

The

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# EnterpriseWorld

A NEW PERSPECTIVE OF BUSINESS



UPSHOT METROS

# HONG KONG

# INTENSE TECHNOLOGIES

CONSULTING SERVICES FOR DIGITAL  
BUSINESS NEEDS

C. K SHASTRI  
FOUNDER & MD



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**UPCOMING  
EDITIONS**





MORRIS GARAGES

# From Editor's Desk

## Expanding Horizons of the Business World!

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Every entrepreneur struggles to stand strong in the market. While aiming for the best results we must assure that we have the proper training or a genuine, trustworthy consultant working with us who is an expert in a particular domain.

In this issue of The Enterprise World, The Most Trustworthy Consulting Companies 2019 we are proudly featuring such consulting companies that are making efforts and providing consulting services to various businesses in different sectors and transforming them.

Intense Technologies featured as a cover story in this issue provides consulting services for digital business needs. Under Mr. C K Shastri's leadership, Intense Technologies grew from strength to strength to be eventually recognized as a global technology leader.

SAP is considered to be the most important IT infrastructure that has helped the business world to deal with the new changes and challenges. SECUDE is a global security solutions provider offering innovative data protection for users of Enterprise Resource Planning software such as SAP. Readout their journey from inception and get known to more about SAP. In an interview with B Rajesh Nair of Convenient Construction Consultancy Pvt Ltd, get inspired by their journey in the landscape of construction consultancy and management.

The role of technology in business is not new, but it is expanding. Quantum Group is empowering businesses with different info training and technology consulting. Readout how they become one of the top technology consultancy companies since the inception.

Hong Kong, one of the world's most prosperous economies and a hub for international trade and investment. In our special feature upshot metros read out about Hong Kong, its importance worldwide, its culture and people.

The society has always adopted changes in work culture. Give a read to the article "The Future of Work Practices" and get known to how the future of workplaces will look like.

You might get a road full of hurdles, but once you reach the desired destination you will realise that those hurdles were really worth it!

Happy Reading! 



**Rushikesh Deshpande**

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# Leaders in Spotlight

## **This issue of The Enterprise World, The Most Trustworthy Consulting Companies 2019 Features,**

Featuring for the cover story is Intense Technologies. Technology is transforming the way we approach day-to-day business. Pioneering in the domains of digital transformation and customer experience, Mr. C.K. Shastri founded Intense Technologies. Intense Technologies odyssey began with the proverbial handful of dollars and limitless dreams. Intense Technologies produces software products and offers consulting services for digital transformation through its platform UniServe™ NXT.

3nayan founded by Mr Suhas Dutta and Mr Govindaraj Kozhipurath is a niche consulting company that provides Strategy Advisory, Transformation, and Execution services primarily through Digital Transformation (DX), Process Automation (RPA), and Process Engineering to enable Growth Sustainance, Organizational Effectiveness, and Business Transformation.

Convenient Construction Consultancy (P) Ltd (CCCPL) is a leading name in providing construction consultancy services due to their work quality and approach to complete a project within time. In a talk with B. Rajesh Nair founder and managing director discover more about the construction management landscape.

With their training interventions, Quantum Group – Infotrainers & Consultants build competencies, supplement education, expand horizons by way of varied study, elevate trainees to contemporary technology and fulfill industry demands of skilled workforce.

Steinbeis India works in the areas of Technology Consulting and Transfer for Indian Industry in Renewable Energy, Cleantech, Pharma, Manufacturing and Automotive sectors, amongst others. In a talk with Mr. Vineet Kumar Goyal, find out how they become one of the top consulting companies in the technology sector.

Sagacious IP is award-winning Intellectual Property research and consulting firm which offers innovative solutions and services to the global innovator community. The company has had the opportunity to work with a diverse set of clientele from over 45 countries, including most of the industry-leading corporations and IP lawyers.


Whatever the property it may be a residential project or a commercial one, only well management can take it to the completion with quality and within time. In a candid talk with Mr. Dipen Mehta (Managing Director) of PCS Project Management, get known to the construction and project management sector and what PCS Project Management offers.

Dr. Heiner Kromer started

SECUDE over two decades ago with the singular focus on developing a data security solution. Today, SECUDE is a global security solutions provider offering innovative data protection for users of Enterprise Resource Planning software such as SAP.

Triangulas Business Consulting LLP is a niche boutique Consulting firm, which is both a Business Consulting firm as well as a Legal firm. Triangulas provides Legal, Commercial, Business & Procurement Advisory and all associated Services, in addition to supporting clients in the areas of M & A, Joint Ventures, Contract Management Services, etc.

TACTPRO Consulting is an Indian fast-growing company provides end to end consulting in Designing, Deploying, Monitoring and Improving IT processes using Systematic Process Management methodology that is completely integrated with ITIL (Best Practices).

In an interview with Mr Ganesh Iyer, founder of Iyer's Pro-Risk; let's know about their services and views about business. Most of the businesses downed their shutters due to lack of good planning, strategies, visions, bad cash flow management, lack of training, etc. In a crucial world of competitions, it was difficult to find solutions for such problems. 'Iyer's Pro-Risk' Business Solutions gave an end to this solution search. 

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Shaping businesses worldwide

