GALAXY
Integrating Technology | Driving Growth

TECH TALK

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Pioneering Tech Leadership with a Legacy of Excellence.

AIM

Galaxy Office Automation Pvt. Ltd.

Galaxy & CrowdStrike recently hosted an exclusive executive roundtable for our valued customers in Mumbai, exploring the evolving cybersecurity landscape in the AI era.

The session, themed **“Securing the AI Era: With Frontier AI and Agentic SOC”**, explored Frontier AI, Agentic SOC, AI-powered security operations, emerging cyber risks, and strategies for building faster, smarter, and more resilient security environments.

A big thank you to our customers, CrowdStrike experts, speakers, and OEM partners for making the session insightful and impactful. We look forward to continuing our journey of innovation and helping organisations build a more secure, resilient, and AI-ready future.

Foreword

Dear Readers,

The World Cup is over, and it turned out the way I hoped it would when I wrote last month's column. Spain beat Argentina, and the winning goal came from a substitute, Ferran Torres, who was on the bench when the match started. Argentina had Messi. Spain had a system that worked with whoever was on the pitch. That is the whole argument, settled on the field.

Enterprise AI is heading toward the same test. Last month I wrote about governance, cost discipline, and identity as the three things shaping how we deploy agents at Galaxy. The pattern we keep seeing is agents given access to systems well before anyone has decided who owns the controls around them. That is why we ensure the same discipline in every SOC and NOC engagement. Every agent gets an identity before it gets a task. Every agent gets a scoped, auditable permission set rather than a broad one that is easier to configure. And every agent we deploy sits inside a layer that is itself watched by other agents, trained to flag unusual behaviour and policy violations before they become incidents. It is the same zero trust principle we have applied to human users for years, extended to a workforce that does not sleep, does not take leave, and does not always ask before it acts.

Through our AI, Security, Data Centre, Network, and Cloud practices, we keep building toward the same outcome, autonomy that is governed and financially accountable from day one, not retrofitted once something has already gone wrong.

As for the World Cup, Spain's win made the point better than I could have. The team with the deepest bench and the clearest system beat the team with the biggest individual name. That is the bet worth making in the selection of your technology vendor too. Not on the ones with the flashiest demos, but on an organisation with the depth and the system to deliver on what you actually need. Do reach out to us for a conversation on how we can help you achieve your goals.

Happy reading!

Anoop Pai Dhungat
Chairman & Managing Director

Heal Faster, Naturally - The Bandage That Taps Your Body's Own Energy

The futuristic bandage, developed by Xudong Wang, professor of materials science and engineering at UW–Madison, and researched on human skin by Angela Gibson, MD, PhD, assistant professor of surgery at the UW School of Medicine and Public Health, and a burn and acute care surgeon at UW Health, was shown to heal a wound more than four times faster than a traditional dressing. The novel bandage uses the body's natural movement to generate an electric field.

About three years ago, researchers in surgery and engineering at UW–Madison first created and tested the bandage, finding that it significantly accelerated wound healing in rats. In September 2021, they published the results of their latest study in the Journal of Nanobiotechnology.

The results from the original research were encouraging, but more testing was needed to learn whether the bandage would work on human skin, Gibson said.
"When we tested it on wounded human skin that we'd grafted onto a mouse, the wound healed completely in seven days compared to the typical 30 days using a standard dressing," she said.

The bandage works by using a tiny generator, called a nanogenerator, to capture energy from natural movements like breathing and twitching. The nanogenerator converts that energy into mild electric pulses that are sent to an electrode in the bandage, which then creates an electric field around the wound

Researchers have known that electric fields help wounds heal faster. In fact, the body creates its own mild electric field around a wound. Although the exact mechanism is not fully understood, this study adds to evidence that electric fields help direct the movement of skin cells for more efficient healing.

Wang, who helped lead the research in 2018 to create the bandage, and his colleagues, have made improvements to the bandage since then to decrease the size and increase the practicality of the device without negatively impacting the test animals in any way, he said.

"We made improvements in the bandage between our original study and this one by incorporating the nanogenerator into the bandage itself, and by weaving the material to better mimic the way skin stretches so it could capture more of the energy from subtle body movements," Wang said. "We're very excited about the results in human skin."

Because the bandages are made of relatively inexpensive materials and are not complicated to make, the researchers expect they wouldn't cost much more to manufacture than a regular bandage.

The team's next steps include improving the nanogenerator and bandage design further to harness energy at various sites on human bodies, according to Gibson.

They hope to move to clinical trials in the next few years after testing on large animals for safety and effectiveness, she said

Given the device's simplicity and its expected low cost, we're really hopeful that this technology will lead to significant improvements in treatment for the millions of people who suffer from wounds every year," Gibson said.

