



HR SUMMIT 2018

REPORT

FICCI Tamil Nadu State Council organized the **HR Summit 2018 with the Theme “Human Resources in the Digital Age”** on **31st August 2018 from 9.00 am to 4.30 pm at Hotel Raintree, Chennai**

The summit was devised to put forth discussions on the Usage of Artificial Intelligence, Analytics, Automation, Internet of Things, Industry 4.0, and therein the Digitization of HR processes. Every plenary session addressed one facet of this topic bridging the theme from generic practices to specific concerns faced by businesses in Digitizing HR processes.

The summit was inaugurated by **Mr. C K Kumaravel**, the co-founder of Groom India Salon & Spa P Ltd. The welcome address was given by the FICCI HR Panel & the HR Summit Organizing Committee **Mr. Vasanthakumar**, Convenor & Director of Prometo Consultants. The agenda was expanded by **Dr. C Jayakumar**, GM & Head HR for the Divisional Corporate of L & T Construction. **Ms. Kavitha Dutt** – the Co-chairman of FICCI TNSC and the JMD of The KCP Limited delivered a special address that set the context of the summit.

The first plenary session – HR Digital Transformation - was handled by Mr. Ganesan, Vice President HR of TCS & Mr. Madhu Raghunath, President & COO of the Dealership Business and Group Head HR and Organizational Capability of TVS & Sons. **Mr. Ganesan** spoke on the topic – Digital Journey of HR in TCS. He was followed by **Mr. Madhu Raghunath** whose topic was HR Digitalization and Business Outcomes. The session brought forth ideas that included having the right media in the appropriate places to enable technology infusion.

The second plenary session – Managing Change in HR Digital Transformation, was manned by **Mr. Satish Jayaraman**, Vice President HR of Cognizant Technology Solutions and **Dr S Karthikeyan**, Managing Director of Risen HR Consultants. The two topics discussed were managing change during the HR Digitalization in Cognizant & HR Analytics – the way forward. This session covered the concepts of creating employee delight experiences on the technology platform that brings the whole organization, especially multiple locations on one plane.

The Post Lunch Plenary Session III was a Panel discussion on Enhancing Business Outcomes in the Digital Era. This session had **Mr. GD Sharma**, Principal Consultant of Beeline HR playing moderator. The eminent panellists are:

Mr. R Venkatanarayanan, the Group President – HR & IT of the Rane Group. His topic was Redefining HR Values.

Ms. Uma Rao, the Vice President – HR of Ashok Leyland. Her main theme was Sustaining the Human Touch.

Mr. Arvind Raghavan, Director, People & Change (HR Consulting) of KPMG Advisory Services P Ltd. His notion showcased the Impact of Social Media.

Mr. Venkataramana B, Group President – HR of Landmark Group. He focused on the HR Challenges.

The conclusive takeaway was that though solutions seem easy enough, a lot of thought process and multiple levels of audit is required before it is carried out. Redesigning a system essentially needs a human touch with a transformative mindset and an innate appreciation of business processes. Focusing on customer ease and delight, still proves to be the key to enhance business outcomes – whatever the disruption may be.