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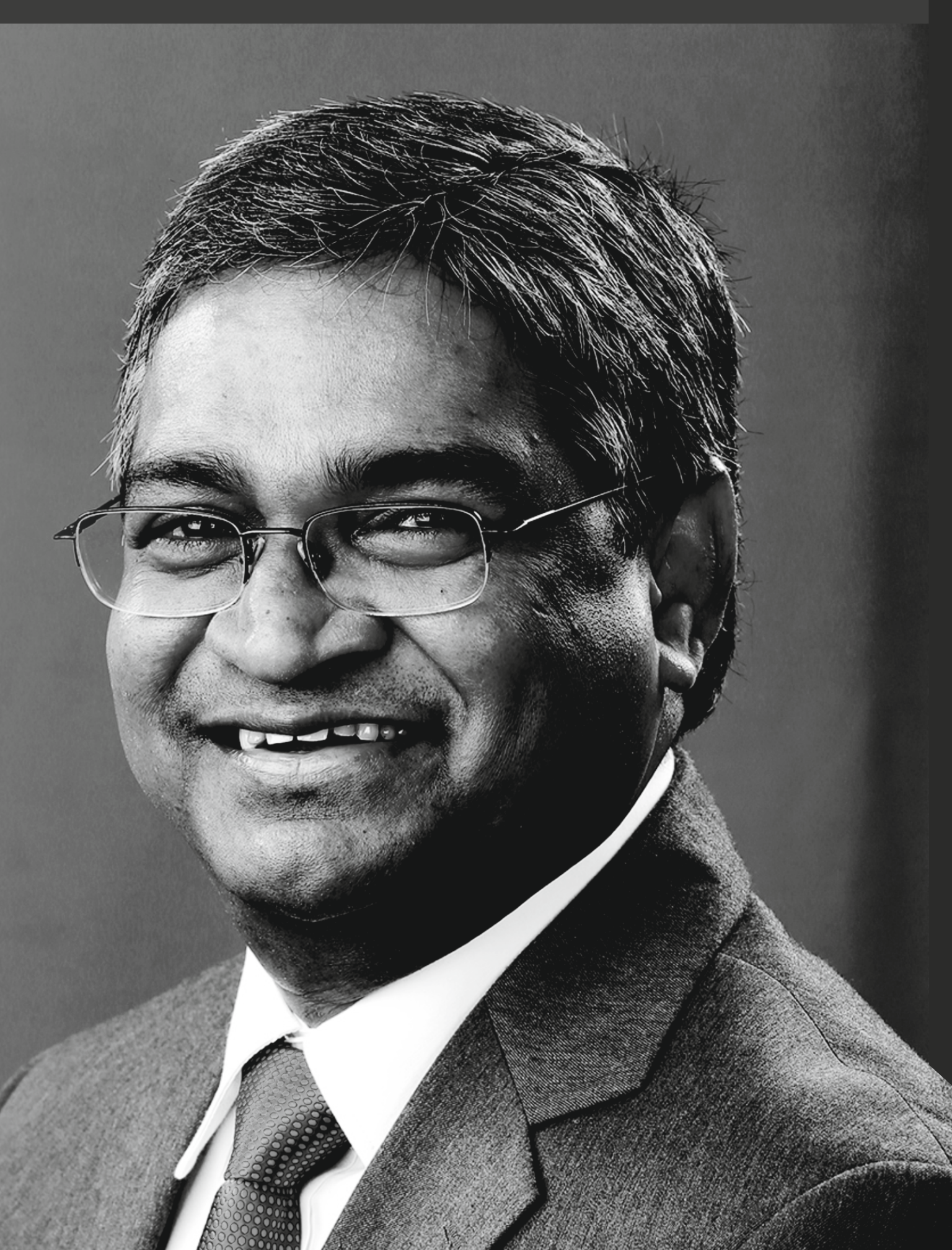
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# INTENSE TECHNOLOGIES

CONSULTING SERVICES FOR  
DIGITAL BUSINESS NEEDS

*C. K. Shastri*  
Founder & MD





**W**hen we say we need to change with time, it implies that we need to stay relevant. Changing times have brought us far too many things, new technologies, new ways of operations and everything we use today. Businesses now need to adapt to these changes and modify and upgrade their systems. Today, digital revolution is no longer a new thing; technology has penetrated every aspect of our lives, at an unbelievable scale.

Technology is transforming the way we approach day-to-day business.

Pioneering in the domains of digital transformation and customer experience, Mr. C.K. Shastri founded Intense Technologies. Intense Technologies odyssey began with the proverbial handful of dollars and limitless dreams.

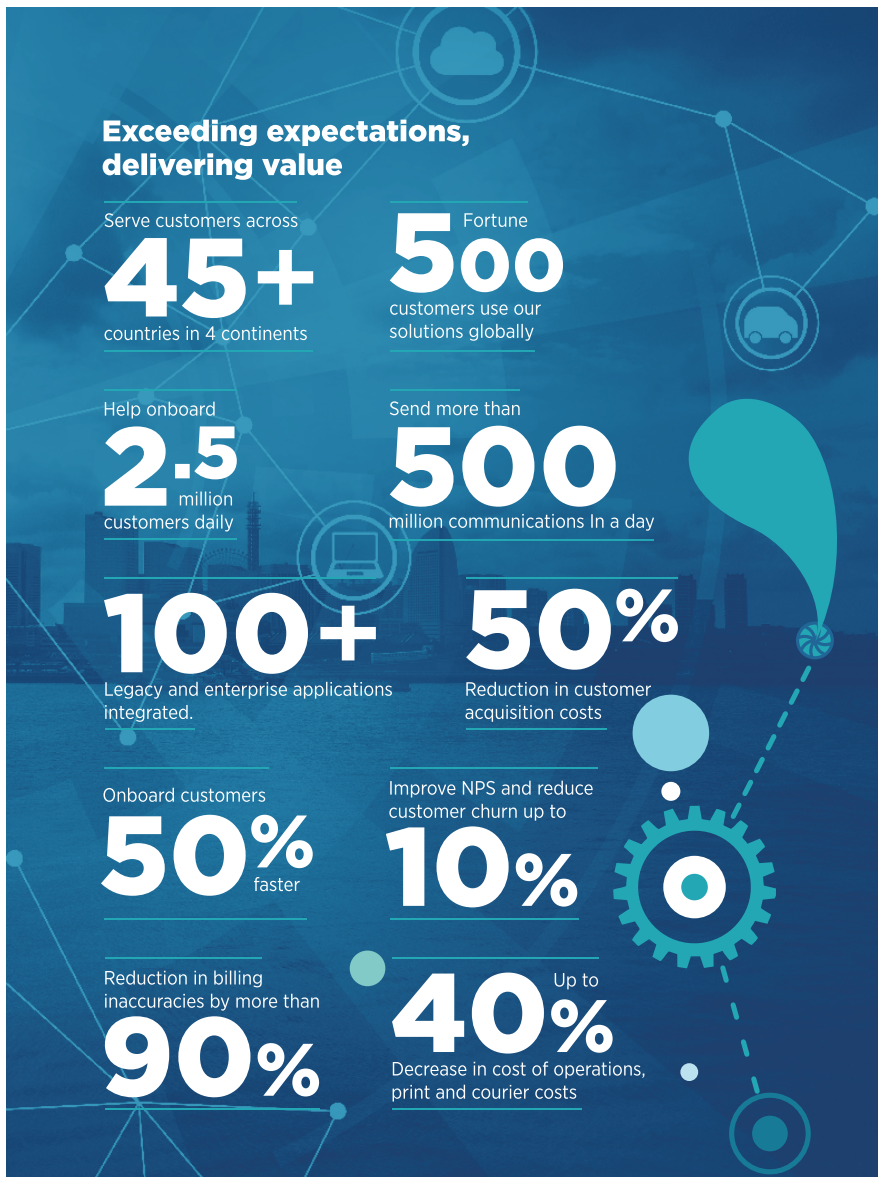
**The Journey-**  
Intense Technologies produces

software products and offers consulting services for digital transformation through their platform UniServe™ NXT. Their products and services are used globally by Fortune 500s for digitalization of customer experience life cycle, resulting in greater customer-centricity, reduced operational expenses and improved revenues. The company has more than two decades of experience in helping enterprises digitalize their customer interactions and have proven capabilities in data management, customer communications, customer onboarding, customer identity management, B2B customer experience and financial reconciliation domains. They have strong domain knowledge in telecom, banking, insurance and government verticals.

