions, including North and South America, Western Europe and Asia-Pacific, the percentage of companies with accurate estimates ranged from 5 - 7%.

The survey revealed that an average 66% of companies had experienced at least one attack involving malware in the previous 12 months. The companies most frequently targeted in those attacks were located in South America (72%), Russia (71%), North America (70%), Asia-Pacific (68%) and Western Europe (63%).

Om Logistics partners with Micro Focus for ERP modernization

OM LOGISTICS HAS successfully modernized its track & trace Enterprise Resource Planning (ERP) application using software from Micro Focus. By moving the "Om Track & Trace" application from Micro Focus Server Express to Micro Focus Visual COBOL for Eclipse, Om Logistics can now create and deploy enterprise class COBOL applications to new platforms like .NET, Java Virtual Machine (JVM), UNIX, Windows, Linux and the cloud. The implementation has already improved development efficiency by some 30%.

Commenting on the modernization initiative, S.K. Goel, Vice President, Information Technology, Om Logistics said: "We require significant IT support to deliver the goods, but our Track & Trace application, which supports the company's core business modules including accounting, reporting, warehousing, HR, payroll and consignment tracking, was unwieldy and outdated."

"We wanted to dramatically improve the maintenance and development of our COBOL applications with a more productive application development toolset," added Goel.

Further, "We opted for visual COBOL to be in-line with the latest technology and move towards mobile and cloud development. We are now planning to develop a valuable new mobile application, which is particularly important for consignment tracking," explained Goel.

Dell announces Dell Wyse ThinOS 8

DELL HAS ANNOUNCED the latest addition to its Cloud Client Computing portfolio, Dell Wyse ThinOS 8 firmware and the Dell Wyse D10D thin client.

Dell Wyse designed ThinOS 8 firmware as well as the D10D thin client to respond right out of the box to the increasing enterprise security threats. Virus-immune ThinOS 8 eliminates the need for security patches or expensive local software to safeguard against evolving security threats.

Proprietary to Dell, ThinOS 8 does not have any published API's or a local file system.Dell Wyse ThinOS 8 is enterprise-ready with capabilities to support common security needs, including smartcard, proximity card, single sign-on, 802.1X, and extensive EAP security. If any ThinOS 8 device ends up in the wrong hands or is victim to attack, there is no chance of corporate data being compromised or files being lost. A seamless solution; customers are able to enjoy automated setup, configuration, imaging and management, without any additional IT support. ThinOS-based thin clients are automatically self-managed and as the number of ThinOS-based thin clients scales within an organization, they can be managed with on-premise software such as Dell Wyse Device Manager, or cloud managed by Dell Wyse Cloud Client Manager (CCM). Since CCM is delivered as software-as-a-service, it enables remote visibility, control and management of ThinOS devices wherever they're placed. ThinOS 8 offers users a fluid virtual desktop experience with enterprise applications. The Dell Wyse ThinOS 8 firmware upgrade is available for several existing Dell Wyse thin client models, including V10LE, C10LE, T10, and R10L June 21st 2013 for all current maintenance subscriptions and will come standard on the Dell Wyse D10D.

Thermax partners with IBM for cloud solution

IBM HAS ANNOUNCED that Thermax Limited has selected an IBM Smarter Computing solution to serve as both a consolidation platform for existing services and a cloud environment to test and develop new solutions.

Thermax is a strategic partner to industry and business in the energy and environmental sectors, by designing, implementing and maintaining a range of engineering solutions that ensure reliable and efficient client operations. Thermax chose IBM SmartCloud and PureSystems over solutions from Cisco and Dell, allowing the company to strengthen its IT infrastructure and enable its clients to operate at reduced cost and with greater safety, energy efficiency, reliability and flexibility.

With more than 30 offices in India and abroad, the company was quick to recognize changing market dynamics in energy and environmental sectors at home and worldwide. In India business growth in diverse sectors such as cement, oil and gas, food processing tyres, textiles, chemicals is fueling the emergence of a new set of medium-sized engineering organisations which demand a sustainable model to help them offer scalable solutions that do not require high initial/upfront costs and enable shorter development cycles.

