

Tata Motors Finance	
Publication	Express Computer
Date	June 10th, 2024
Coverage	https://www.expresscomputer.in/exclusives/technology-has-emerged-as-our-strongest-ally-for-driving-customer-delight-neeloy-majumder-coo-technology-tata-motors-finance/112907/



Technology Has Emerged as Our Strongest Ally for Driving Customer Delight: Neeloy Majumder, COO – Technology, Tata Motors Finance

By Atreyee Chakraborty — On Jun 10, 2024

EXCLUSIVES CLOUD NEWS



In an exclusive interview, Neeloy Majumder, COO – Technology at Tata Motors Finance, delves into the transformative power of digital technology in reshaping the customer experience. Majumder highlights several pioneering digital initiatives, including round-the-clock credit solutions for fuel and operational expenses, AI-driven loan approvals, and advanced data analytics. These innovations not only streamline operations but also empower customers, particularly in rural markets, by providing swift, seamless, and accessible financial services. Through strategic investments in cloud technologies and a dedicated Centre of Excellence for IT Infrastructure, Tata Motors Finance is poised to continue its journey of tech-driven customer centricity and operational excellence.