*“We understand the need for enterprises to provide a multi-dimensional experience that is consistent, personalized and contextual to their customers.”*

Intense Technologies’ platform brings together a bouquet of advanced technologies such as Artificial Intelligence, Robotic Process Automation, API management, Microservices, Business Process Management amongst others and most complex enterprise applications can be built without having to code, and business processes can be automated quickly.

Their consulting services help enterprises build competitive advantage by delivering clear KPIs of reducing operations costs, improving revenues and enhancing customer experience. From providing solutions, to consulting



services, Intense Technologies makes businesses more agile and helps them adapt to digital.

The company has improved business processes for some of the leading players in telecom, banking and finance, insurance, and other sectors. Intense Technologies' customers include Bharti Airtel, Vodafone UK, Rjio, HDFC bank, Idea Cellular, Omantel, Etisalat, ICICI Prudential Life Insurance, GE Money, Bharati AXA Life Insurance, HDFC Life Insurance, and many more.

Their products and consulting services are designed for process automation, Big Data Analytics and personalized digital engagement. Today, Intense Technologies processes 25 billion USD worth of client revenue data, helps on-board 2.5 million customers daily, and sends more than 500 million customer communications every day across their engagements. They serve customers in 45+ countries across 4 continents, with a 70% market share in telecom domain in South Asia; have 10+ years of experience in telecom and insurance domains, and an award-winning product portfolio.

### Standing Strong through the Challenges-

At the start, capital and brand building was a major challenge. While the solutions and services were mission critical, large enterprises always preferred to engage with big brands. To overcome this and win the trust of customers the company partnered with multi-billion dollar system integrators. They helped them penetrate global markets and deepen their understanding of the domains.

Another major challenge was that their solutions and services had long sales cycles. Because of the B2B nature of the business and the domain of their offerings being critical to business operations the company had long sales cycles. To overcome this they expanded their scope to many verticals and launched SAAS models of their offerings.

“  
A GREAT TEAM,  
PERSISTENCE, AND  
TECHNOLOGICAL  
INNOVATION HELPED  
US SAIL THROUGH OUR  
CHALLENGING TIMES.

Customer centricity was a critical factor responsible for the growth of the company. Satisfied customers, continuous investment in technology and consulting services for customer centricity led to the growth of the company. They realized that their Customer Communications Management solution had gained traction in the market and started evolving other solutions and services that helped automate journeys of customer experience lifecycle. The company quickly expanded their portfolio of products and services to include business critical aspects such as customer on-boarding, B2B customer experience, centralized engagement hub and financial reconciliation.

*“Today, with our platform we help ease the Digital Transformation journey of enterprises with enhanced CX being a significant*

*result of the transformation.”*

### The Service Portfolio-

Today's enterprises need to continuously reinvent themselves and explore new business models to remain relevant to their customers. A partner ecosystem built around the digital platform is soon becoming a reality in many verticals like banks, insurance, retail and health. Intense Technologies' consulting services built on UniServe™ NXT, Rapid Enterprise Application Production platform helps in bringing out business model transformation that aligns with changes to operating processes, exploring business models and IT systems. A Platform is a binding force that brings together multiple stakeholders including connected things with varying objectives to co-exist.

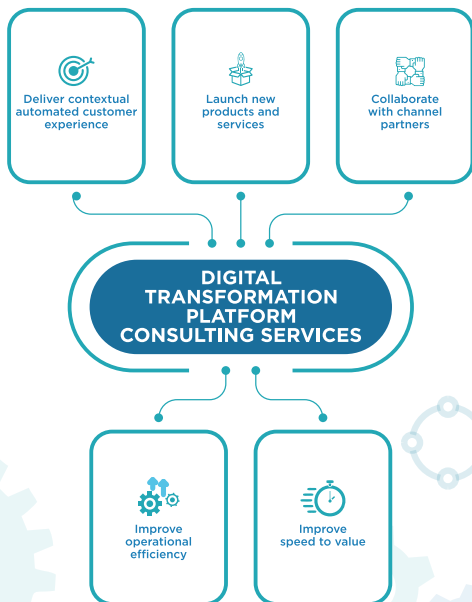
High-productivity application development platforms like their- UniServe™ NXT, essentially accelerates the entire process of collaborating with partners in a secured way, redefining customer experiences and bridging legacy systems for business agility. The company helps enterprises enable their services through digital channels and also collaborate with external players to build competitive edge and explore new business models. It helps enterprises to reimagine themselves to be more responsive to the demands of the market.

The platform with its open, modular architecture supports co-existence of various technologies like BPM, user experience design, data management, configurable API engine and AI capabilities on a single platform and enterprises can leverage various functionalities to



build custom solutions or digitalize business processes with required flexibility and extensibility.

Intense Technologies’ business model of directly engaging with large enterprises through consulting services in the domains and markets where they have a strong presence and partnering with System Integrators to increase reach into global markets and newer verticals helps them in leveraging the opportunity. The company helps organizations lower customer support costs, improve revenue generating avenues, enhance customer experience, reduce operational expenses of technology and collaborate securely with other players in the eco system. *All of these are essential elements of reimagining the value proposition their customers deliver.*



**A Changing Landscape-**  
*“Technology has always been the*

*game changer.”*

Who’d have ever imagined that Artificial Intelligence will change the way we interact with customers with chatbots, algorithms, predictive behaviour and more. AI is an immensely powerful tool. Going forward, Internet of Things (IoT), Blockchain will empower enterprises in a way that it reduces costs and expedites business processes. Intense Technologies is incorporating these advanced technologies into their platform to make it simpler for enterprises to leverage these technological capabilities.

As a company driven by technology, Intense has always believed that reinvention can help enterprises navigate through change. It is the ones that think ahead or futuristically that are better equipped when it comes to disruptive technology. Their focus has always been on technological innovations to stay ahead in the market. The company has invested heavily in the R&D and built services and products that help enterprises stay agile by leveraging technology.

Enabling digital transformation for enterprises through consulting services, customized solutions, no code platforms, AI, RPA and more, Intense has not only adapted to changing technology landscapes but has been a step ahead with reinventing and reimagining the future.

*“Our strategic objective is to build a sustainable organization that remains relevant to our customers, while creating growth opportunities for our employees, and generating profitable growth for our investors.”*

The customers are dealing with the challenge of reinventing their core offerings, processes and systems to adapt to the digital age. The journey of digital future requires not just understanding of new technologies but an appreciation of existing technology landscapes, business processes and practices.

Intense Technologies’ consulting services helps customers execute their journey to the digital future at a fast pace in a unified, consistent and rich way enabling digital channels to consume the underlying technology capabilities and services of legacy systems to produce next generation digital customer experiences. They are able to build new enterprise solutions in swifter timelines, experiment new business process logic and build new partner ecosystems with UniServe™ NXT platform.

