

YLC News

MONTHLY NEWS LETTER

From the Chairman

It is my pleasure to present the November Edition of YLC newsletter.

In the last few days, we crossed another milestone number of 250 members. As we continue to grow, we would need more effort to grow our chapters and membership. It is my pleasure to announce that Santosh Kumar, CEO, Digibooster and a YLC member from Bangalore will be our National Membership chair. Please do extend your support to him



Vineet Agarwal

National Chairman YLC, AIMA

and also recommend any potential members from all professions to augment our base.

This month YLC members had participated in the AIMA-BMA Regional Management Conclave in Mumbai at a session on "Creating digital businesses: Disrupting industries". with Mr Harshit Vyas , Chief Business Officer OYO, Mr Vidyadhar Anand Prabhudesai, Co-Founder & Board Member, Leadcap Ventures and Mr Arjun Chatterjee, CEO and Director, Runtime Solutions was part of the Conclave. YLC Delhi organized an evening session, "Reimagining Work in the Age of Artificial

Intelligence" with Prof. MM Pant and YLC member Karthik Sharma Director Agnitio. The next session in Delhi is scheduled on the 30th on a very interesting topic of Organic Farming – From Farm to the Table. Do find time to be there if you can.

YLC will soon be launching its youtube/podcast channel with short inspiring videos/talks of Young Leaders.

I hope you enjoy reading through this newsletter and look forward to your support and participation to grow YLC.

YLC Office Bearers

Vineet Agarwal

National Chairman YLC, AIMA

Pranav Pai

National Vice Chairman

Radha Kapoor Khanna

Forum Chair

Suraj Dhingra

Chairman – Events

Santosh Kumar Gopala

National Membership Chair

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Young Leaders Council

Session on 'Reimagining Work in the Age of Artificial Intelligence'

Young Leaders Council, AIMA Delhi Chapter Organised a session on topic 'Reimagining Work in the Age of Artificial Intelligence' on 15th November 2019 with Prof. MM Pant and YLC member Kartik Sharma Director Agnitio. It was an insightful session on how to keep yourself prepared for Job market changes happening not just by the entrance of Artificial Intelligence but ever-changing new technologies and Demystifying the hype around AI.



Mr Kartik Sharma ,YLC Member presenting memento to the speaker Dr. MM Pant.



L-R: Mr Kartik Sharma, Director Agnitio & YLC Member and Dr. MM Pant - AI Evangelist, Former Pro-Vice-Chancellor Indira Gandhi National Open University (IGNOU) and Former Chairman, AIMA Board of Studies

YLC session on Winning in the Digital Age at AIMA Regional Management Conclave

Bombay Management Association in collaboration with AIMA organised Regional Management Conclave on the theme 'Winning in the Digital Age' on 8th November at Mumbai had a session with YLC members. The Panel discussion on 'Creating Digital Businesses: Disrupting Industries' along with session chair Mr Ganesh Natarajan, Chairman, 5F World had exchange of thoughts on how are digital businesses disrupting established industry ecosystems, How can enterprises go beyond digitization and become digital enterprises and how can legacy organizations compete with new digital competitors. Mr Harshit Vyas, Chief Business office India at OYO Hotel and Homes shared stories from his journey and experience in Oyo along with Mr Arjun Chatterjee, CEO and Director Runtime Solutions and Mr Vidyadhar Prabhudesai Co-Founder and Board Member, LeadCap Ventures.



L-R: Mr Harshit Vyas, Chief Business Officer - India - OYO Hotels & Homes, Mr Ganesh Natarajan, Chairman, 5F World, Global Talent Track and Founder - CAIA-Center for AI and Advanced Analytics, Mr Vidyadhar Anand Prabhudesai, Co- Founder & Board Member -Leadcap Ventures, and Mr Arjun Chatterjee, CEO and Director Runtime Solutions

Member's Column

Strategy for adopting 5G in Enterprise

Contributed by: Chintan Oza YLC Mentor

Abstract:

First generation of mobile communications network was launched four decades ago. Ever since then the need for higher data rates and lower latency has resulted into introduction of next generation of wireless communication. 5G technology has already hit Indian shores. At recently concluded Indian Mobile Congress, first 5G video call was made and various use cases

were displayed. Technology strategy of the enterprise is responsibility of leadership. This article discusses strategy for adopting 5G in enterprise. 5G will bring new opportunities for people, society and business. Various aspects discussed in the article can be included in the strategy for adopting 5G in the enterprise. Having a technology strategy well in time would help align various stakeholders of the enterprise with 5G adoption and help reap maximum benefits.

