SO4

Drive Digital Transformation

Definition

Leverage digitalisation to improve efficiency both internally and externally

Focus Areas	Highlights
Increase Digital Interventions Across Processes	• In 2024-25, Thermax accelerated its digital transformation to enhance operational efficiency, improve data visibility, and enable smarter decision-making. Key processes digitised this year include: e-auction, vendor onboarding, sustainability accounting & reporting, lead generation, payroll, project management, and document control. • Additionally, a statutory audit trail for financial applications and digitised processes for new M&A entities was enabled. A total of 66 out of 147 digital projects across various value streams went live, leveraging the project management office (PMO) framework.
Proliferate Customer-Centric Digital Platforms	• Thermax's digital portal, EDGE, enhanced customer experience with new features like access to asset drawings and order status tracking through backend integrations. • The AI/ML-powered IIoT platform - Thermax EDGE Live® gained momentum, winning the Gold Award at CII IQ and the AI Gamechanger Award by NASSCOM in the Energy and Utilities sector. It now powers 4,800+ assets across 195+ customers, improving efficiency, reducing downtime, and supporting decarbonisation. • Key solutions launched include Water Balance, Maintenance Manager, Chemical Manager, Urban Water Integration and Digital Logbook. A scalable AI framework has been set up, enabling the deployment of 3,000 predictive models across customer sites.
Strengthen Cybersecurity Measures	• The EDGE Live product ecosystem is now ISO 27001 certified. • A 24x7 Global Cyber Defense Centre has been launched to monitor and respond to cyberattacks, with enhanced incident response capabilities. • New capabilities such as dark web monitoring, rogue app takedown, threat intelligence, and digital forensics have been set up. • Preventive security measures, including Web Application Firewall (WAF), Endpoint Detection and Response (EDR), API security, and PKI certificates with TLS 1.2 encryption are in place. • A secure by design approach has been adopted for digital products, covering Vulnerability Assessment and Penetration Testing (VAPT), Software Bill of Materials (SBOM), vulnerability scans, secure code reviews, and secure architecture standards for OT/IT convergence.