

# Breakout Buzz

NEWSLETTER | APRIL 2021

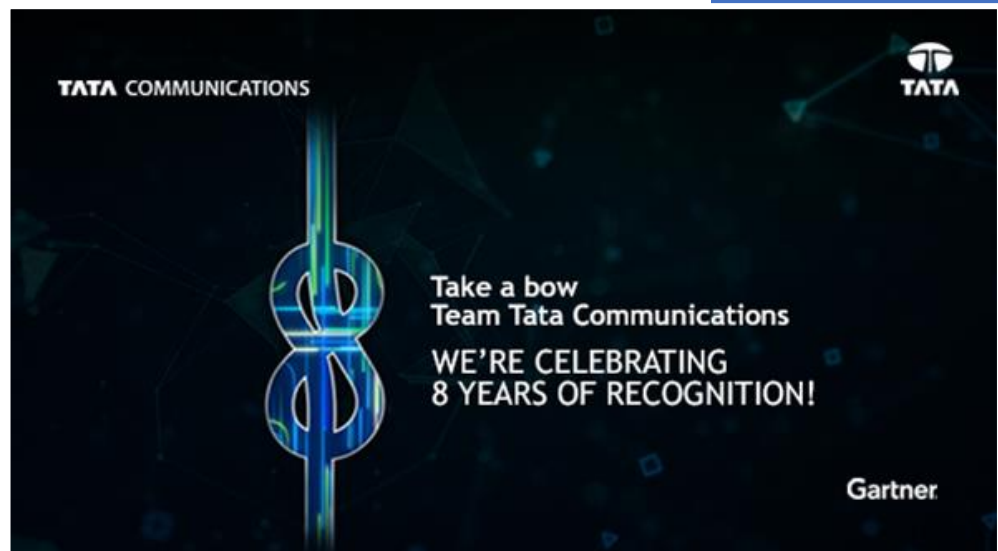


Welcome to the monthly edition of the TCTS Breakout Buzz newsletter. This newsletter has been created for the purpose of disseminating information and creating awareness about the various initiatives and progress within our organisation. Please share these updates with your team and ensure that every employee has access to information about the key initiatives/programs in our organisation. [Click here](#) for the Breakout Buzz portal.

## TATA COMMUNICATIONS WINS GARTNER MAGIC QUADRANT FOR THE 8TH YEAR IN A ROW!

Tata Communications is recognised for the eighth consecutive year as a **Leader in the 2021 Gartner Magic Quadrant for Network Services, Global\***.

Winning this position and maintaining it for eight years is a true testament to the strength of its network, its agility and reliability. It also speaks volumes about the hard work of their teams.



The last one year has tested their grit and made them rise like a star. Achieving this accolade is a result of the increased network demand for which they had scaled up their services and infrastructure almost overnight and enabled anywhere operations for their customers' employees.

TCL extends a big 'Thank You' to the customers for putting their faith in them.

Today, as they continue to enable bespoke solutions, enhance their offerings, and remodel new networks for a better tomorrow, they look forward to strengthening their customers and partners relationships by serving and helping them evolve into their new futures.

Together TCL can reimagine their network and continue to scale newer heights.

- Download the full report [here](#).
- View the press release [here](#).

## TATA COMMUNICATIONS LIMITED IS THE BEST EMPLOYERS FOR THE 5TH YEAR IN A ROW!

Tata Communications Limited continue to be one of the best employers in India!

*Read the exclusive article in Forbes that covers the views of our CEO and CHRO.*

For the fifth year in a row, It has been selected as one of the best employers in India! Tata Communications has once again secured the coveted spot in '**Kincentric Best Employers - India 2020**' (formerly known as Aon Best Employers).

The Kincentric Best Employers certification is assessed on four measures - 'Employee Engagement', 'Organisational Agility', 'Engaging Leadership' and 'Talent Focus'. To select the best employers, Kincentric's process includes taking inputs on employee engagement, rigorous assessment of people practices, and input and interaction with CEO, CHRO and other senior leaders.

Tata Communications is very proud of this recognition as it further validates their employee-focused approach and the commitment of their leaders, managers and HR teams to create more value for them, especially through the unprecedented challenges of the past year.