Article:

A decade ago, Amazon found that every 100 millisecond of latency cost them 1% in sales. Google found an extra .5 seconds in search page generation time dropped traffic by 20%. A broker could lose \$4 million in revenues per millisecond if their electronic trading platform is 5 milliseconds behind the competition.

Since after almost a decade now, a study by Akamai in 2017 highlighted that every 100-millisecond delay in website load time can hurt conversion rates by 7% – that is a significant drop in sales – 6% – from the time when Amazon first talked about latency in seconds and milliseconds.



This indicates that things aren't getting any easier for enterprise as latency and user experience is becoming critical day by day. In 2018, Google shared the following infographic on mobile page load industry benchmarks:

<https://www.thinkwithgoogle.com/marketing-resources/data-measurement/mobile-page-speed-new-industry-benchmarks/>

Come 2019, an era of 5G has just begun in our country. Make in India strategy and ongoing revisions in taxation have encouraged telecom OEMs to start manufacturing of 5G network electronics in India. Nokia, Ericsson, Huawei have chalked out plans to ramp up the production of radio electronics for domestic as well as international market. On the other hand, handset manufacturers like Apple, FoxConn and Samsung are making India as their biggest global manufacturing hub after China. Department of Telecommunication (DoT) is undertaking auction of 5G spectrum by end of this year or early 2020 as recently stated by the Union Telecom Minister Sh. Ravishankar Prasad. Moreover, in recently concluded Indian Mobile Congress in Oct 2019, leading telecommunications service providers have demonstrated first video calls and various 5G use cases triggering the hype of 5G in Indian market.

Worldwide impact of 5G on business and society is expected to be profound – the World Economic Forum predicts it will "be as revolutionary as electricity or the automobile, benefiting entire economies, and entire societies." In this environment, 5G has a lot to deliver – speeds up to 1.5 Gbps, near zero latency and high availability. In simple words, 5G is expected to revolutionize the network and communications industry by providing ultra-fast transmission rates that can be as much as 100 times faster than the existing 4G. 5G is capable to enable device-to-device communications for up to a million devices per square kilometre area.

On the enterprise front, everything is going digital. Digital Transformation has not only benefited enterprises' day to day operations but also the term has also entered in our day to day business conversations!!! The race and pressure to



"digitally transform business" has forced enterprise leaders to adopt new technologies to develop new solutions, have visibility of SLAs from end to end, improve service delivery, increase operational efficiency, reduce opex and last but not the least, enhance customer experience to gain plus maintain competitive advantage.

Our dependency on use cases with higher data rates and lowest latency has grown multifold. 5G should not be viewed as a standalone solution addressing the technical requirements such as enhanced SLA, capacity, compute or storage. The convergence of 5G with other disruptive technologies i.e. software defined networks, Cloud, Internet of Things (IoT), Blockchain, Edge, Artificial Intelligence (and more) would require us to rethink how we make business and technology decisions.

As an enterprise leader, if you have ignored 5G (as its in early stage of rollout until recently), this is the time to start exploring 5G and get a strategy around adoption of 5G into your enterprise.

1. Refresh Technology Road map for your Enterprise – A new technology adoption plan

- Chalk out technology road map for phase wise adoption and growth of ABCDEFGHI – These technologies are mainly; Artificial Intelligence, Blockchain, Cyber Security, Digital Transformation, Edge Compute, Facility Management, Governance, Hybrid Cloud and Immersive Technologies. This would open opportunities for advanced robotics, smart factories, Automated assembly lines, drones,

autonomous machines, Industrial IoT, Blockchain enabled supply chain, 3D printing and remotely controlled simulations/operations enabled with virtual and augmented reality. This road map would not only portray your commitment towards technology but also help create a buy-in amongst stakeholders.

- Redefine strategies for Compute, Storage and Network with a view to have a phase wise upgrade and integration of legacy systems and new networks.
- Enable cross functional collaboration – It is highly recommended to have a cross functional team formed to work on Industry 4.0 initiatives.

2. Explore new solutions and use cases – Time to co-create with OEMs, Vendors and partners

- Explore use of fixed wireless access (FWA) of 5G with Wifi 6 (IEEE 802.11ax). By end of 2020, 5G connectivity for enterprise would be available in fixed wireless form. It is recommended to have a combination of 5G upto the campus perimeter and wifi 6 within the campus. This approach would help save on cost as well as help extend the coverage to entire campus.
- Industrial IoT/Machine to Machine Communication: IIoT enables Smart supply chain management and manufacturing, processing and analysing gigabytes of sensor data in real-time. Legacy Machine to Machine (M2M) solutions relies on point to point communications using embedded hardware modules or cellular network or wired networks



while Industrial IoT solutions rely on IP based networks to interface data to middleware platform or a cloud. Combination of IIoT, M2M solutions and 5G has the potential to optimize the cost of real time analysis. 5G is pivotal enabling factor for managing insights in real time, optimize cost and enhanced efficiency.

