ICICI Lombardy committed to safe working condition: Girish Nayak

BOL CORRESPONDENT

Girish Nayak, Chief-Services, Operations, Technology at ICICI Lombardy, has always been committed to provide a healthy, safe and flexible working environment for each of our employees and at the same time committed to serving our customers, channel partners and stakeholders, in view of the current COVID-19 pandemic, we at ICICI Lombardy have established an infrastructure that will help meet the essential requirement of our employees to remotely work. Employees across locations have been given laptops and access to systems over VPN or cloud as per business needs to carry out their regular business. With the help of technology, we have been able to contain the spread of the virus, as a result of the pandemic, work from home (WFH) became the mandate. The policy allowed us to ensure that employees were able to work from home and be able to fulfill their responsibilities connected with their work. As a part of the policy, there were guidelines on how to handle confidentiality of work, data, access to personal systems and specific applications using the VPN.

As an organization, we had already established comprehensive policies and processes to ensure a secure computing environment. To transition to a WFH environment, we added significant softwarerequirements on applications as well as end-points to ensure security of the company. The implementation of the new environment was well-planned and executed. We had a strong remote support team and a security team that monitors these controls to ensure regular basis to ensure compliance. As a part of the technology strategy, we also worked round the clock to provide maximum support to our customers and business partners. This has helped us provide customers the same level of service as before. We have been able to maintain a good level of service throughout the COVID-19 pandemic, as we have not seen any significant dip in our service levels.

Q: From Technology standpoint, what are some of the key initiatives introduced by your organization that helped during the WFH transition?

A: At ICICI Lombardy, we always have been committed to provide a healthy, safe and flexible working environment for each of our employees and at the same time committed to serving our customers, channel partners and stakeholders. From the technology standpoint, we introduced various initiatives to support our employees during the WFH transition. These initiatives included the provision of laptops and access to systems over VPN or cloud as per business needs. We also introduced policies to ensure the security of personal systems and specific applications using the VPN. Additionally, we introduced policies to ensure that employees were able to work from home and be able to fulfill their responsibilities connected with their work. As a part of the policy, there were guidelines on how to handle confidentiality of work, data, access to personal systems and specific applications using the VPN. These initiatives helped us provide customers the same level of service as before. We have been able to maintain a good level of service throughout the COVID-19 pandemic, as we have not seen any significant dip in our service levels.