The company is now innovating with new frameworks to extend their consulting services to other verticals in the small and medium business segments. They are adopting cloud to host their solutions and ensure greater penetration into the markets. The company is planning to invest in promoting their brand image by participating in global events and undertaking digital marketing activities.

### Mr. C.K Shastri- More than an Entrepreneur

Under Mr. Shastri's leadership, Intense Technologies grew from strength to strength to be eventually recognized as a global technology leader. He is passionate about business excellence, entrepreneurship and India's place on the global stage for excellence in enterprise software products. He believes that keeping the customer first and understanding their evolving and future business needs is the key responsibility of an entrepreneur. The most important stakeholder is the customer. Building the customer base, retaining them and ensuring highest levels of customer satisfaction make a solid foundation.

He began his career with Xerox before embarking on the entrepreneurial journey with Intense Technologies. Having served as a Council member at NASSCOM Conclave, his learnings about the industry have been continuous. As a speaker at many tech forums, he has had the pleasure to meet and interact with renowned people from across the world.

He believes in 'leadership through transparency and empowerment' and as a top management professional has set an example in corporate excellence by adhering to the best practices in management, leadership and motivation. Overall, he is a people person, passionate about building teams and mentoring miracles.

*"Leading a team, taking charge and empowering the team, representing the company, being the "visionary", looking for opportunities and new directions*

*makes an entrepreneur complete."*

### The Team, Awards and Accolades-

*"I have always believed that it is all about empowering every employee rather than demonstrating power."*

Success in the workplace depends on people, well-coordinated teams and a collaborative environment. Intense Technologies is extremely proud of every employee for their efforts, their excellent work quality, commitment and zeal to innovate and create.

As a technology company they very well understand not just the demands of the customer and the market but what it takes to retain talent. The company sees low-code development as means of allowing their technical teams to concentrate on strategic initiatives and innovations. Their HR policies and practices are well-defined, ensuring a continuous learning environment for employees. They have fair rewards systems, recognition programs and an encouraging work culture. It would be apt to say that Intense is a transparent organization with clear communications and always open to employee feedback.

*"We believe in autonomy, giving employees the freedom to innovate, create and learn."*

Today, as they have grown as an organization, Team Intense has initiated engage activities that includes training, CSR activities, employee engagement activities and more. The enthusiasm in the teams for their work is motivating and is surely the way to go.

As a recognized player the company has received many Awards and Accolades. Some of them include-

- Aspire Leaderboard™ CCM-Overall positioned as 'Focused' & Business Automation positioned as 'Leader' 2018 and 2019
- Gartner published us as a Niche Player in Gartner Magic Quadrant for Customer Communications Management(2017)
- Intense Technologies won the iCMG Architecture Award of Excellence 2016 in the category, 'Future IT (Emerging technologies)'
- Forrester prominently published us in their report titled "Hot Emerging Indian Business Technology Vendors to Watch in 2015"
- Our solutions are featured prominently in "Indian Enterprise Software Products on Accelerated Growth Path", a research conducted by NASSCOM and FROST & SULLIVAN

With clients across 45 countries in 4 countries, Intense takes immense responsibility in delivering value and improving business process for every customer. Every client has played a significant part in their journey thus far. While they work as technology enablers, enabling enterprises in their digital transformation, the experience with every client is special. Every repeat business from existing customers is encouraging and Intense Technologies values their long-standing relationship with each of its customers. 

# 3nayan

Enabling business and people proficiency,  
and transformation to industry leadership



You've got to think about big things while you're doing small things so that all the small things go in the right direction.

- Alvin Toffler

In reality strategy is very straightforward. You pick a general direction and implement like hell.

- Jack Welch

Culture eats strategy for breakfast.

- Peter Drucker



**I**n a world full of rush, Digitization made many things simpler and more productive. To improve productivity, every business needs a digital transformation, mastered processes and proper strategic planning.

**3nayan** founded by **Mr Suhas Dutta** and **Mr Govindaraj Kozhipurath**, is a niche consulting company which provides Strategy Advisory, Transformation and Execution services primarily through Digital Transformation (DX), Process Automation (RPA), and Process Engineering to enable Growth Sustenance, Organizational Effectiveness, and Business Transformation.

## The Inception

3nayan believes in trust-based selling, and its sales cycles are intense, because of the nature of services they sell and also because their sales cycle kicks in only after a project is done and dusted successfully. 3nayan stops its sales activity during an engagement, deliberately to give the client all.

3nayan never thinks that it will ever be a growth story, and they don't intend it to be. They are and prefer to continue to be a client success story. 3nayan's work, in many cases, results from references. Ensuring client success, and being able to deliver the outcomes they promised is what gives them joy and a feeling of success. One

imagines, they could easily grow, given their client successes, but that is not the trajectory they are chasing.

The company graph has changed concerning the type of domains they have covered, the type of clients they have had and the exposure they have received. Initially, they started with a focus towards SMEs and start-ups only and realised soon after that their services are horizontal. Implying they are as effective, and perhaps even more impactful for larger companies. So, the graph, during its start, showed some smaller sized companies as clients, and that overall demographic has changed dramatically over time. However, they continue to work with SMEs



and startups and their appetite for working in that sector continues to be as strong as ever.

Customer centricity, and outcome (not deliverable) centricity are the reason behind 3nayan's long-standing success. 3nayan continues to do whatever it takes to bring to bear the outcomes that they believe are right for the client. This often means providing more or somewhat different than what the contract initially prescribed, but always in better interest of the client.

### The Services

3nayan's service line has evolved over time. They focus more on strategy, transformation type of work, to either enable operational effectiveness or growth. These days, this often involves process orchestration, or re-engineering, analytics, Digital Transformation, and automation.

The 3nayan team keeps itself in tune with the eco-system they live in and thus their services have evolved keeping in mind that their potential clients need today or might need in the imminent future rather than create a service line and then look for appropriate clients. Accordingly, appropriate technology often ends up being a spearhead in the strategies that they recommend. Tech is one of the four pillars of almost any solution that they come up with. The other three, of course, are People, Process and Data.

3nayan uses proprietary frameworks, instead of fixed processes and methodologies e.g. one of their frameworks, Navigator, developed and matured over time, get customised for every client and



**Suhas Dutta**  
Founder &  
Managing Partner

**Govindaraj Kozhipurath**  
Founding Partner

organization that they work with. The ability to be flexible, being able to customise the way they work, and becoming part of the (client) organization while on the engagement has held 3nayan in good stead.