- Edge Compute: 5G transforms the performance of mobile and remote devices. Remote systems such as location tracking apps, gesture recognition, industrial automation and voice assistants will use 5G to transfer a huge amount of data.
- Virtual Reality (VR), Augmented Reality (AR) & Mixed Reality (MR): Due to near zero latency, higher data rates and always availability, 5G will fuel the adoption of VR, MR and AR applications. VR/MR/AR would be used in training, maintenance, operations and planning activities i.e. an augmented reality app would



give a worker the schematics and information they need to work on a part without referring to a job card or a manual. VR/MR/AR would have multiple use cases in retail, travel, gaming, education, tele medicine, manufacturing and tactile defense domains.

- Streaming data and analytics: Latency plays a spoils sport in streaming data and analytics related applications. i.e. delay in movement of robotic arm due to latency may risk entire operation. Current methods of connectivity still face major challenges and impacts the customer experience. With rise of 5G, current challenges would get resolved. New use cases like face recognition, object identification, scanning of barcodes, real time remote supervision would be popular. A 5G-enabled tele-operation solution could transform the construction industry and many others, increasing site safety and reducing risk and idle time.

business systems, and enterprise authentication/security measures

3. Plan for deployment – Get existing infra ready for 5G

- Majority of deployments are starting by end of 2019 and start of 2020. Hence, there is a limited opportunity window to start the action.
- You can design and fill up a playbook for your enterprise which would cover 5G deployment from pilot to business case to execution.
- You can conduct pilot trials for wifi 6 networks in your enterprise.
- Unlike enterprise wide MPLS/SDWAN networks today, your in house, private 5G infrastructure would become an important component by 2024. Private 5G network would provide better privacy, enhanced encryption and security, cross border regulatory compliance and network performance. Private 5G deployments would

boost the next wave of business transformation.

4. Reskilling – Reskill existing manpower to take on new technologies on the horizon

- 5G ready engineers will need to broaden their technical knowledge and gain a detailed understanding of new technologies such as; LTE, 5G fundamentals, SON, C-RAN, Heterogeneous Network, Cloud Computing, Raspberry Pi, Node.js, Python,

Tensorflow, Mobile Edge Computing, Cyber Security, Massive MIMO, NFV, SDN, Network Slicing, Mesh Networks, Development of GPS based applications, Industry 4.0 & advanced IoT solutions.

- Analyzing the skill gap at employee level and kicking off an enterprise wide skill enhancement program covering all employees. Thus gearing up the workforce with the reskilling program would help you to reap the benefits of 5G and convergence of new technologies in your environment.



- Artificial intelligence (AI) and natural language processing (NLP): Convergence of AI, NLP and Chat bots would fuel growth of new use cases and applications i.e. Chat bots. Chat bots would be widely used for various automation i.e. (a) fill orders over the phone or via mobile apps (b) Act as personal digital assistants that help your employees do basic tasks such as reserving conference rooms, registering mileage, recording expenses, etc. (c) Provide automated support responses to customer inquiries, Integrate with your mobile apps,



Conclusion:

As 5G and its applications evolve, there will be significant technology adoption in all domains of enterprise. These domains involve huge and complex workloads, making 5G a key disruptor technology. Now we are a couple of quarters away from when 5G will become mainstream network technology, but such a time isn't as far as it seems. Having a strategy on adoption of 5G in enterprise would enrich capacity, functionality and agility. It is recommended to have a customized strategy for adoption of 5G in your enterprise.

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Disclaimer :

This article is written for education purpose only. The use cases or brand referred may not be the best use case or only brand available in respective domain. This article was first published in the souvenir of the Regional Management Conclave jointly organised by All India Management Association and Bombay Management Association on 8th November 2019 at Taj Santacruz, Mumbai.

The souvenir can be accessed by <https://bma-india.com/wp-content/uploads/2019/11/AIMA-BMA-DLS-3.0-Souvenir.pdf>

WALL OF FAME



YLC Member Mr Vir Bharat HRBP- Yamaha Motor Solutions India Pvt Ltd featured in HRCI SPOTLIGHT profile by HR Certification Institute - HRCI, USA



YLC Member Mr Vidyadhar Anand Prabhudesai, Co-founder and Board Member LeadCap Ventures, featured among 125 Global Changemakers

Invite Contribution to Member's Column

We invite YLC members to contribute to the Newsletter by sending in articles, stories on Business Management. Also share valuable experiences, reports from Management field and any recognition that you have received in various endeavors.