Read more →

TECHNOLOGY FOCUS

AUXHEALIUM BY GALAXY

From IT Support to Autonomous

Meet the Next Generation of Intelligent IT Support

Traditional IT support is often slow, repetitive and escalation-driven. IT teams spend valuable time resolving recurring issues, while knowledge remains fragmented across PDFs, SOPs and individual expertise.
Auxhealium by Galaxy changes this model.
An AI-powered conversational IT support platform, Auxhealium combines guided troubleshooting, enterprise knowledge retrieval and self-healing automation to deliver continuously improving automated IT support.

How Auxhealium Works

01 | **AI L1 Chat Assistant**

Employees can interact with an AI-powered L1 support assistant through web chat, with guided troubleshooting designed to resolve common IT issues quickly and consistently.

02 | **Omnichannel Support**

The same support experience extends across Microsoft Teams and WhatsApp, enabling employees to access IT assistance through the channels they already use.

03 | **Intelligent Resolution**

Auxhealium intelligently determines the most effective resolution path. Where a predefined workflow exists, it uses guided decision-tree workflows. When required, enterprise documentation is leveraged for contextual resolution.

04 | **Automated Remediation**

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Approved automation can securely execute actions through Ansible playbooks, helping resolve recurring issues without manual technician intervention.

05 | **OTP-Authenticated Execution**

Before remote scripts are executed, users can authenticate through the Auxhealium desktop application using a one-time password (OTP)—adding a verification layer to automated endpoint remediation.

06 | **Live Execution Visibility**

Users and administrators can track OTP authentication, playbook progress and success/failure results, bringing visibility to automated resolution.

AI THAT KNOWS WHEN TO SEARCH, AUTOMATE OR ESCALATE

Enterprise Knowledge Retrieval | RAG

When a predefined workflow does not fit the issue, Auxhealium can search uploaded PDFs, SOPs, manuals and knowledge-base content for contextual answers. The platform is designed to retrieve and apply enterprise knowledge to support accurate resolution.

LLM Fallback

When relevant information is not available in the enterprise knowledge base, the AI can provide a conversational response through the configured LLM.

Seamless Escalation

If an issue cannot be resolved automatically, it can be escalated to technicians—keeping human expertise in the loop rather than forcing automation where it is not appropriate.

BUILT FOR IT OPERATIONS

Auxhealium brings together a comprehensive set of capabilities for administrators and IT teams:

- **Dashboard & Operational Insights**
  Monitor ticket volumes, conversations, timelines and operational activity.
- **User Management & RBAC**
  Manage users, workflow access, inactive accounts, profiles and audit trails with role-based permissions.
- **Azure SSO**
  Enable authentication through Azure Active Directory.
- **Document Administration**
  Upload, manage and remove PDF content used by the RAG knowledge system.
- **Scheduled Jobs**
  Schedule software updates and other IT tasks with WhatsApp/email notifications.
- **Hardware & Software Inventory**
  Collect device inventory information through automation playbooks.
- **Job & Campaign Monitoring**
  Track live Ansible and campaign execution status.
- **Laptop & IP Context Awareness**
  Use device profile and IP information to target the appropriate automation.
- **Built-in Automation Catalog**
  Access ready-to-use automation scenarios including maintenance, local user management, Office setup, Teams audio troubleshooting and more.
- **Voice-to-Voice AI Support**
  Enable a more natural support experience through voice interaction and spoken AI responses.
- **Image Analysis & Visual Troubleshooting**
  Users can upload screenshots or images for AI-powered analysis of errors, helping identify issues and recommend or trigger appropriate remediation workflows.

from human expertise to permanent intelligence

Auxhealium is designed around a Human-in-the-Loop Learning approach.

When a technician resolves an issue manually, that resolution can be recommended for automation. The new automation is then validated through successful executions. Once proven reliable, it can run without human intervention.

The result?

- Fewer repetitive tickets.
- Faster resolution.
- Scalable IT support.
- More productive IT teams.
- Continuously improving automation.

The platform is designed to significantly reduce IT support ticket volumes, improve SLA compliance and resolution speed, convert manual fixes into scalable automation, and free technicians for higher-value work

Auxhealium by Galaxy is transforming IT support with AI-powered conversations, intelligent knowledge retrieval, and automated remediation. From guided troubleshooting to Ansible-driven self-healing, Auxhealium helps organisations resolve issues faster, reduce repetitive tickets, and empower IT teams to focus on what matters most—innovation.

