

GALAXY AND CHECK POINT HOSTED AN EXCLUSIVE EVENT

where CIO's across various industries gained valuable insights and strategies on how AI has evolved with sophisticated protection methods and technical breakthroughs to counter AI based Cyberattacks.



MD SPEAKS

Anoop Pai Dhungat
Chairman & Managing Director

Dear Readers,

On behalf of all of us at Galaxy, I wish you a very happy, healthy and successful 2024.

Just like every year, we at Galaxy try and predict the technologies that will see widespread adaption during the year. Our top picks for this year are Generative AI, Data Governance, Multi Cloud Strategies, Cyber Resilience and Rapid Application Development.

As predicted by us last year, Artificial Intelligence tools have penetrated a large number of businesses right from large enterprises to even micro "Mom and Pop" stores. Generative AI has been used in simple areas like replying to emails, essay and article writing and research to really complex applications like fraud and cyber threat detection, real-time auditing, disease prediction and detection, product designing, writing software code and many others. This year, we expect Generative AI to continue its growth and penetrate further with custom data models and multi cloud strategies to make the most of private and public domain real-time datasets. This will also make multi cloud strategies, data governance and cyber resiliency very important to safeguard these Gen AI assets and recover if and when required. Lastly, to quickly incorporate the AI tools into applications, rapid application development platforms will also see a huge growth in 2024.

At Galaxy, we are at the forefront of bringing these solutions to you. Do reach out to our experts and evangelists to have a conversation around these technologies and how they could help your business.

Happy Reading



First robotic liver transplant in U.S. performed by surgeons

A surgical team from Washington University School of Medicine in St. Louis recently performed the first robotic liver transplant in the U.S. The successful transplant, accomplished in May at Barnes-Jewish Hospital, extends to liver transplants the advantages of minimally invasive robotic surgery: a smaller incision resulting in less pain and faster recoveries, plus the precision needed to perform one of the most challenging abdominal procedures.

The patient, a man in his 60s who needed a transplant because of liver cancer and cirrhosis caused by hepatitis C virus, is doing well and has resumed normal, daily activities. Typically, liver transplant recipients require at least six weeks before they can walk without any discomfort. The patient was walking easily six weeks after surgery and cleared to resume golfing and swimming seven weeks after the surgery.

Washington University and Barnes-Jewish Hospital have focused heavily on robotic surgery as part of a concerted effort to advance minimally invasive surgeries and

improve patient outcomes. The robotic transplant team was formed five years ago, with an initial focus on kidney transplants. To date, the team has performed more than 30 robotic kidney transplants, all with good outcomes. The team also performs living-donor kidney removal surgery, and other robotic surgeries involving the liver, bile ducts, pancreas and stomach.

“Over the span of several years, we have built a dedicated robotic transplant team that is second to none and has been instrumental to our success,” Khan said. “Once we had this team in place, it allowed us to grow in both number and complexity of the cases while maintaining very good patient outcomes. We have five surgeons on the transplant service doing robotic surgery, and this number will increase to seven by the end of the summer. Since starting our program, we have mentored over 30 transplant centers around the country in building successful robotic programs of their own. Transplant teams from other centers come to observe our process, and we also visit their sites and mentor them as they develop their skills. We are probably one of the very few places in the country that has the support, expertise and team to take robotic transplant surgery to this level.”



<http://tinyurl.com/4s2vjtmu>

Trends that will revolutionize data management in 2024

The capabilities of data are expanding and revolutionizing with each passing day. It is important for technology business leaders to stay updated on the top data trends and data more efficiently to improve their existing business models.

In 2023, an unprecedented volume of 150 zettabytes of unstructured data will be collected by organizations across all their business processes globally. The ability to harness and make sense of this vast amount of data stored in organization systems will set great CIOs apart from the average ones.

CIOs improve the workflows and operations of their organization by analyzing data, identifying bottlenecks and risks, and making more informed resource allocations.

The capabilities of data are expanding and revolutionizing with each passing day. It is important for technology business leaders to stay updated on the top data trends and use data more efficiently to improve their existing business models.

Recent Gartner's projection suggests that by the end of 2024, around 75% of organizations will shift from AI experimentation to its practical implementation, potentially triggering a significant surge in the utilization of streaming data and analytics infrastructures.

Let's look at the top data management trends:

Data automation for analytics

Businesses have always relied on data for meaningful business analytics. With automation, the data analysis can take place in real-time, capable of providing feedback on business processes while they are happening.

The automation reduces the dependency of the data analysis report generated by dedicated teams and improves the efficiency of their operations.

The conventional way of storing data manually limits the variety of information being extracted and stored. During manual analysis, more time and human resources are required to evaluate data for any project.