What more? With this award, They have also featured in an in-depth article in Forbes India on what makes Tata Communications one of the Best Employers in India. You can read the [full article here](#)

The article highlights how Tata Communications took a series of measures to assuage worries and ensure employees' wellbeing as everyone began working from home while keeping its business continuity plans in place. **The MD & CEO A.S. Lakshminarayanan** shares his views on how their workforce adapted to a daunting environment, the initiatives Tata Communications rolled out for employees to stay engaged and motivated, and how the work-from-home ecosystem was seamlessly enabled within the company.

The story also mentions the survey conducted to understand employee satisfaction, done in May 2019, and that it showed an improvement of 10 percent.

The article concludes with a quote from **the Chief Human Resources Officer, Aadesh Goyal**, "When there is a crisis, teams come together. And they drop their individuality. We saw a lot of that last year. None of this would have been possible had all our employees globally not been able to quickly, flexibly adapt to the new way of working."

Congratulations to all the teams!

# TATA COMMUNICATIONS TRANSFORMATION SERVICES (TCTS) FEATURES IN AFRICA FORBES

Tata Communications Transformation Services (TCTS) joins the league of trailblazers igniting Ghana's digital economy, powering its potential to transform Africa.

In the latest edition of the Africa Forbes special report, TCTS' Harkirit Singh, AVP & Cluster Head - Smart Africa, talks about how Ghana is poised to catapult the entire African continent to an advanced digital league. Read more of this exciting coverage

Click [here](#) to read more.



## RECOGNISING ONE YEAR OF RESILIENCE, COMMITMENT AND AGILITY OF OUR BUSINESS CONTINUITY TEAMS



### Let's look at how TCL has persisted through Business Continuity Management (BCM).

Do you remember what you were doing this week last year? For most of us, it was the last week that our offices would be our primary workplaces, the last days of shopping without masks, and maybe the last time we met our friends and family without the fear of contracting a virus. Such was the March/April of 2020.

One year has passed since then and all of us should pat our backs for persevering through the 'unprecedented times' and embracing the 'new normal'. And mainly, being grateful to the people around us - our essential workers - who worked hard to enable us to continue thriving in a safe environment.

### Leading from the front

Throughout the pandemic, Tata Communications has demonstrated a commitment to ensure the safety of its employees and business continuity for its customers and partners. As soon as the impact of the COVID-19 started increasing in March 2020, we invoked the Business Continuity Management (BCM) model and enabled all the employees to work from home, except for some essential roles that need to be conducted from the office or on location for critical network maintenance.

In March 2020, Tata Communications deployed a task force of Business Continuity Core Teams of 23 members - overseen by 6 GMCs - for central monitoring.

This task force enabled an organisation-wide response to the changing situations and government orders leading to a highly controlled risk, with minimal impact, and also ensured proactive actions to prepare the organisation for the further development of the COVID-19 pandemic and its possible scenarios.

Click [here](#) to read more

## PARTNERSHIP WITH AFRICAN COMPANY

*Which African company recently selected Tata Communications as its partner?*

*Hint: This group company offers voice, data and digital services to retail customers in 21 countries.*



MTN Group is a South African multinational mobile telecommunications company, operating in 21 countries of Africa & the Middle East. Within the MTN group, MTN Global Connect (MTN GC) is the main driver for the consolidation of MTN's international and national major wholesale activities offering reliable solutions for fixed connectivity and international mobile services (SMS, Signalling, Roaming & Interconnect). It is a strategic partner of Tata Communications' Usage-Based Services (UBS) in the MEA region.

MTN GC believes in the global reach of Tata Communications and trusts us with our leadership in the Global Enterprise Segment combined with our wide array and depth of services in the wholesale and VAS segment.

### **A step closer towards digital and connected Africa**

The relationship between Tata Communications and MTN GC involves many key initiatives. Firstly, MTN GC provides wholesale voice & A2P SMS termination services in their footprint countries and Tata Communications terminates their outgoing voice traffic across the world.

Secondly, MTN GC with its vision of establishing and moving towards a digital and connected Africa has chosen Tata Communications as its partner to launch and sell Local Number Services (LNS) in the first phase, starting with 5 countries (Nigeria, Uganda, Ghana, Cameroon & Ivory Coast). Also, we expect to add more African countries (South Africa, Sudan, Kenya etc.) soon.

Tata Communications is the global leader with its unparalleled reach in wholesale and VAS services and partnership with large enterprises (i.e., Microsoft Cisco, Google etc.) has capabilities to sell Local Number services (LNS) across the world. Through our partnership with MTN, we will help connect the world to Africa's largest markets and further help MTN move towards their objective of a "Digital and Connected Africa".