### About Leadership

Suhas, partner in 3nayan, says "Leadership attributes count not only for entrepreneurs but for any leader running an organization of any type. The crucial attributes, not

in their order of importance... One, being customer-oriented or customer-centric. Second, being inward-facing and being employee (or partner) focused. The third, equally important aspect is that of connected leadership. This is a connection with the society at large, in the eco-system that the organization operates in. ...and by this I do not mean, indulging in CSR. CSR in many cases and I realise this is a politically incorrect thing to say, is washing away misdoings, and abdicating the



organization's responsibility by paying up and delegating someone else to the job."

### Professional Experience

The founders are both ex-partners from Accenture. For Suhas, most of the work in the past has revolved around Strategy, Technology, and Transformation primarily in Retail, and Supply Chain. Govindraj, has spent most of this time doing technology delivery, and in people affairs. People who work with them are invariably seasoned professionals, many of them ex-colleagues. 3nayan has run engagements in various domains including Health and Life Sciences, both payer and provider (insurance) sides, and also clinical research, worked with start-ups, banking software product areas, supply chain among others. Work has been around growth strategy, IT strategy, a bunch of analytics related work, automation, operational optimization and of course Digital Transformation.

### Achievements

Suhas believes, every successful project that they have run is an achievement and is each client organization that they help succeed. He says "The engagements where we have catalysed transformations and have put our clients on a success trajectory are, perhaps, dearer to us."

Each time, a client shows her /his happiness at the end of a project, it is a highlight. Each time a client, way after the project is done, provides an update, is a highlight for 3nayan. Each time, a client, after project completion introduces us to colleagues, business partners

or others with a sense of pride, is a highlight for 3nayan". Fortunately, this has happened often, so far.

### More About the Founders

Suhas, being an avid reader, has a large number of favourites which he has enjoyed or is inspired by. He used to love reading Amar Chitra Katha and Tintin when much younger. Still, enjoys them. There likely is a favourite from different periods of his life, or the particular type of mental state that he has been, or even different subjects. Long back he would be going gaga over Richard Feynman's semi-autobiographical "Surely you are joking Mr Feynman", and equally over Eli Goldratt's "Goal".

Currently he is reading what he believes to be the most definitive biography of Swami Vivekananda, along with Tom Clancy and Gen Chuck Horner's "Every Man a Tiger". The latter is the story of the transformation of the US Air force. He is loving both of them.

Mr Dutta says that he gets inspired by many people in life. Sri Krishna, his father, and M S Dhoni are three inspiring figures for him.


### About the Rat Race in The Market

3nayan has often competed against the super large consulting companies, but 3nayan isn't in that rat race. 3nayan is a boutique niche and high-value strategy consulting outfit and intends remaining just that. They have minimal scope to negotiate on the price point that they publish.

3nayan does not deploy people pyramids, and they do not pursue

sales activities while a project is on, to be able to completely focus on the job at hand. They are quite willing to deliberately sacrifice growth to maintain the level of quality of service.

Their value proposition to their associates and clients is rather different, their motivation and objectives are different. Growth doesn't feature there. A steady pipeline, of course, is desirable but making clients successful is what they exist for. It isn't really about just checking the boxes and declaring a project successful. That is what our clients reward us for and end up becoming personal friends over time." Says Suhas in conclusion.

*3nayan believes that it is important to have a strategy and revisit it with data. But, the strategy will not succeed without rigorous implementation nor without laying enough stress on the organization's culture.* 



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## Infotrainers and Consultants

In the last years, industries have seen a technological development in their operations. These developments have led to the optimization of industry processes. Thus to keep upbreast with the upcoming technological changes in this dynamic world, one needs to keep building various competencies. This is the gap where Quantum Infotrainers play a key role. With their training interventions, they build competencies, supplement education, expand horizons by way of varied study, elevate trainees to contemporary technology and fulfil industry demands of skilled workforce.

Rapid technological changes and an exponential rise in industry's demand for skilled workforce has called for building competencies through training interventions to supplement the efforts of our higher education system.

Industry 4.0 has always been impacting various businesses so has it impacted training. However, for IT Skills, QICPL plans to come up with their own e-learning programs. Behavioural programs can only be delivered in non-digital ways since it's about human

behaviour. For other verticals, they shall do the same.

*"The online content management has proved to be a catalyst."*

Since its inception in 2001, QICPL has dedicated itself to evolving specialized and customized

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“  
Businesses  
don't have  
limitations.  
People have  
limitations.  
Often people's  
limitations  
becomes  
business  
limitations  
”

---

corporate training and learning modules that will impart real-time business skills.

### **Their Services-**

The company has been engaged in corporate training programs and coaching. The company's services

include the following:

- **IT Skills- Creating a Competitive Edge**

For companies today, IT skills have become the most bankable asset for a competitive edge. And so, it is essential for one to upgrade the IT skills to stay relevant. QICPL offers various high-end technology training programs. These programs across IT platforms are designed to leverage professionals with knowledge to upgrade their IT skills.

- **Soft Skills- To Make You Complete to Compete**

Your first and lasting impression is just for 20 seconds when anyone sees you, and there are no second chances to start off on a better note. QICPL's soft training programmes will help you to best interact and work with others, to influence others' perception of you and your work, to motivate others' actions and build meaningful work relationships and further your career.

- **Life Skills- Know How to Become a People's Manager**

You need life skills to facilitate inclusive work culture, promote equal opportunity and build a better

employer-employee relation. These skills will help you to develop capacity and competency and deal with challenges in various situations. QICPL's training programmes will help you learn life skills through experience and practice.

**• Cross Culture Sensitivity- Overcoming Cultural Barriers**

The biggest challenge within global business world and its multicultural workplaces is overcoming cultural sensitivities and work effectively. QICPL's customized cross cultural sensitivity trainings are tailored to the specific needs of the host country. It equips the learners with appropriate skills while also understanding their own cultural biases and behavioural traits.

**• Industrial Skill Upgradation- Enhancing Capability and Productivity**

Now that industrial manufacturers are focusing on hiring skilled workforce, the capability of workforce can only be capitalized by constantly upgrading their skill levels. The objective of QICPL's skill Upgradation and updation training programmes is to increase industrial capability, capacity, productivity and mobility.

Their other training programs include foreign language programs, management programs, law and legal trainings, hospitality trainings, finance and many more.

QICPL carries out all the principles of experiential learning, case study based approach and most importantly, thorough research on the client needs. Making it most relevant to the client is what the company wishes to do.



**Pratik P. Surana**  
Chief Mentor & Founder

**QICPL's Training Methodology can be stated in 3 simple steps-**

- ◆ Need Analysis
- ◆ Training Delivery and
- ◆ Post Training Support

With their successful and innovative training programs, QICPL has today served up to 250+ corporate customers with result oriented and cost effective training programs. Their portfolio also includes prestigious names from the IT's, FMCG's, banks, MNC's and public sectors in India and

abroad.

*"Quality delivery and responsiveness with fast Turn-around Time are our strengths."*

Their training programs showcase a mix of conventional and new techniques, Confident and vibrant workforce, enhanced Life Skills for Happy and Motivated Employees, ease of communication, thus resulting in Higher Employee engagement.



