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Headline :- Crusaders of Change

The Strategic Thinker

Avinash Naik

Chief Information Officer, Bajaj Allianz General Insurance Company

Avinash Naik is known for his innovation and strategic thinking. From the beginning of his career, he got an opportunity to work for Fortune 100 companies where he experienced the impact and change



that cutting-edge technology could bring to businesses and society at large, and thus decided to pursue a career in technology and innovation.

As the chief information officer at Bajaj Allianz, Naik's focus lies on the intersection of technology, strategy and innovation, and aligning them with business strategy. He has implemented a multi-speed DX strategy that categorises initiatives into three streams: Run, Transform and Innovate. Underpinning these initiatives are strategies related to governance, risk and cybersecurity, collaboration, talent development, cost optimisation, and continuous improvement.

Naik recognises data as not only a strategic asset but also a critical factor in enhancing customer experiences, managing risks and staying competitive. Initiatives like Data Lake and Modernisation of data platforms have paved the way for enhanced customer experiences, risk management and gaining crucial competitive edge.

Bajaj Allianz, says Naik, has fostered innovation by having an 'Open Innovation' culture, giving dedicated time for innovation, aligning dedicated resources and cross-functional collaborations. One of the key initiatives led by Naik is the implementation of 'API Vault' to adapt to changing businesses which streamlines partner onboarding and operational efficiency.

To mitigate the challenges of the digital age, Naik has implemented a comprehensive strategy for data protection and cybersecurity threats which encompasses prevention, detection, response and continuous improvement. He believes in exploring and experimenting with new technologies. From AI-powered chatbots driving the expansion of services across platforms to OCR/ICR transforming processes within the insurance value chain, he has led his team to successful implementation and expansion of innovation.

"Be the change that you want to see in the world," is Naik's mantra. He is a firm believer in teamwork and spends a lot of time creating, developing, collaborating and mentoring talent.