**Tata Communications' UBS Team - Vishal Upman, Nkosana Mtshizana (Sales) & Michael O Shea, Manish Gawade (Market Management)** - have worked closely with the MTN stakeholders and have successfully secured exclusive access to the MTN network for selling Local Number Services. With this, we will also succeed in fulfilling the financial objective of MTN GC, which is generating new revenue streams by launching new products and services for their operating companies.

With this partnership, Tata Communications has expanded its global coverage for Voice VAS services & can now offer LNS numbers for key African countries to large enterprises globally, without any regulatory and access restrictions, and coupled with unmatched pricing.

The latest development in the business relationship with MTN GC shows how both partners will reap clear and tangible benefits from working together.

## AWAITING THE WINNERS OF TATA COMMUNICATIONS INNOVISTA AWARDS

Check out some interesting details about the participants and entries.

As the jury deliberates on who would be the winners of the first-ever Tata Communications InnoVista awards (finals' presentations concluded a few days ago), we are sharing with you some interesting facts about the programme's journey so far.



The programme was launched in [October 2020 by our MD & CEO](#) as a unique company-wide programme inspired by the group-level programme Tata InnoVista to recognise and reward the innovations done by our organisation and the teams behind those innovations. Our aim is also to leverage this programme to showcase our strength and innovation prowess to the larger Tata Group. In January 2021, the finalists got a chance to participate in Tata InnoVista where they represented Tata Communications.

**We saw enthusiastic participation across all business units. Some of the participation details are as below:**

- We received a total of 81 entries across all award categories, comprising 312 Tata Communications employees and partners (these 312 people were part of teams that made at least one entry).
- 'Implemented Innovations' was the highly contested award category. Its sub-category 'Business Support Functions' received the maximum number of entries at 20, followed by another sub-category 'Core Business Functions', which received 15 entries.
- Tata Communications Transformation Services (TCTS) made the maximum number of entries at 24, followed by GTNOG at 15. TCTS and GTNOG have the maximum number of finalists at 7 entries and 5 entries respectively as well.
- 33 senior leaders from our organisation reviewed the 64 semi-finalists. Each entry was reviewed by 5 senior leaders and 31 entries were shortlisted for the finals. 28 of these 31 entries were submitted to Tata InnoVista.
- The finalists got a chance to present to the esteemed panels of four jury members consisting of two GMC members and two Leadership Forum members.

The final presentations concluded a few days ago and as we work on announcing the final winners for the first-ever Tata Communications InnoVista, you can read about the finalists' projects [here](#).

Visit the Tata Communications InnoVista [SharePoint](#) site to see case studies of some of the finalists and watch out for the winners. For any queries about the programme, please reach out to [innovista@tatacommunications.com](mailto:innovista@tatacommunications.com)

# TATA COMMUNICATIONS JOINS FORCES WITH BAHRAIN INTERNET EXCHANGE TO OFFER HIGH-SPEED INTERNET CONNECTIVITY IN THE REGION

Read all about this latest announcement!

This week, Tata Communications announced the extension of its partnership with Bahrain Internet Exchange (BIX) - its exclusive cable landing partner in Bahrain. With this development, TCL now offer high-speed internet connectivity with very low latency for superior quality and seamless viewing, gaming and downloading experience for customers in Bahrain.



This partnership brings the power of high-speed connectivity and digital transformation to the Middle East region. But how?

The OTU-4 (Optical Transport Unit), a next-generation optical technology, will allow the TGN-Gulf cable system to enable customers with a robust, consistent, and manageable data transport infrastructure with the capability to scale up beyond 100 Gbps. This will provide Middle East businesses, especially the OTTs, gaming companies, government agencies and hyperscalers who are expanding their reach in the region, access to the globe. The cable system seamlessly integrates the Middle East countries and offers direct forward connectivity to Europe, India and onwards to the globe.

Commenting on this development, Shaima Al Hamed, Executive Director, Bahrain Internet Exchange (BIX) said, "Keeping pace with Bahrain's growing bandwidth requirements, the country needs new cable systems that are of high speed, well-laid and help bring global content closer to the country. BIX is excited to combine its regional expertise with Tata Communications' global presence to offer end-customers a technically superior submarine cable system that opens access to both the East and West parts of the world. The next generation OTU-4 technology supported by TGN helps our customers create an intelligent Software Defined Network (SDN) enabling them to serve their customers. This is a great value-add, not just for our customers but also for our country."