The company now plans to expand in terms of its operations in various cities in India through channel partners and associates. We have a group company called Quantum Trainings Pte Ltd which has been expanding in South East Asian Region (ASEAN Region). Soon the company will do the same in other parts of the world.

**QICPL's Trainers and Programme Effectiveness-**

The trainers provide specific project based trainings to both IT and non-IT companies, characterized by customization,

accurate problem solving and query handling, to ensure better understanding across genres.

They focus on swift and Robot processes, quality focused delivery, highest customer relation and happy and productive workforce.

At work they talk of 4 Ds and 6 Fs as their values-

- Fast
- Focused
- Flexible
- Friendly
- Fun
- Futuristic

And the 4 D's-

- Discipline
- Dedication
- Determination
- Delivery ( Seamlessness)

When we talk of an entrepreneur, we always portray an image of a millionaire. However, the basic responsibility of an entrepreneur has to be to create wealth for its company first, then its employees and then his family. It's the wealth that drives companies, individuals and most importantly, employees.

**VISION**

- To be a global player of great significance of learning and development by 2030.

**MISSION**

- Swift and Robust processes.
- Quality focused delivery.
- Highest customer relation.
- Happy and Productive workforce

**Quantum Values**

- 1 Foundational Belief
- 2 Quality
- 3 Commitment
- 4 Ethics
- 5 Reliability

**Quantum™**  
Building Competence  
www.qat.com

**Quality Promise**

Consistent quality of our training deliverables through :

- Well qualified, experienced trainers & consultants
- Best in-class training methods
- Personalized study on requirements
- Customized & tailored solutions with a thorough TNA
- Value to the clients for their money
- Gamut of contemporary business disciplines

**Quantum Stats**

17+	Years Involved in improving business & soft skill training	300+	Corporate Clients	3,500+	Corporate Trainers, consultants and subject matter expert
85+	ED workshops per year	400+	Workshops conducted per year	4,800+	Participants with online certificates per year
9	Case Files Presented	90%	ROI	15,000+	Man-Days training per year
95%	Quality Comments from satisfied customers				

**Quantum™**  
Building Competence  
www.qat.com

www.underarmour.com



# BUILT TO BREAK THROUGH

Available in Men's, Women's, and kid's



UNDER ARMOUR

A large, abstract graphic composed of numerous overlapping, concentric circular brushstrokes in various shades of blue and teal. The strokes are thick and have a hand-drawn, organic feel, creating a sense of movement and depth. The background is a solid, dark blue color.

# The Future of Work Practices



**O**ften, the Future of Work (FoW) is a term used to describe the complex forces that interact at multiple levels and change the business and nature of the workforces. These forces include the rapid development of technologies, the shifting demographics that includes a multicultural workforce, and the globalisation of goods, talents, markets and everything.

These shifts are bound to make changes and also bring challenges for the leadership, the business models, the culture and the overall workforce. At the same time, they will also provide new opportunities to the people. And with these opportunities, there will also be a few risks. Is how the future of work places will look like-

### **Rapid Innovations in Technology-**

Evidently, the nature of work is changing, it is being redefined rapidly. It is being reliant on automation, artificial intelligence, robotics and other platform technologies like the data analytics. These technologies are enabling greater insights into the customer behaviour, and at the same time, they also ensure anonymity and security. These technologies will create new jobs; it will also change the nature of the jobs.


But again it is about people and not technology. The impact of automation is much debated one,

but the fact is, it has not put all the jobs at risk. It also depends on how willingly the organizations take up automation like the AI or other technologies.

### **The Basic Re-skilling-**

Apart from the basic work skills, the future employees will have to develop an advanced skillset to stay relevant to the changing workplaces. The employees will shift their focus to a more 'STEMpathetic' workforce who will combine the technical knowledge and a broader range of cognitive social skills. Analytical thinking, innovation and creative approach will play a prominent role in the future workplaces. Along with this, the employees will also need proficiency in other human skills like critical thinking, originality, negotiation and persuasion.

These shifts in the character of jobs will need to invest in education and training to make sure the employees will have the right skillsets.

It is not the first time that the society has shifted completely from its cultural idea of work. As we are stepping into the cognitive revolution, the nature of work will be redefined to create valuable human-machine collaborations, of shifting the focus from understanding the work to task completion and problem solving and managing human relationships. 

# CONVENIENT CONSTRUCTION CONSULTANCY PVT LTD

## *Casting Relationships*

**T**o complete a dream project a proper planning and well management is need to be implemented. Turning an undeveloped field to the sky touching construction, various processes like architectural designing, structural designing, interior designing and more importantly cost management plays a vital role.

Completion of a particular project within time is not only important for that project only but also it helps to execute different project planning lined up.

**Convenient Construction Consultancy (P) Ltd** (CCCPL) is a leading name in providing construction consultancy services due to their work quality and approach to complete a project within time.

In a talk with **B. Rajesh Nair** founder and managing director at Convenient Construction Consultancy (P) Ltd let's discover more about CCCPL and get inspired by his entrepreneurial journey.

### **The Company**

**1. Tell us about the company.** Convenient Construction Consultancy (P) Ltd, is a real estate consulting firm that provides the

complete range of professional services into Design, Project management, cost management – the end to end solution t across all sectors of Education, Healthcare, Hospitality, IT Parks Residential and Retail from concept, pre-construction to project closeout. As a multi-disciplined Engineering Consulting firm. We are committed to delivering excellence to our clients by maintaining the highest standards of quality.

### **2. What are the products/services the company focuses on? How are your services different from those in the market?**

CCCPL provide services in Architectural design services, Structural design services, Interior Design services, Market studies, Cost Management and complete project management services across all sectors mentioned above across India.

Possessing a strong foothold within the construction industry, CCCPL caters to every demand of your diverse, complex and technically challenging projects. With a wide range of services that ensure on-time and quality checked delivery of your dreams, CCCPL's project-execution capacities have proven its potential time and again. Everyone at CCCPL is encouraged to think differently. It's a regular

practice to find out innovative ways of doing your job differently and making it a healthier / professional place to work for.

### **3. How do you decide to take the company a step further?**

Ensuring Successful Delivery through 6 key tasks:

- Perfect Design to meet the market requirements to meet Clients revenue and Business plan
- Realistic Project Plan
- Managing Projects to meet budget & time
- Managing issues and risks
- Managing quality of deliverables
- Timely and accurate reporting to ensure effective decisions
- Optimal design of the project from an overall perspective

### **4. What are the different processes you follow for better results?**

The various endeavours of Convenient Construction Consultancy are based on transparency, trust and safeguarded by the company's high standards of professionalism and ethics. Its strength lies in astuteness in reading the market and providing exemplary project and master planning. We have a well-developed set of process and system control to ensure Cost-effective Project deliveries with a scheduled timeline.