"With the new IBM solution our employees can access the IT infrastructure anytime, anywhere which allows them to provision new environments for our customers rapidly and at low incremental cost. It also speeds up and improves enormously the decision-making process," said Anil Nadkarni, CIO, Thermax.

"IBM PureFlex makes it easy to manage key data centrally, enhancing the security and control of our operations.At the moment the solution is being rolled out to 1000 users at Thermax's manufacturing facilities in Pune and Baroda and the power consumption already decreased dramatically by close to 70-80%," added Nadkarni.

The implementation of IBM's SmartCloud on IBM PureSystems technology and Citrix XenApp server made Thermax's IT infrastructure more efficient, secure and continuously available. The full desktop operating system and applications are virtualized on highly reliable, Flex System chassis with IBM Storwize V7000 storage which offered simplified user experience and workload optimization features to help Thermax automate its resource allocation.

"The IBM Flex System gives Thermax excellent performance and the possibility to scale as they grow without necessarily adding new hardwarex. The technology enables a resilient, high-performance cloud platform for Thermax's key applications and enables their employees to serve growing number of smaller clients," said Rahul Bindal, Country Leader - PureSystems, Systems & Technology Group, IBM India South Asia.

Thermax is the latest in a series of PureSystems client successes in key growth markets around the world. In the single year since IBM introduced its first expert integrated systems - the result of $2 billion in R&D and acquisitions over four years – more than 4,000 clients from 90 countries have decided that the IBM PureSystems family offers an alternative to current enterprise computing models, where multiple and disparate systems require significant resources to set up and maintain.

Vestas Wind Systems partners with HCL Technologies

HCL TECHNOLOGIES HAS entered into a multi-year engagement with Vestas Wind Systems as its strategic partner. Vestas is a global leader in manufacturing, selling, installing, and servicing of wind turbine power-plants.

HCL will provide application development and management and IT consultancy services to applications run by Vestas as part of this engagement. The services will be delivered to Vestas primarily from India, but also from the Philippines and across locations in Denmark. Besides cost reduction, Vestas IT expects to gain increased flexibility in terms of skills, scale, knowledge and experience and achieve higher quality by using the HCL's best in class processes and services.

Torben Bonde, CIO, Vestas said, "We are pleased to partner with HCL which has shown passion and flexibility in their efforts to meet Vestas' requirements. I am looking forward to a partnership based upon HCL having the same goals and objectives as Vestas, by delivering value added services, best practices and innovation."

Commenting on the success, Sanjeev Nikore, President, Consumer, Manufacturing and Public Services, HCL Technologies said,"HCL is committed to deliver innovation to its customers especially in these turbulent times by providing competence, flexibility and cost optimization. This is a significant engagement in renewable energy sector. It will reflect our commitment to the sustainability agenda besides showcasing our rapid growth in the Nordic region."

The milestone win for HCL comes on the back of its definite strength in the domain of application development, management- and IT-consultancy Services. The company's ADeX (Application Development Excellence) Framework along with its employee first driven approach will align HCL with Vestas' business objectives delivering desired results though IT innovation.

SAS announces availability of SAS Energy Forecasting

SAS HAS ANNOUNCED the availability of SAS Energy Forecasting, to help utilities operate more efficiently by capitalizing on new interval data from smart meters. SAS Energy Forecasting supports multiple planning horizons – from the next hour to the next 50 years.

Faced with volatile wholesale energy markets and increasingly complex asset portfolios, utilities need robust load forecasting to improve planning and operations while ensuring that lights come on when customers flip the switch. In India, SAS has been closely working with various organizations in the utilities segment which includes the likes of Reliance Energy and BSES, amongst many others.

