Keynote Address

Emergent Digital Value Chain Optimizing Software Spend

S. Gopalakrishnan
Chief Executive Officer and Managing Director
Infosys Technologies Ltd. (NASDAQ : INFY)

Abstract

Conventionally, IT spend by enterprises is triggered with a view to automate existing business processes. However, in the recent past, we are witnessing the emergence of a powerful digital value chain (across diverse verticals including healthcare, telecom, and retail). The emergent digital value chain spans across digital information producers, through information stores, and information management infrastructure providers through service producers and aggregators to end consumers of information. The emergent digital value chain, via leveraging the benefits of digitization, promises to optimize IT spends and reduce software needs. This promise is predicated upon the key facilitating levers enabled by the digital value chain: 1. Standardization, 2. Open APIs and Modularization, 3. Seamless Information Flow, and 4. Business Process Simplification. In this talk, we shall explore each of these levers in detail in the context of emergent digital value chain, with a detailed analysis of this effect in representative verticals. At the same time, we present the key engineering issues in successful realization of these levers.

Categories & Subject Descriptors: D.2 SOFTWARE ENGINEERING, D.m MISCELLANEOUS

General Terms: Design, Standardization

Keywords: Business process, digital value chain, information infrastructure.

Bio

S. Gopalakrishnan (called Kris by his colleagues) is one of the founders of Infosys Technologies Limited, a highly respected Consulting, IT services and Business Process Management company operating in the global market. He has played a key role at Infosys in defining the company strategy and in using technology and innovation continuously to maintain its leadership of the industry. Kris obtained M.Sc. (Physics) in 1977 and M. Tech. (Computer Science) in 1979, both from IIT, Madras. He started his career with Patni Computer Systems (PCS), Mumbai as a Software Engineer in 1979 and quickly rose to become an Assistant Project Manager by 1981. His seminal contribution during his stint at PCS was the development of a distributed process control system for controlling the LD converters at Rourkela Steel Plant. In 1981, Kris, along with N.R. Narayana Murthy and five others, founded Infosys Technologies Limited. The initial years of his responsibility at Infosys included management of design, development, implementation and support of information systems for clients in the consumer products industry in the US. During 1987-1994 he headed the technical operations of KSA/Infosys (a joint venture between Infosys and KSA at Atlanta, USA) as Vice President (Technical). In 1994, Kris returned to India and was appointed Deputy Managing Director of the company. Kris previously served as Chief Operating Officer (since April 2002) and as the President and Joint Managing Director (since August 2006). His responsibilities included Customer Services, Technology, Investments and Acquisitions. On 22nd June 2007, Kris took over as the Chief Executive Officer and Managing Director of Infosys Technologies Limited. Kris is currently the Chairman of Indian Institute of Information Technology and Management (IIITM), Kerala, and Vice Chairman of the Information Technology Education Standards Board (BITES) set up by Karnataka Government. Kris currently chairs the Confederation of Indian Industries (CII) Apex Council on Services and is also the Vice Chairman of the Southern Regional Council. He is a member of ACM, IEEE and IEEE Computer Society.