With data automation, important information extraction

can be done from user interactions more efficiently. The automation process helps create central and role-based accessible library information to evaluate.

With data automation tools, businesses can collect data from various data points or sources and optimize the data collection process to produce more informative results.

Another example where automation of data collection can be beneficial is business intelligence. The automated data collection can help businesses identify the audience or specific geographical location for effective advertising. According to Gartner's forecast, "continuous intelligence," or real-time data analytics, is projected to be integrated into over 50% of new business systems.

Data masking

As privacy regulation tightens in various jurisdictions and how data is handled and collected, it has now been considered under the ambit of privacy regulations more than ever. By the end of 2024, research anticipates that the average annual budget for privacy in sizable organizations will surpass \$2.5 million.

Data privacy begins from where the data is stored to how it is utilized for different business processes or aspects. The privacy policies in different regions call for the protection of data at every stage of the data lifecycle.

This will discourage businesses from utilizing public cloud space or mindless data sharing with third parties for getting business insights or analytics for its success, rather, businesses will need to invest in services or tools offering data collection or business intelligence capabilities with data-privacy design.

Platforms like IBM, K2view and Oracle provide privacy and security through various data masking tools and techniques. One such data masking technique is Dynamic Data Masking, which alters sensitive data in real-time, ensuring that only authorized users see the original data while others see masked or tokenized versions.

This approach safeguards data at the moment of access. Another famous method or technique of data masking is called entity-based data masking. It offers an effective solution for ensuring data security while maintaining relational consistency and contextual integrity. The fragmented, sensitive business data across various sources is anonymised for structured and unstructured sources.

K2view developed this technology and involves masking datasets for each business entity in its encrypted Micro-Database. For example, all relevant PII data from customer business entities is captured, unified, and masked as a singular dataset for each customer.

Automation in data processing

Data management has recently embraced automation in data processing as a defining trend. Automation in data processing involves using technology and software to streamline and execute various data-related tasks and operations without requiring manual intervention. For example, real-time data processing, where data is analysed and acted upon immediately as it is received. This is commonly used in industries like finance, e-commerce, and IoT, where data processing automation helps businesses identify errors or any data inconsistencies, quick feedback and analysis. Several platforms include automation in data processing.

For example, Amazon Web Services and Skyvia offer ETL tool that supports data integration in its processing. Many other platforms also allow users to create, automate, and manage workflows that involve data processing. Another method to automate is through Machine learning algorithms that are used to automate tasks like data classification, pattern recognition, and anomaly detection.

Personalized experience

Data automation enables the creation of detailed user profiles by collecting and analyzing data related to customer preferences, behaviors, purchase history, and interactions. Automated algorithms can then segment users into distinct groups based on shared characteristics of customers. Modern data management system integrates data from various sources to create a holistic view of each customer.

Organizations testing their product or are at the software development stage use synthetic data generation techniques to build a replica of personalized customer experience in real time. This comprehensive understanding allows businesses to offer personalized experiences from customer interactions based on historical behaviours, location, preferences, and demographics to solving and addressing their issues in real-time, even at the development stage.

For example, smart devices such as a smartwatch would require a magnetometer sensor to collect the exact location of the customer, which can later be used to suggest customers of various solutions available nearby.

In the current times, personalized experience enables more accessibility to the services, builds trust and transparency by providing customers accountability through personal support, and improves business engagement with the customer.

According to a McKinsey study, 71% percent of consumers expect companies to deliver personalized interactions and about 76% of people are agitated and unsatisfied when personalized interactions with businesses are missing.

The evolving landscape of data management is reshaping how businesses handle and interact with this humongous generated data. When CIOs implement these trends to their fullest potential, they can help them grow, innovate, maintain security and offer personalized experiences to their organization's customers. These four trends within the data management space can harness the data to its fullest potential in 2024.



<http://tinyurl.com/c3ea3f8u>

Cisco and Nutanix Forge Global Strategic Partnership to Simplify Hybrid Multicloud and Fuel Business Transformation

- ▶ Global strategic partnership aims to accelerate customers' hybrid multicloud adoption, foster innovation, and provide seamless customer experience.
- ▶ Together, Cisco and Nutanix aim to deliver the industry's most complete hybrid cloud solution to simplify customer operations, maximize resiliency, and accelerate IT transformation.
- ▶ Cisco compute Hyperconverged with Nutanix aims to accelerate infrastructure and application delivery anywhere through best-in-class cloud operations, unparalleled flexibility, and industry-leading customer support and resiliency.