TTo discover how Auxhealium can transform your IT operations, write to us at marketing@goapl.com

SPECIAL FOCUS

Network Security Policy Management
Simplifying Security, Strengthening Control

Network security teams today are managing far more than firewalls. With data centres, branches, cloud environments, applications and third-party connections all forming part of the enterprise network, the number of security policies can grow quickly. A rule that made perfect sense when it was created may no longer be needed months or years later. At the same time, teams still need to make sure that business applications can communicate without opening unnecessary doors.This is where Network Security Policy Management becomes valuable. Rather than looking at individual firewall rules in isolation, it gives teams a broader picture of network access—what is allowed, why it is allowed, where the access leads and whether it still makes sense. It brings visibility, analysis and governance together so that security teams can manage access with greater confidence.

What a Network Security Policy Management Platform brings to the table

- **Centralized Policy Visibility:** View and assess security policies across distributed and multi-vendor environments from a common platform.
- **Policy Risk Analysis:** Identify unused, duplicate, shadowed, conflicting and overly permissive rules that require attention.
- **Network Path Analysis:** Understand communication paths between users, applications, network zones and critical resources before access is approved or changed.
- **Policy Optimization:** Use policy and traffic intelligence to rationalize rules, remove unnecessary access and simplify the policy base.
- **Risk-Based Prioritization:** Focus remediation efforts on policy conditions that create the greatest security or operational concern.
- **Change Management:** Bring requests, assessment, approval, implementation and validation into a structured workflow.
- **Compliance & Reporting:** Support governance and audits with policy reviews, historical information and management-ready reporting.
- **Multi-Vendor Governance:** Apply a consistent policy management approach across different security technologies.

How it improves security

Knowing what a rule says is not enough. It is about allowing the right communication and restricting everything else. Policy management helps security teams get closer to that balance by giving them the context behind network access.

- **Tighter Access:** Align connectivity more closely with actual business requirements and least privilege principles.
- **Stronger Segmentation:** Make communication between critical applications, users and network zones easier to review.
- **Lower Exposure:** Surface obsolete or excessive access that can unnecessarily expand the attack surface.
- **Safer Changes:** Provide greater visibility into connectivity and policy impact before changes are implemented.
- **Continuous Hygiene:** Enable recurring policy assessment instead of relying only on periodic manual reviews.

The bigger shift

The real change is moving from "managing firewall rules" to "managing network access." Instead of simply asking which rule needs to be added, teams can ask a more useful set of questions: Is this access really required? What does it connect to? What risk does it introduce? Who approved it? And when should it be reviewed again?

Use Cases

Firewall Rule Lifecycle

Establish a structured lifecycle from access request and assessment through approval, implementation, review and cleanup, reducing the risk of temporary or obsolete rules becoming permanent exposure.

Application Connectivity

Analyze required network paths and existing controls when onboarding applications or services, helping ensure access is limited to the systems, destinations and services genuinely required.

Policy Cleanup & Optimization

Identify unused, redundant, duplicated, shadowed or unnecessarily broad rules and use these insights to simplify the policy base while reducing avoidable exposure.

Network Segmentation

Assess permitted communication between critical applications, users, branches, data centre zones and external networks to support stronger segmentation and controlled movement.

Third-Party Access

Review vendor and partner connectivity against business requirements and gain greater visibility into external access paths.

Security Change Management

Standardize policy requests, approvals and implementation while maintaining traceability around who requested and authorized access changes.

Compliance & Governance

Provide centralized policy information and reporting to support periodic reviews, security governance and audit activities.

Why leaders should choose a Network Security Policy Management Platform

For a security leader, the question is not whether the organization has enough firewalls. The more important question is whether the organization truly understands and controls the access those firewalls allow. A policy management platform helps answer that question at an enterprise level.

Hardware Security Modules form the foundation of enterprise cryptographic security by protecting encryption keys, ensuring trusted cryptographic operations, and helping organizations achieve regulatory compliance. As cyber threats continue to evolve, deploying HSMs provides a resilient and scalable approach to securing critical infrastructure, digital identities, payment systems, and sensitive business applications.

To connect with our experts, write to us at marketing@goapl.com

TECH NEWS

India’s AI data-centre push could drive 5% of global chip demand by 2030.

The global semiconductor industry is set for a sharp growth spurt, with revenue expected to hit $1.6 trillion in 2026 and approach $2 trillion in 2027, according to Gartner.

For India, the bigger story is the growing AI data-centre buildout and what the global chip shortage could mean for smartphone and PC prices.
AI data centres are expected to account for 36.5% of global semiconductor revenue in 2026 and more than 53% by 2030. India’s share will remain relatively small, but its AI data-centre expansion could account for as much as 5% of global semiconductor demand by the end of the decade, Gartner said.

“India’s AI data center is a big growth story over a rather small base,” Shrish Pant, director analyst at Gartner, told ET Online.