You can read the full press release [here](#) and feel free to amplify these posts on [Twitter](#) and [LinkedIn](#). Catch-up on the media coverage on this announcement with below images.



#علوم وأبحاث #شركات #برمجيات #إلكترونيات

## Arabic Business تكنولوجيا

### تاتا للاتصالات وبدالة إنترنت البحرين تتعاونان لتمكين الجيل الجديد من شبكة OTN في مملكة البحرين

أعلنت تاتا للاتصالات، وبدالة إنترنت البحرين (BIX)، الشريك الحصري في الكابلات البحرية (TGN) لمملكة البحرين اليوم عن توسيع شراكتها لتوفير اتصال إنترنت عالي السرعة للحصول على جودة عالية من تجارب مشاهدة الألعاب والمحتوى للعملاء في البحرين.

## SUCCESS MANTRA

### Sanjeev Singla,

GM-TCTS believes

*“One must have short-term and long-term goals for their career. Building on these, keep exploring your potential to perform on every new challenging day. With a belief that every problem has a solution, just keep working on your strengths. All your actions and decisions must pave the way for others to perform and grow.”*



## STANDING TOGETHER: GROWING SELF-SUFFICIENCY AT HOME

*These nutrigardens are our hyperlocal answer to protecting our communities against future food shocks.*

*Last week we started a series - **Standing Together** - to share Tata Communications' strategic relief and response efforts to protect, support and empower our communities during the times of COVID-19.*



*Investing USD 385,000 (33.5% of which was a generous contribution from all our employees in response to the global call for voluntary donations), we reached close to 85,000 people with a helping hand. Our support offered us a chance to create a better world - one where wellbeing is valued, opportunities are accessible and the future spells hope.*

### Gardens of hope - Nutrigardens

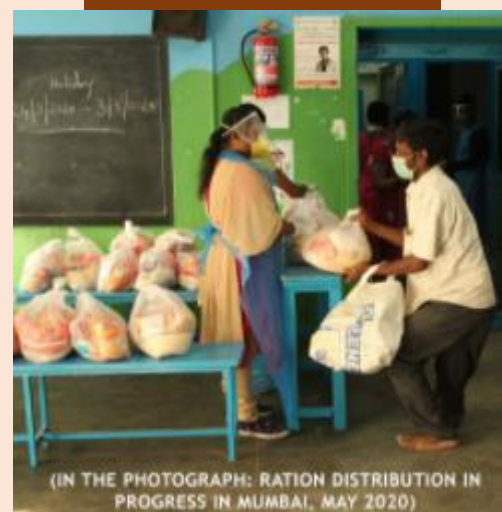
Our previous article spoke of how we provided immediate hunger relief to some of the most impacted population groups. But how can we equip our communities to be more resilient in the face of sudden shocks in the future? While home to nearly 195 million undernourished people (25 per cent of the world's total), India is a net food exporter. For our communities to be resilient, the answer in this country's context included addressing equity, access and local solutions.

Click [here](#) to read more

## STANDING TOGETHER: ENSURING FOOD SECURITY

*One year later, we look back at our efforts to support our communities when COVID-19 struck in 2020.*

Tata Communications' community initiatives focus on addressing some of the fundamental challenges of society. We believe in leveraging our resources, capabilities and people towards the greater good. When COVID-19 struck, we formulated a three-pronged strategic response plan to protect, support and empower our communities. Investing USD 385,000 (33.5% of which was a generous contribution from all our employees in response to the global call for voluntary donations), we reached close to 85,000 people with a helping hand. Our support provided relief goods, extended digital infrastructure support and strengthened healthcare. This special insider series - 'Standing together' - will be sharing the story of this relief and response in five parts - each focusing on a key theme.



(IN THE PHOTOGRAPH: RATION DISTRIBUTION IN PROGRESS IN MUMBAI, MAY 2020)

Internationally, we partnered with credible, local organisations to support COVID-19 relief initiatives in **Canada** (Moisson Montréal Inc.), the **USA** (Jersey Shore University Medical Center Foundation, Paterson Public School, Second Harvest of Silicon Valley), **Europe** (Foundation de France - France, Frankfurter Tafel - Germany, The Red Cross Netherlands - Netherlands, Médecins Sans Frontier - Spain, National Emergencies Trust - U.K.), the **Asia-Pacific** (Food Angel by Bo Charity Foundation - Hong Kong, Sayang Sayang Fund by the Community Foundation of Singapore & Humanitarian Organisation for Migration Economics - Singapore) and **Australia** (Australian Red Cross).

