

INFORMATION TECHNOLOGY

The Information Technology (IT) function of L&T has continuously evolved to keep pace with the changing technology landscape and address the emerging needs of our clients across industries. With a focus on innovation, digital transformation and leveraging advanced technologies, the Group's IT function has positioned itself at the forefront of the industry.



Operational Performance and Key Initiatives

During the financial year 2022-23, L&T's IT function has recognised the advancements in AI and its applications in driving business process improvements, leading to increased efficiency and productivity. The IT function has also implemented a value measurement and tracking framework for evaluating and implementing various IT initiatives.

Improving Compliances: In response to the growing need for robust compliance frameworks, the IT function has invested in systems that strengthen the compliance framework for exports by enabling IT-enabled processes. These investments help ensure adherence to international trade regulations and reduce potential risks associated with cross-border transactions.

Intelligent Process Automation (IPA): At L&T, the IT function has reimagined business processes through the adoption of intelligent process automation, enhancing efficiency and streamlining operations across the organisation.

Generative AI in Knowledge Management: The IT function at L&T will explore the potential of Generative AI for Knowledge Management, focusing on harnessing its capabilities to aggregate historical EPC projects' execution learning, enabling new joiners to onboard quickly and become productive by providing them with relevant project execution insights.

Cybersecurity: As geopolitical tensions rise and cyberattacks on critical business infrastructure become more frequent, the IT function has taken significant steps

to protect the organisation from potential threats. A comprehensive roadmap and metrics to measure cyber maturity across people, processes and technology has been developed to strengthen the organisation's overall cybersecurity position.

Awards: To motivate the IT workforce and foster a culture of excellence in the organisation amidst high attrition, the Company has introduced IT Awards that recognise outstanding contributions and achievements.

Outlook and Investments

At L&T, the IT function remains committed to driving innovation and ensuring the highest standards of security and efficiency. Key areas of focus for future investments include:

- ▣ In anticipation of changes in regulatory environments, such as the introduction of CERT (Computer Emergency Response Team) and data privacy laws, the Company will invest in compliance efforts to adapt to new regulations seamlessly
- ▣ Innovative use of Generative AI in various facets of the business are being explored
- ▣ Exploring new ideas and use cases for automating business processes using robotics

Being at the forefront in the industry, L&T is well-positioned to capitalise on the emerging trends in the technology landscape, while addressing the challenges posed by an increasingly complex and interconnected world.