" SAS Energy Forecasting is an all-in-one solution that improves overall process performance through the inclusion of data management, forecasting and reporting. This will surely help minimize the challenge of power cuts, as load can now be managed efficiently," said Sudipta K. Sen, Regional Director – South East Asia, CEO & Managing Director - SAS Institute (India).

"Working with our customers, we developed SAS Energy Forecasting to go beyond what any forecaster has had access to before. We include utility-specific forecasting models and a comprehensive forecasting toolset for further refinement or custom configuration. Data mining and other analytical methods produce forecasts that more accurately reflect business realities and better guide decision makers ranging from load forecasters to senior executives." said Alyssa Farrell, SAS Global Marketing Manager - Energy and Utilities.

Polycom unveils new UC&C offerings

POLYCOM, THE GLOBAL provider of unified communications and collaboration (UC&C) has announced Polycom RealPresence Mobile 3.0 and RealPresence Desktop 3.0, video collaboration software applications for mobile devices and personal computers. The new versions include enhanced content-sharing capabilities and support across devices including Apple, LG, Samsung and Sony.

RealPresence Mobile 3.0 and RealPresence Desktop 3.0 video collaboration software are powered by the Polycom RealPresence Platform, an interoperable, secure and comprehensive software infrastructure for universal video collaboration.

"Organizations expect a great collaboration experience, whether they are at headquarters, at home with a customer or on the road – or for that matter in a school, a hospital, a court room or a manufacturing plant," said A.E. Natarajan, Senior Vice President, Worldwide Engineering, Polycom.

"Polycom is focused on delivering solutions that make it incredibly easy for anyone to collaborate via video regardless of device or environment. Today's enhancements to our mobile and desktop software solutions represent another step forward to drive our vision to make video collaboration ubiquitous, enabling more organizations and users to reap the benefits of face-to-face collaboration," added Natarajan.

Extending HD video and content collaboration to more smart phones and tablets, Polycom RealPresence Mobile 3.0 software lets customers securely extend the use of video collaboration beyond the conference room to easily connect tablets and smart phones (iOS and Android devices) with other standards-based video systems. It provides a simple and intuitive video collaboration experience when users are on-the-go, traveling or working remotely.

Applications dominate Cisco's data center strategy

CISCO HAS UNVEILED a ground-breaking data center networking architecture. Designed to usher in the era of application-centric infrastructure, Cisco's architecture aims to transform data centers to better address the demands of new and current applications in the cloud era.

Accelerated to market by Cisco's investment in Insieme Networks, this fundamental shift to application-centric infrastructure will provide IT with the ability to quickly deliver business applications to end-users with a simpler operational model, scalable secure infrastructure, and at optimized cost.

Cisco also announced two key innovative enhancements to its unified fabric portfolio. Dynamic Fabric Automation (DFA), which automates network provisioning, simplifies fabric management and optimizes fabric for greater efficiency and scale. Extensions to the Nexus 7000 portfolio with new Nexus 7700 series switches and new F3 series I/O modules that deliver industry leading 40G/100G scalability, with the most comprehensive set of data center switching features.

The key attributes of the new architecture will include application velocity (any workload, anywhere) common open platform for physical, virtual and cloud infrastructure, systems architecture, common policy, management and operations, open APIs, open source and multivendor support and so on.

Cisco is also delivering new updates to its current Nexus portfolio, evolving the unified fabric that ensures greater networking scale, agility, and management. These include simplified provisioning, better management, and new switches.

Canon helps YES bank reduce 40% printing cost

YES BANK, A private bank in India has successfully outsourced its entire printing requirements to Canon which has helped them streamline and enhance its printing infrastructure across 430 offices. YES bank has been a Canon customer since last five years and over 500 Canon equipments are installed across all the locations. The engagement with YES bank involves Canon to manage all the printing services, including consumables, on a per-click model basis.