Click [here](#) to read more.

## ENHANCING YOUR INTERNATIONAL BUSINESS TRAVEL

*Introducing our new partner - International SOS*

We are delighted to announce that we've enlisted the services of **International SOS** - a one-stop solution for customised health, security risk management, and wellbeing services - for your safety and productivity.



This development is taken to keep you safe and healthy while you are travelling on business or assignment outside your home country. ISOS replaces our previous emergency assistance partner Worldaware.

As a member of International SOS, you have access to their global network of 26 Assistance Centres. International SOS provides health and travel security information and expertise before your trip and whilst travelling to help safeguard your health and security.

For instance, if you wish to find out what vaccinations you need for your trip to South Africa if you lose your wallet and passport in New Delhi, or if you feel ill whilst in Prague, we strongly encourage you to reach out to International SOS.



## Key advantages of International SOS

1. Their doctors, security experts, and assistance coordinators are available 24/7 to provide advice in your language, and to support you in case of any travel, health, or security emergency through their Assistance Centres.
2. Provision of end-to-end care through digital channels, including reference to teleconsultation providers with licensed doctors who can prescribe you medication, if needed.
3. Confidential emotional support services
4. Evacuation and repatriation services
5. Access to International SOS Assistance App with access to up-to-date security analysis and medical information in the palms of your hands

## International SOS 24/7 assistance for you

Please find below your **subscription number** as well as an **introductory video**. You can also scan the **QR code** shared below to know about the membership introduction course, assistance app details and relevant access links to the membership portal. We will be sharing further email communications in the coming week.

We strongly encourage you to enrol for the membership introduction course - access the member portal by keying in your **Unique Subscription ID 02EGDA929802** and **Download your Assistance App**.

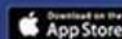
Subscription No:  
**02EGDA929802**

Mumbai Assistance Center:  
**+91 22 42838383**



### DOWNLOAD YOUR ASSISTANCE APP

Up-to-date travel security analysis, medical information and 24/7 assistance in the palms of your hands



**Please note:** The business travel guidelines are same as communicated earlier this month. With the increased risk of infection, we urge all employees to manage their requirements through virtual meetings to the extent possible. However, in case of a strong customer requirement or business case, both domestic and overseas travel will need mandatory approval by the employee's respective GMC.

## COVID-19 | 24/7 CORONA SUPPORT CENTRE

### Fight against COVID-19



As you are aware, the situation in many parts of India is changing due to the surge in COVID-19 positive cases. We at Tata Communications always prioritise the health and well-being of our employees and that's why we're introducing **24/7 support for our employees** for all covid-related concerns and support.

The key areas where we will be extending our support are:

- Hospitalisation queries for COVID-19 (admissions, claims process)
- Insurance coverage
- List of hospitals (network & non-network)
- Testing information (inclusive of test labs)
- Road ambulance services
- Virtual consultations
- Travel & accommodation support (business only)
- Critical medical support
- Support around security, mobility enablement and police co-ordination during the COVID-19 curfew restrictions

Here is the key contact for support and guidance applicable to all India employees:

- An exclusive mailbox for dedicated support on COVID-19 related queries ([COVIDSupport@tatacommunications.com](mailto:COVIDSupport@tatacommunications.com)) will be monitored 24/7 to be able to provide prompt support in emergencies
- Toll-Free Number: 1800 4199 777

We urge you to continue to maintain a strict and constant vigil for ensuring good health and safety throughout this period. Your ongoing support is critical as we continue to work in these challenging times brought on by the pandemic.

## UPDATE YOUR EMERGENCY CONTACT DETAILS IN PRISM



Emergencies can happen anywhere, any time. Employees must keep their personal and emergency contact information up to date, which can be readily accessed in case of an emergency or crisis.

Request you to log in to Prism and update the below information.

### **Prism -> Home-> My employee profile**

- Emergency Contact - Update details of primary emergency contact person and number
- Contact Information - Update personal mail ID
- Address Information - Update Home permanent / correspondence address
- Personal Information

If you are not following TCTS on Social media, please click on the below links to Follow, Like, Comment, and Share.



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