“  
The Ego  
in our  
head is  
the Real  
burden  
we carry  
”



**B. Rajesh Nair**  
Founder & MD

### **5. With technology taking over, how are you coping with this changing landscape?**

We have adopted to latest technology practices in construction and continue to train our employees to ensure they are kept updated with the technological changes in today's market. This ensures that at CCCPL we keep up with all the Modern techniques of construction and project management.

### **6. Has technology proved to be a catalyst in the company processes? How?**

Yes. We have ensured all our Employs are well trained in Computer operations and the use of various software such as AutoCAD, BIM, MS Office, ERP systems to help more realistic working at the site.

## **Leadership**

### **1. What do you think are the responsibilities of an entrepreneur?**

CCCPL lives up to its unique philosophy of keeping 'clients-first'. And that is probably why even after successful completion of a large number of projects, CCCPL is constantly committed to helping you excel industry standards and improve performance. This value addition in the form of on-time project delivery, optimized costs, and superior building quality is backed by CCCPL's perfect blend of creativity, skills and global outlook.

### **2. Can you please brief us about your professional experience?**

With over three decades of cherishable experience in the construction industry, Mr. Nair – the CEO and one of the founding members of CCCPL, knows his

game inside out. Prior to conceptualizing CCCPL, he has served as the CEO to one of the biggest real estate conglomerates in Central India. Mr. Nair has successfully led and delivered an array of diverse projects in the retail and hospitality sectors.

### **3. What are the key achievements of your entrepreneurial journey?**

It was Mr. Nair's vision to replace the stereotypical construction and development practices with greater clarity and courage. Thus was born CCCPL in 2011. Together with his four colleagues from the industry, CCCPL's CEO Mr. Rajesh Nair decided to go beyond the conventional industry practices and nurture a dream that speaks for itself. Thus was born CCCPL. This dynamic association of curious construction specialists was aimed at adding value to every step of the project.

### **4. How do you look after your employees? What makes your team unique?**

We believe in a very meaning if Teamwork and partnership of our team members, we follow the best practices in the company and fully address the employment issues and participate in their personal matters to support in times of need. We have a robust sweat equity mechanism in place and also systems to provide a Career ladder mechanism so they all remain motivated to be part of Convenient Group. Our Average retention among the employ today is close to 5-6 years which itself speak considering our organization is only 8 years old Company.

## **More Than an Entrepreneur.**

### **1. Can you tell us what your**

### **favourite book is?**

The book 'Leader without a title' by Robin Sharma I am in love with. The entire Book is interesting a lot.

### **2. One person, who you admire the most?**


I admire Mr. Narayana Murthy and his entrepreneurial journey of Infosys inspires me a lot.

### **5. Constant vigilance- a need or a strategy?**

A need as a business simply cannot work only on a strategy.

### **6. It's a rat-race out there. How do you cope with that?**

I have been so far able to as I follow systems and ensure everyone does within the organization and Documentation helps me with my daily routine and of course a supporting Team I have. We collaborate with our clients to help them excel in industry standards and improve performance. We blend diverse expertise with keen foresight to facilitate projects and mitigate risk. Our elite team has proven themselves in successfully labouring of stubborn challenges and lives up to every facet of being called competent service professionals.

Going forward, the company will stay the course and continue exploring newer geographies and creating properties through their visionary strategies, principle-based transactions, perseverance, and skilful execution. 



## PROVIDING SOLUTIONS TO PROTECT, STORE, SHARE AND RECOVER DATA.

- Incremental and automatic file migration between heterogeneous storage
- Operational storage during the migration with reduced impact on production
- Automatic control of the integrity of migrated files
- Performance tuning by simply adding or removing Data Movers
- Single platform for securing new storage





# IYER'S PRO-RISK BUSINESS SOLUTIONS

*Mr. Ganesh Iyer*  
FOUNDER



In the fast-paced and drastically changing world of business, everyone goes through problems. Problems can stand in front of you in any attire. Most of the businesses downed their shutters due to lack of good planning, strategies, visions, bad cash flow management, lack of training, etc. One always searches for solutions for his problems to run the business smoothly than before. In a crucial world of competitions, it was difficult to find those solutions.

**‘Iyer’s Pro-Risk’** Business Solutions gave an end to this solution search. In a conversation with **Mr. Ganesh Iyer, founder** of Iyer’s Pro-Risk; let’s know about their services and views about business.

### 1. Tell us about the company.

“Iyer’s Pro-Risk” Group is an Entity created with just 3 main objectives:

- Substance over Form [no theories, only practical HONEST solutions]
- Pro-active for You [Be pro-active and AGILE]
- Begin with the End in Mind. Our philosophy is to create a Win-Win Solution for all with Total Transparency. We are in the business of Wellness and Risk Management and want to be pioneers in this. We believe that,



AS LONG AS  
LIFE & DEATH  
EXIST, HEALTH,  
WELLNESS  
AND INSURANCE  
WILL EXIST



Similarly, I have learned from my basics that Risk can never be ZERO. It can only be controlled. So that’s how the core purpose of “Iyer’s Pro-Risk” has been arrived at.

### 2. What were the initial challenges you faced while setting up?

By God’s grace, “Iyer’s Pro-Risk” has not faced any major challenges in the initial days, except that sometimes I felt that we should have had a bigger team. We have already crossed 800 days and no major hurdles have been faced by us. We are on our road map. I am very thankful for the insurance industry and allied service industries, which have placed their trust in us and been associated with us and supporting us in different ways. Of course, thanks to my team members, who kept on delivering consistently on every project of ours and could give me the space to think strategically forward.

### 3. Which was that point that triggered the growth of the company?

After I moved out of my corporate job, I immediately moved into my consultancy role and started on a high with some fade vision of the future and some great ideas in mind but no roadmap. As I started moving on, my vision started getting clearer and the road map is designed in detail. With some great leaders in the Banking, Insurance and Technology industry, I have got timely mentorship – both friendly and professional, which has helped “Iyer’s Pro-Risk” to be on the right path. I am thankful to all such leaders, who have always been positively guiding me, with their entrepreneurial experience, in my journey. Life’s good with such good people who not only grow but also let others grow.

### 4. How have the company graphs changed since the foundation?

I decided to move out of my corporate job on January 5th, 2017 and finally moved on 12th June 2017. During this period, I started preparing my road map of what I will do after I quit my job, with actually no real plans on January 5th when I first discussed my resignation. On June 13th, 2017 – the very next day, I was already on my toes with a few consultancy contracts and fairly reasonable returns in hand. Within 5 months, I already had a team of 3 people with me. That helped me look forward with the help of my wonderful reliable mutually exclusive team members to deliver whatever we committed. That was the beginning of a jump from a consulting firm to a Business Solutions Company. It’s less than a year now with this company being formed and we are on the path to do something big in the coming years in the field of wellness and risk management. It’s not a general story of one more start-up company with huge borrowed funds and looking big in a few years.