YES bank was facing a challenge in consolidating its printing infrastructure especially in tier II and III markets. After analyzing its requirements and keeping in mind that the bank was in the expansion stage, Canon suggested Managed Document Services (MDS), a flexible and cost effective model. YES bank's goal of attaining standardization across all locations was achieved with the support of Canon providing them accessibility to monitor and track company's print environment and usage on real-time basis.

Canon's Managed Document Services model also relieved the IT team of YES bank to look at larger business requirements, be more productive and leave the printing needs to Canon. With duplex mode enabled on all the Canon MFDs, YES bank was able to control printing, reduce cost and consolidate its printing infrastructure.

"We are privileged to be associated with YES bank's growth journey in India. Our five year association with them has helped us understand their business and offer them an end-to-end printing infrastructure as per their requirement. By adopting Canon MDS, YES bank has seen a reduction of 35 to 40% in overall printing and are able to achieve standardization across locations," said Alok Bharadwaj, Executive Vice President, Canon India.

"We have seen a 35 to 40% reduction in routine business and management costs over the previous model. This engagement with Canon has brought in more control. We can centrally monitor the usage of printing, scanning and photocopying at our branches. It has been a beautiful engagement for us and we hope to implement this across the YES bank group and set an example in the banking service provider industry," said Venkat Krishnan, Chief Technology Officer, YES Bank.

IBM helps Mother Teresa varsity offer smarter learning

MOTHER TERESA WOMEN'S University, a public university, established in 1984, is using IBM analytics solution to promote academic success by training their management students on predictive analysis and reporting solutions.

The university is using IBM's analytical software, SPSS (Statistical Products and Service Solutions) to train their management students on predictive analysis and reporting solutions and also to promote academic success.

IBM SPSS is a comprehensive, easy to use set of data and predictive analytics tool for users, analysts and programmers. The software offers flexible, affordable options that help colleges and universities easily integrate statistical analysis, data and text mining and survey research instruction into the classroom.

"In today's technology-driven world, we need to enhance curriculum planning by tailoring courses to different styles of learning. With the IBM solution, we will be able to better equip students with essential analytical skills to effectively transition into the professional world," said N. Kala, Registrar, Mother Teresa Women's University.

"IBM being the leader that offers flexible, affordable IT solutions that would help our institution to easily integrate statistical analysis, data and text mining and survey research instruction capabilities into the classrooms for the benefit and growth of our management students," added Kala.

Kancor selects Windows 8

KANCOR INGREDIENTS, A value based agro-business company has adopted Windows 8 for enhanced productivity and security. With Windows 8, Kancor has managed to build a secure environment that delivers a user-friendly interface and enhances IT management efficiencies, functionalities and capabilities in office products and cloud connectivity.

With the upgrade to Windows 8, Kancor is able to provide an exciting and improved platform to its employees to work on, which automatically helps in enhancing their productivity. Microsoft's Windows 8 is great for SMEs like Kancor Ingredients because it delivers enterprise-grade capabilities that IT departments need.

With the power and familiarity of the desktop, new ways to interact with the line-of-business Windows Store apps and support for more mobile form-factors, Windows 8 is the ideal solution for businesses including SMEs. Also, with its end-to-end security features and manageability enhancements, Windows 8 helps businesses to be more productive.

"In the era of everyday new technology, companies need to upgrade their software and systems on a regular basis to take full advantage of the various features of Windows 8 and to bring ease to their employees. This is exactly what Kancor Ingredients Ltd. did and is now enjoying enhanced productivity and security. Windows 8 is also providing new opportunities for line-of-business apps with easy compatibility and manageability to the company," said Amrish Goyal, Director Windows Group, Microsoft India.

"We have migrated some of our PCs to Windows 8 and the user experience has been satisfying. Windows 8 provides us with improved performance and system reliability and provides an effortless PC experience. While providing speed and security, Windows 8 improves on the basics of Windows 7. The latest design is more intuitive and live tiles enable easy search of applications and files. The Live Tile mode is very helpful in organizing applications. We hope to deploy Windows 8 on more laptops, in the next two months," said Rajesh MP, Group Leader – IT, Kancor Ingredients.