We welcome your insightful inputs that can add to growing base of Management transformation across country through various new initiative incorporated in systems, processes, teams and organisation.

Management Article

Share for growth

Knowledge assumes value only when it is disseminated across the board.

ZARIN BHATHENA, WORLDLINE SOUTH ASIA AND MIDDLE EAST

Like human beings, organisations too learn as they grow. As a company progresses along the trajectory of its life cycle, it gathers information on all fronts—business, technology, operations, human resources, the market, the industry, and the political and regulatory environment, to name a few. But what do they do with this plethora of information? It would do well for an organisation to know how to assimilate, manage, and disseminate knowledge. The aim of effective knowledge management is to improve organisation-wide efficiencies as well as widen its opportunities for growth. This knowledge is not

the prerogative of the HR function or only the senior management. Knowledge is meant to percolate across hierarchies and be of use to every employee. There is a need for a knowledge repository for every company, irrespective of its size and the industry in which it operates. Knowledge management helps create assets that are of use perpetually, without having to scramble for data/information when it is needed, or being dependent on a few individuals. One may argue that knowledge management is just another fancy way of saying that people in the company should know of internal and external developments, and

that every company does it in some way or the other. So is it that important?

Indeed, it is. An organised process of getting together insights and experiences and managing them comprises knowledge management. This is of much more use than unsystematic bits of information that one has to piece together as per one's need. It saves a large amount of time and brings together relevant and contextual data to one place. The most important thing is to build a culture of knowledge management and knowledge sharing. Employees should understand and imbibe that most information must and should be shared with coworkers, that it will not lead to unhealthy competition, and that they will not be at a disadvantage by sharing what they know. So one can say that knowledge management does help companies, but how? It builds a culture of openness and collaboration among all employees, and they know that they have opportunities to learn and grow. This, in turn, leads to more innovation and a motivated workforce that wants to do more to contribute to the growth of the company. It also helps make important decisions based on concrete information that is available to all. As best practices, case studies, and process improvements are shared, it

makes one's decision-making capabilities stronger. Good knowledge management strategies also break down silos, encouraging employee interaction and knowledge sharing for the 'greater good'. When individual expertise becomes a shared competency, it makes organisations function better and more efficiently. Having a knowledge management strategy also keeps the focus on positive results for individuals, teams, and organisations. Workplace psychology and behaviour also improve with more cohesiveness coming into play. When there is no organised knowledge sharing platform or mechanism, organisations experience 'content sprawl', a phenomenon where data increases much faster than it can be managed. Content sprawl is tackled well through an effective knowledge management strategy and tools. Having a knowledge management model in place helps capture critical information related to a project, process, or department, which can then be searched for and reused and enhanced. Knowledge is meant to spread across silos and barriers but with a strict organisational structure or specific power centres, it may get broken down to knowledge islands.

Tacit or implied knowledge becomes explicit knowledge, and processes become standard and





transparent. Knowledge management also helps create matrices of support within organisations. Team and individual roles are clear to all, as a result of which leaders can support and lead their teams to enhance output as required to achieve organisational goals. Smooth and efficient knowledge management has its own set of hurdles to tackle. Hierarchy can become quite a hindrance when it comes to its dissemination. This is seen especially in companies that follow a rigid, compartmentalised hierarchy. Knowledge is meant to spread across silos and barriers but with a strict organisational structure or specific power centres, it may get broken down to knowledge islands restricted to certain departments, as is common in many companies. As a result of this, employees do not bother looking for information or data that may already exist but would rather start the process independently from scratch, assuming it will take them less time to put together what they want than to look for it in the vast sea of the organisation's knowledge pool. With machine learning and big data tools, it has become easier to break down large amounts of data into more meaningful and useful information.

Having a good knowledge management system will enable easier and faster searches. Clarity in terms of knowledge mapping will also help

employees get what they are looking for, in lesser time. When it comes to knowledge management, some best practices should be applied at an organisational level and some at an individual level. A few among them are:

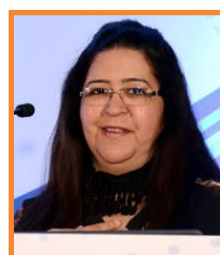
- Making knowledge sharing a part of the culture—Employees should know from day one that knowledge sharing is an important part of the culture, and must be encouraged on all counts.
- Appointing a chief knowledge officer—Similar to a CTO or CIO, a chief knowledge officer or CKO has the responsibility of managing the entire gamut of data at the behest of the organisation. It augurs well for a company to create the role of a CKO, which shows its commitment to knowledge management.
- Having realistic and achievable objectives—Managers should use knowledge management tools for small projects first and learn from the errors made in them. Then they can go on to scale the knowledge management expertise picked up from each project and apply it to future scenarios.
- Investing in a knowledge management system—As the organisation grows, there is need for better and more automated

knowledge management. Investing in tools that help manage organisational knowledge will go a long way in improving human and process efficiencies.