Hyperscalers and data-centre companies are expected to continue investing in India, helped by relatively economical power and the country’s large digital user base. India, however, is unlikely to account for a double-digit share of global AI data-centre capacity.

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TECH NEWS

NASA's Nancy Grace Roman Space Telescope has successfully launched

NASA's Nancy Grace Roman Space Telescope has successfully launched aboard a SpaceX Falcon Heavy rocket, marking the beginning of a major new mission to study the universe. The observatory lifted off from Launch Complex 39A at NASA's Kennedy Space Centre in Florida on August 30, and is now on a three-month, million-mile journey to its final orbit.

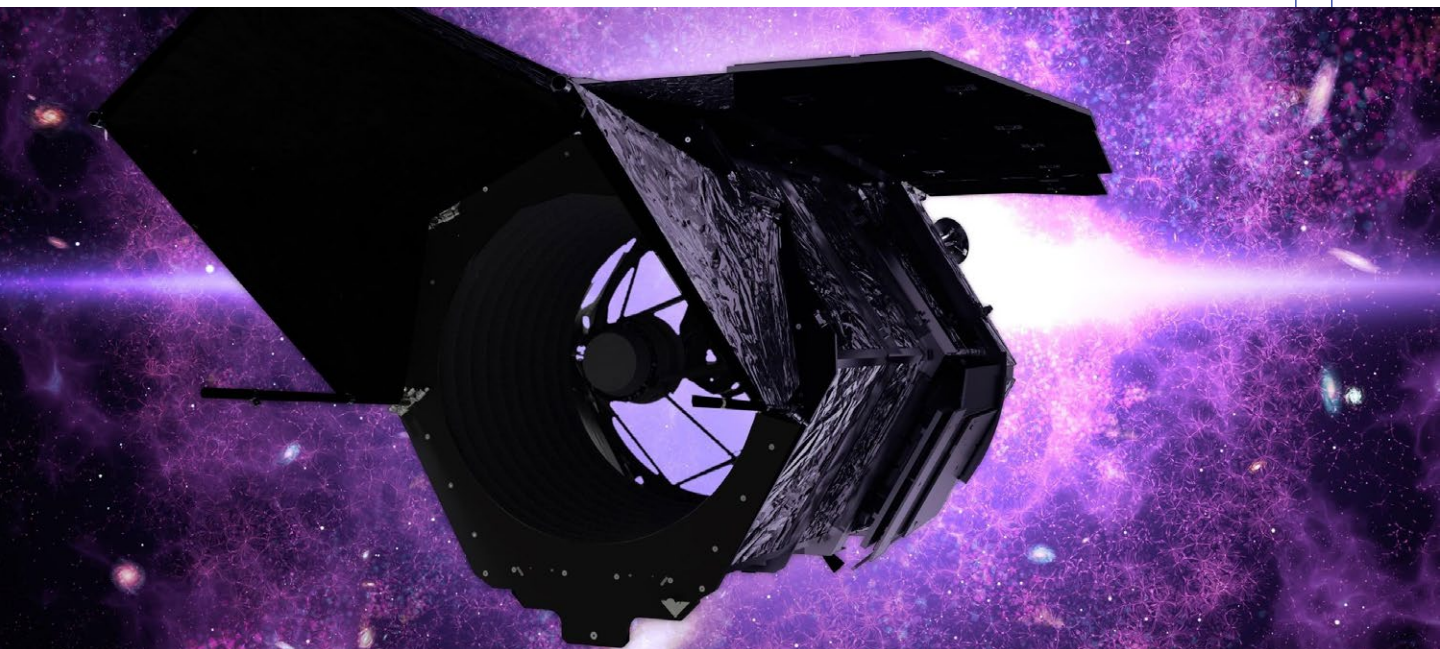
Roman is headed towards the second Sun-Earth Lagrange point, or L2, nearly 1 million miles (1.6 million kilometres) from Earth. From this position, the telescope will have a wide and relatively unobstructed view of the sky, allowing it to survey vast regions of the universe.

The mission is designed to move fast: Roman's wide field of view lets it scan the sky about a thousand times faster than NASA's Hubble Space Telescope, while still capturing the same crisp detail.

Roman telescope to survey the universe

Once operational, Roman is expected to conduct wide-field surveys of the universe and produce thousands of images each day. Its observations will help scientists investigate some of astronomy's biggest questions, including the nature of dark matter and dark energy, and could reveal more than 100,000 new exoplanets over the course of the mission. "We've never been able to view the universe with eyes like Roman's before," said Julie McEnery, the mission's senior project scientist at NASA Goddard. "There's no telling what more we'll know and have seen by this time next year."

Read more →



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