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Mudit Agarwal

CIO at UFlex

Mudit Agarwal is CIO at UFlex. He has previously worked with Unilever, Domino's Pizza and Tat Teleservices. Starting the career as a Management Trainee, he has moved through middle management levels to senior management and has added value to the organizations he has worked with.



Questions & Answers Session



1. I like being a CIO because?

This is one role in the organization which provides immense opportunity to make a difference to the business and to the lives of employees. As a CIO, I can be an evangelist for making business more efficient through the use of appropriate technologies. In these turbulent times, when the whole world is worried about humanity and safety, a CIO and the [technology](#) team can work closely with the business counterparts and evolve strategy and direction for the organization.

2. An 'Aha' leadership moment in your professional career?

This relates to one specific initiative in one of my previous assignments. I recommended a technology enabled transformation of our Finance function to the director and he welcomed it whole heartedly. We worked very closely with the Finance function right from concept to delivery and as an outcome we had an extremely efficient shared services setup with significant improvement in many of the process KPIs.

3. What was the toughest decision you made?

Letting go of ones team members is never easy as it impacts not only the individual concerned but also the immediate family and dependents. However, there comes a time when one has to take such calls in the interest of the organization and also when one realizes that the individual concerned is not able to come up to the expectations.

This has been of the toughest decisions made by me during my professional journey but I attempt to mentor and guide the individual on a personal level to find an alternative.

4. What's the 'next big thing' in your industry vertical?

Our industry, the flexible packaging industry, is evolving at a very fast pace. While there is always a demand from our customers for more efficient packaging solutions, environmental concerns can never be undermined. We, as a responsible player, are always investing in newer solutions and being able to offer recyclability and reusability is going to be the next big thing for us.

How IT can work closely with the business and use the plethora of technologies available at disposal to enable the same is going to be of critical importance.

5. One thing that CIO departments should do better?

IT should be able to work in close partnership with business functions and be able to deliver value adding solutions. We should



be able to anticipate the business needs and work as an internal consultant. We do have an inherent advantage that we understand the business processes quite well but are unable to recommend or influence solutions probably because we think more in terms of technology. CIOs and their teams should be able to translate the business value of their recommendations because that is what is understood well in the organization.

6. Where do you see the CIO role heading in the future?

CIO is no longer a support position in an organization as it is already enjoying a partnership role. In my opinion, this role can further evolve to the Chief Strategist.

7. One thing CIO should learn from business?

Thinking like a business leaders is something that CIOs should learn from the business. Its always about keeping the perspective of various stakeholders (internal or external) in mind while making a decision. Technology is not for itself but for addressing a business need and it is that business need that a business leader thinks about. That is what a CIO should be doing as well.

8. The last book on your bedside and what you learnt from it?

I have read it many times earlier and read it once again recently The Alchemist by Paulo Coelho. This book never fails to amaze me with its story telling and the strong message that always comes through. Most important lessons that I have been able to derive from the book is about pursuing ones dreams and also that if one really wants something, then the forces of the universe come together to make it a reality.

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