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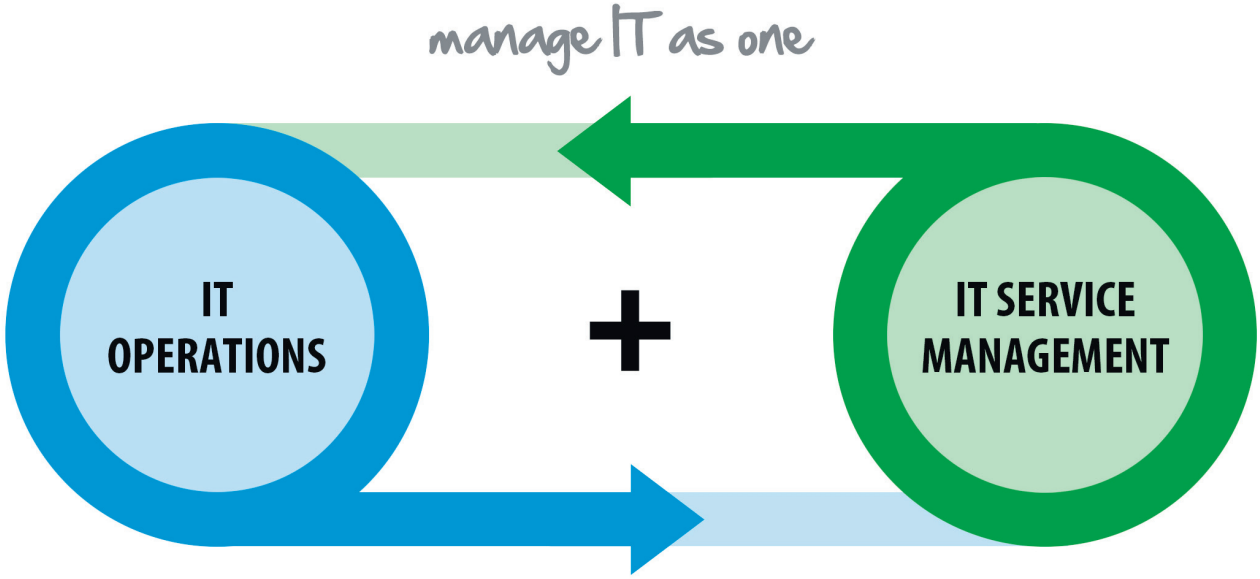

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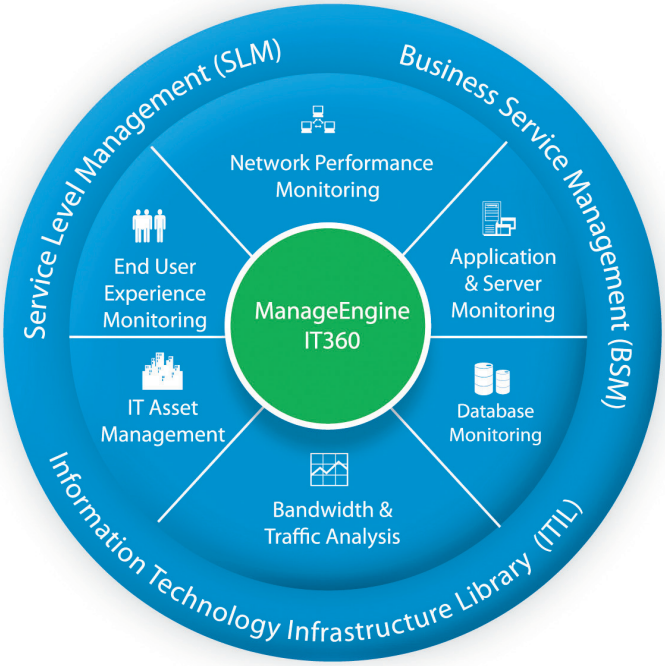

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