

# INFORMATION TECHNOLOGY

## Empowering Growth Through Technology Innovation

At L&T, the Information Technology (IT) function has made strategic investments in information technology and infrastructural improvements throughout the year, reflecting the Company's dedication to operational excellence and preparedness for the future. In FY 2023-24, the IT function played a critical role in supporting the organisation's strategic goals. The focus was on the following key areas:

### 1. Modernisation & Efficiency and Enabling User Productivity:

Systems were rolled out to empower employees with the tools they need to be more productive and collaborative, leading to streamlined operations and improved benefits for internal stakeholders. The Company has just launched an advanced Integrated Logistics Management System, which offers a unified view of the logistics landscape across the entire L&T group. This unique approach fosters transparency and paves the way for improved decision-making capabilities. Multiple business processes have been enhanced to take a leap forward by incorporating Robotics Process Automation (RPA), effectively automating the Company's backend financial operations, consequently resulting in reduced manual intervention, increased processing speed, and minimising errors.

### 2. Embracing Cutting-Edge Technology for Business Benefits:

Marking a first step towards embracing generative AI, the L&T IT team has successfully worked on building a native Enterprise GPT Platform. This platform has been working towards revolutionising the way our business units interact with vast amounts of data and has unlocked new potential in knowledge generation besides facilitating decision-making processes.

### 3. Marching on Digital Enablement Journey:

The digital landscape continues to evolve at an accelerated pace, marked by rapid advancements in technologies and a shifting regulatory environment. The Information Technology (IT) team at the Company has remained vigilant and responsive to these changes,

ensuring that the Company is not only aligned with industry standards but also driving innovation. 50+ Digital solutions in multiple domains are implemented across the Company and deliver positive outcomes.

### 4. Compliance and Governance:

To augment the Company's compliance posture, a comprehensive Compliance Portal was launched, which in addition to serving as a central repository for regulatory documents, also acts as a hub for tracking and streamlining compliance management in the vast regulatory landscape. A portal has been developed to automate the internal disclosure process, ensuring timely and accurate public dissemination of information to ensure compliance with the comprehensive disclosure requirements under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

### 5. Enhanced Cyber Vigilance:

The Company implemented multiple solutions to enhance cyber security and created online training programmes to increase user awareness since it is the employees who are the first layer of defence against cyber-attacks. The journey towards creating a cyber-safe organisation where businesses can operate with confidence is progressing well.

## Outlook and Investments

At L&T, IT is poised to continue its trajectory of growth and innovation, with a sharp focus on the following areas:

- Periodic enhancements to its own Generative AI Platform over time, besides advancing its capabilities to keep up with the enhanced demands of artificial intelligence in business
- With Environmental, Social, and Governance (ESG) considerations becoming central to business strategy, a central ESG Platform will be developed that will align with stakeholders' expectations and forthcoming regulations

These endeavours of the Company in the domains of AI, logistics, compliance, and security are emblematic of digital innovation and strategic foresight. The Company will continue to reinforce its industry-leading position across businesses, besides ensuring that the IT function remains at the vanguard of technological advancements and continues to deliver exceptional value to all its stakeholders.