

## Information Week, November 2013

### CIO Profile

#### CAREER TRACK

##### How long at the current company?

I joined Mphasis as a technical delivery manager during March 2001 and I have been fortunate enough to benefit from most of the opportunities that came my way. In the initial period, I was responsible for application software development maintenance & support, infrastructure technology outsourcing and remote infrastructure management. I also had opportunities of setting up facilities in Malaysia and Sri Lanka.

My current role with Mphasis as a CIO started in 2010. In this role, I am responsible for delivering strategic leadership and support for Internal IT for more than 39,000 employees within the organization. This is an extremely challenging assignment and I am enjoying my stint here.

##### Most important career influencer:

Before joining the IT Industry, I was working with the Indian Railways where I was associated with transportation engineering and operational support for 22 years. During my last few years with the railways, I was actively engaged in IT automation, which drew my interest towards the IT Industry.

The shift from railways and government to a global IT company like Mphasis was a significant turning point in my career. I had the privilege of having some good leaders who have guided and helped me navigate the change successfully.

##### Decision I wish I could do over:

Not specifically anything in particular. By and large, most of the decisions that I have taken related to my career, have proved right.

#### VISION

##### The next big thing for my industry will be...

Today, IT solutions are plenty and growing exponentially as well. With the emergence of cloud, platform-as-a-service and software-as-a-service models available on a pay-per-use basis, CIOs have many solutions to pick from. However, the current big challenge for a CIO in an organization is to manage the expectations of the enterprise users, employees and the business, who think like an IT consumer and expect speed and flexibility in IT solutions.

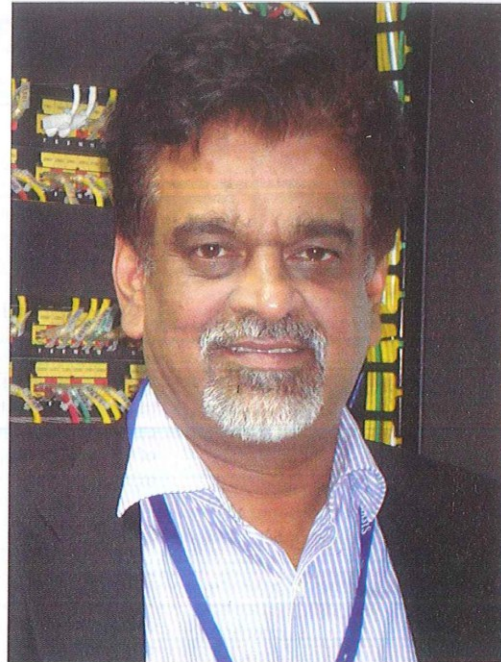
##### Advice for future CIOs:

A key thing that a CIO needs to watch for is the right choice and adoption of the optimal technological solution for enabling business growth in this competitive world.

#### ON THE JOB

##### Top three initiatives

- 1) We recently rolled out a sales CRM application through a cloud-based solution that has helped us manage our sales much more robustly than ever before.
- 2) Implementing a cost optimization plan without compromising on the needs of the IT compliance and speed.



**MG RAGHURAMAN**  
 CIO, Mphasis

- 3) Enhancement of user experience.

##### How I measure IT effectiveness


IT effectiveness can be best measured by the contribution it makes to the business growth. At Mphasis we measure "IT effectiveness" by a measure of IT cost as a direct proportion to the revenue.

#### PERSONAL

**Leisure activities:** I am a passionate bridge player — I spend about 45 minutes daily playing bridge on my iPad! I also enjoy gardening and I wish to own a farm someday!

**Best book read recently:** Brian Clegg's *The Universe Inside You*. I love to read books on the history of religion and science.

**Unknown talent :** I play the guitar and love singing country music.

**If I weren't a CIO, I'd be...** If not for IT, I would have continued in the railway services as a technocrat. Now, I do visualize options in taking up teaching and mentoring. 

► As told to **Jasmine Kohli**