- Making content governance real—With an abundance of information available to the With machine learning company, it needs to be sorted and managed well. Content governance also helps decide what information can be shared to all, what is confidential, or sensitive and what could have an adverse effect on the workforce. Hence, knowledge management must also include a certain level of content evaluation and control.
- Combining human and technological insights—With machine learning and big data tools, it has become easier to break down large amounts of data into more meaningful and useful information. However, machines are not the ultimate solution for effective knowledge management. Human intervention that works in tandem with technology will produce better results.
- Aiming for business impact—Knowledge management will remain just talk if it does not convert into something tangible and productive. The organisation will expect a return on investment when pumping in resources into knowledge management. Ideally, this should translate into better revenue or an improvement in client base.
- Continuous training—Knowledge does not simply pass on from the system to the individual. Often, it is intimidating or cumbersome for employees to understand how they can use what is available to them. Assisted and unassisted training is also required to keep employees abreast of the scope of and developments in the knowledge management system of their organisation. Knowledge management is a vast field with great potential for organisations if they can get the recipe right. There are dozens of knowledge



management tools and experts that can help a company compile and consolidate its insights across various fronts and mould this information into useful, usable, and relevant data for its workforce. Artificial intelligence and machine learning will also bring in more evolved tools that can make knowledge management and, in turn, organisations more productive and efficient.



About The Author

Ms Zarin Bhathena is SVP and Head HR, Worldline South Asia and Middle East

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Meet YLC New Members

Ms. Anisha Dhoot

Creative Director
AD Makeovers

Mr. Rahul Vijaya Kansara

Director
Naran Lala Pvt Ltd

Mr. Gurcharan Singh

Vice President
IDFC FIRST Bank

Mr. Akash Aggarwal

Founder and CEO
Ex-Alluma

Mr. Nitesh Jain

Managing Director
Best Koki Automotive Pvt. Ltd.

Mr. Vineet Vasant Augustine

Vice President
Markets and Markets Inc

Mr. Vinati Saraf Mutreja

Managing Director and CEO
Vinati Organics Limited

Mr. Ankur Mohinder Bansal

Director
Blacksoil Capital Private Limited

Mr. Bhavesh Singhal

Head Revenue & Growth
Medlife

Mr. Ranjit Singh

AVP Cloud
SISL Infotech Ltd

Mr. Adeeb KT

Senior Manager
The South Indian Bank LTD

Mr. Parambil Sharhabeel

Director
Continental Towers And Billets PVT LTD

Mr. Jayanarayanan Narayanan Raveendran

CEO
Induslaw

Ms. Purvi Nimesh Mehta

Founder
Osten Image Consultancy

Mr. Puneet Sharma

Executive Director
Standard Chartered Bank

Mr. Suresh Nelamangala

Senior DevOps Manager
MiQDigital

Dr. Niranjana C

Assistant professor
Zamorins Guruvayurappan College

Mr. Raju V S K Kaligotla

DGM
Exide Life Insurance

Dr. Divya M

Assistant Professor
MES Keveeyam college, Valanchery

To see all members

[CLICK HERE](#)

Above list is as updated on 22 November 2019



Dear Members,

Request you all to join YLC LinkedIn Group on <https://www.linkedin.com/groups/10488166/>

We have sent you a request kindly accept to join the group, in case you have missed that, please send in a request on link above to join.

Upcoming Events

- YLC Session from Farm-to-table (organic farming) Kapil Mandawewala Founder & CEO at Edible Routes Pvt Ltd on 30th November 2019
- YLC Session - 'Storytelling : Leadership Communication & Brand Building' on 20th December 2019

YLC Membership

The membership of Young Leaders Council (YLC) of the AIMA shall comprise of young people, with a maximum cut off age limit of 40 years. The members could be Young Promoters, Founders of Startups, Young Professionals, Leaders in Art & Culture/Music, NGOs, Politicians. Bureaucrats, Diplomats. The membership will be at National level (Mandatory) and at the Chapter level (currently there are six chapters).

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