Cisco, the leader in enterprise networking and security, and Nutanix, Inc., a leader in hybrid Multi-Cloud computing, announced a global strategic partnership to accelerate hybrid Multi-Cloud deployments by offering the industry's most complete hyperconverged solution for IT modernization and business transformation.

IT organizations continue to face significant operational hurdles and urgent sustainability and security concerns because of increasing Multi-Cloud complexity.

This new partnership answers these challenges by simplifying and accelerating the delivery of infrastructure and applications, at a global scale, through best-in-class cloud operating models, unparalleled flexibility, and automated resiliency with industry-leading customer support.

The new offering integrates Cisco's SaaS-managed compute and networking infrastructure (Cisco Unified Computing System with Cisco Intersight) with the Nutanix Cloud Platform (Nutanix Cloud Infrastructure, Nutanix Cloud Manager, Nutanix Unified Storage, and Nutanix Desktop Services) and will be sold by Cisco using

its extensive go-to-market reach. Customers will benefit from a fully integrated and validated solution that is sold, built, managed, and supported holistically for a seamless end-to-end experience.

The solution will offer flexible deployment options with support for Cisco UCS rack and blade servers, including initial support for C-Series servers and planned, future support for UCS X-Series, winner of the 2023 SEAL Sustainable Product of the Year Award and CRN's 2023 Tech Innovator Award.

The new offering will integrate advanced Cisco servers (UCS), networking and security (ACI), and management (UCS Manager, Internight) with the Nutanix Cloud Platform software.

The Nutanix Cloud Platform provides a consistent cloud operating model with a single platform for running applications and data across data centres, edges and public clouds. To best support application deployments, from mission critical workloads to AI-driven innovation, performance, and capacity scale linearly, resiliency is delivered from the ground up with self-healing nodes, and persistent storage is natively integrated.

Following announcement, Cisco and Nutanix will enable their global sales teams and partners worldwide to offer an exciting new solution combining best-in-class technologies and collaborative go-to-market support, driven by the Cisco team.

Galaxy helps in adopting hybrid multicloud, fostering innovation, and provide seamless customer experience. To talk to our experts, email us at marketing@goapl.com



About 40% of CaratLane's backend processes have been automated using a unified low-code platform for enterprises.

"As a brand that was born digital, the digital-first mindset is in our DNA and our natural way of doing things at CaratLane," says Gurukeerthi Gurunathan, CTO of CaratLane.

The D2C jewelry brand, CaratLane, believes in an agile and nimble culture. Gurunathan explains, "If we can see the application of any technology to solve customer experience or increase revenue, we experiment with it and scale it if it's successful."

With the advent of new-age technologies like web 3.0, generative AI, AR/VR solutions, there's immense possibility to provide a superlative consumer experience in our business. We also build software products in-house if it's core to our business; for anything non-core, we lean on solutions outside," he adds.

"CaratLane decided to use a low-code, no-code development platform from Kissflow to create custom applications to automate processes and build apps. This was ideal because these require minimum to no coding experience to get the solution built," he reveals.

"Currently, around 30-40% of work takes place on Kissflow; this includes retail backend processes, supply chain, returns and repairs, and more."

Through this unified platform, CaratLane was able to power through and solve all their customer-facing challenges using its simple low-code, no-code platform," he highlights.

<http://tinyurl.com/22nrz2b2>

Global IT spending on banking, investment services to reach \$652 billion in 2023: Gartner

Worldwide banking and investment services IT spending is forecast to total \$652.1 billion in 2023, an increase of 8.1% from 2022, according to Gartner, Inc. Spending on software will see the largest growth with an increase of 13.5% in 2023.

"Current economic headwinds have changed the context for technology investments in banking and investment services this year," said Debbie Buckland, director analyst, Gartner. "Rather than cutting IT budgets, organizations are spending more on the types of technologies that generate significantly higher business outcomes. Spending on software, for example, is shifting away from building it in-house, in favor of buying solutions that generate value from investments more rapidly."

Driven by the increased use of consulting services and infrastructure as a service (IaaS), IT services will be the largest spending category, forecast to reach almost \$270 billion in 2023.

This is an increase of 9.3% over 2022, reflecting the increasingly important role IT service providers play in helping banking and investment services organisations navigate emerging opportunities and challenges.

"Economic uncertainty is leading organisations to break down long-term contracts into multiple shorter projects," said Buckland. "They're also reluctant to sign new contracts, commit to long-term initiatives or take on new technology partners, which is driving an increase in the use of IT consulting services." According to the Gartner 2023 CIO and Technology Executive Survey, banking and investment services CIOs will spend the largest amount of new or additional funding in 2023 on cybersecurity, data and analytics, integration technologies and cloud.

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