

IT's Global Clients Stay the Course on Digital Transformation Journey

IT CXOs see human and AI interactions enabling enterprise technology spends in the future

Our Bureau

Mumbai: Clients have not yet paused their digital transformation journeys and near-term demand is expected to continue, industry leaders said, despite a focus on cost-cutting and reprioritization of spending globally.

They were speaking at the Nasscom technology and leadership forum 2023 on Monday.

Global thought leaders and CXOs said the future will be increasingly driven by human and AI interactions, which will enable enterprise spending on technology.

Enterprises are working closely with service providers to build long-term solutions for supply chain visibility which become



SRIRAM KRISHNASAMY
CEO, FedEx Dataworks



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even more critical during an uncertain economic environment, Sriram Krishnasamy, the chief executive of FedEx Dataworks, said during a conversation with Krishnan Ramanujam, the chairperson of Nasscom.

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GEORGE SCHINDLER
CEO, CGI



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tal mindset but not implement technology for technology's sake; identify the problem first, the tech will follow," Krishnaswamy said.

Collaborating with service providers to improve and automate supply chain visibility is essential for businesses, he added.

Long-term macroeconomic fac-

tors such as change in demographics, decarbonisation and reconfiguration of supply chain will result in additional technology spending, George Schindler, chief executive of Canada-based IT services firm CGI, said.

"In the world, there are more people retiring than entering the workforce. So, automation is going to be required. This energy transition, decarbonisation is not just about big infrastructure plays like batteries or wind turbines, but a data infrastructure needs to be there. We are actually creating a lot of IP (intellectual property) to help our clients with that energy transition," he said.

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