### 5. What is the reason behind your company’s long-standing success?

We are too small now, just 800 days and a small team of just around 5 members. No big players or funds behind us or above us, except that we are associated and connected with various service providers to deliver. So would not like to say it’s a long-standing success story or even that we are a Big Success at this stage. It’s a story of a Dream. It’s a story of hope and faith. Let’s wait and watch.

### 6. What are the products/services the company focuses on? How are your services different from



### **those in the market?**

Our core services are focussed on Risk Management and Wellness. We are currently in consulting and providing solutions in the areas of Risk and Insurance. We are associated with the best of service providers in these domains and hence can provide a one-stop solution to the clients through these good service providers, coupled with our domain expertise thus providing a win-win situation for all.

### **7. How do you decide to take the company a step further in terms of your services?**

We are focussing clearly on our core areas and there is no intention to divert from the same. Very soon, “Iyer’s Pro-Risk Business Solutions” would be coming up with a dedicated Insurance Risk Management Unit, which will later expand into the BFSI space. This will be the first of its kind in the Risk Management space. Our Wellness Arm is also coming up with a Health Food Solution, which is going to be very unique and one of its kind again. This will begin the main foray of Health & Wellness for us, which will then merge in with the Health and Life Insurance connected services to add value to consumers, to service providers and the Insurers. Again a Win-Win Solution for all.

### **8. What are the different processes you follow for better results?**

Our Entity is clear on the basic tenets of functioning:

- Ethics, Honesty & Transparency [not just in words or statements, but in actual practice]
- Begin with the end in mind. Work backward. First the Why, then what and finally How. We believe, with this, everything will fall in place.
- All Members of “Iyer’s Pro-Risk”

will own the work and clients. We will not be doing any Duty.

• Lastly and most importantly, our focus would be on Culture along with our Strategy. So we will ensure that “Culture will not eat Strategy at Iyer’s Pro-Risk”.

### **9. With technology taking over, how are you coping with this changing landscape?**

I have a very strong belief that “Technology is just an Enabler not an objective in itself”. So obviously, we won't do anything without the usage of Technology, Analytics, and Artificial Intelligence. But that doesn't mean that we will be a Technology Company. Technology will play a main role as a platform and a solution. But it will not be our core product and will not be a primary driver. So our App, Portal, etc. will just be a platform but not the main product in itself. Humans will play a very important role in all our businesses. Technology will keep on upgrading and we will have to keep upgrading ourselves therewith. That’s no choice.

### **10. What do you think are the responsibilities of an entrepreneur?**

According to me an Entrepreneur is responsible, among others, for following things-

- The objective and the philosophy for which his / her entity is created.
- To define the culture of the Organisation and ensure the organization works on that culture & philosophy only.
- Towards each person associated with the entity
- Towards looking forward and maintaining continuity
- Towards the society and mankind [more for us since we are into Wellness, Health, and Insurance, which purely deal with Human Beings only].

### **11. Can you please brief us about your professional experience?**

I am a Bachelor of Science [B.Sc., Chemistry] and a Chartered Accountant. While the last 19 years, Insurance and services in the related areas have been my life, as a CA I have wider exposure and experience of Risk Management, Processes, Controls, and Designing Strategies, etc.

### **12. What are the key achievements of your entrepreneurial journey?**

I am walking on my journey as planned. I am associated with the best of service providers and able to connect the right gaps. I have followed my principles to the core without a single compromise.

### **13. How do you look after your employees? What makes your team unique?**

Our employees are aware of the revenues, costing, etc. of the projects; they are involved in with absolute transparency. They take responsibility for all dealings with clients, including billing and collections. We believe in Trust and it has been working very effectively. Employees have their leverage and they get Work-Life Balance with appropriate priorities for both home as well as office. As a philosophy, our Company would be hiring only such people with positive attitude, sense of ownership and not considering a 9-5 job.

### **14. Can you tell us what your favourite book is and your favourite part of the book?**

- “The 7 Habits of Highly Effective People” by Stephen Covey: most of my Company philosophies are designed from that.
- “What Got You Here, Won’t Get You There” by Marshall Goldsmith: this is what made me



think bigger and bigger during my corporate job and then moving out and now for the next step

**15. Whose business story do you find the most inspiring?**

• GOOGLE -

What a magnanimous vision to rule the EARTH! Great philosophy to support: "Making Mistakes and learn from them".

• AMAZON -

What a powerful way to look at customer centricity: "To be the most Customer-Centric Company on this EARTH". And also, the quote below inspires me a lot.


When the Sun is Shining, I Can Do Anything. No Mountain is too high. No Trouble is too difficult to overcome

- Wilma Rudolf

careful watch for possible danger or difficulties".

So according to me, it is a part of my process. It is neither a need nor a strategy. For me and my organization, "Process has to be followed not only during the normal good times but also during the worst possible times. That is the real test of the process." So being alert and keeping a watch on the probable issues or problems or danger or difficulties has to be part of the process itself to avoid any shocks in life.

**17. It's a rat-race out there. How do you cope with that?**

I don't see any rat race out there. It's we who become rats and join the race. It's up to us. A rat-race in my opinion is against the principle of the Win-Win approach. In a rat-race, we just want to win and others to lose. I would like to enjoy and celebrate the achievement of my dreams and desires, where there are many stakeholders to gain. So let me celebrate with all and not try to be in the sphere of greed, where only I can enjoy. I like a couple of dialogues from the movie "3 Idiots" where he says "Don't go behind Success, go behind Excellence. Follow your passion. Success will automatically follow". That's exactly what I am trying to do in life. 

**16. Constant vigilance- a need or a strategy? Please share your views.**

The Dictionary meaning of the noun "Vigilance" is "keeping a

“  
I DO  
WHAT  
I LIKE  
&  
I LIKE  
WHAT  
I AM  
DOING  
”





# HONG KONG

THE FRAGRANT HARBOUR

**H**ong Kong, officially known as the Hong Kong Special Administrative Region of the People's Republic of China (HKSAR), is one of the most densely populated cities in the world with over 7.4 million people of different nationalities living. Located on the eastern side of the Pearl River estuary in southern China, it is also a special administrative region.

After Qing China gave up the Hong Kong Island at the end of the First Opium War, it became a British colony in 1842. This colony was then further extended to Kowloon Peninsula after the Second Opium War in 1860. The territory was then returned to China in 1997. Today, as a special territory, Hong Kong maintains separate governing and economic systems from that of mainland China under the principle of 'One country, two systems'.

Hong Kong has a sparsely populated area of fishing and farming, and has also become one of world's most significant financial

centres and commercial ports. Hong Kong is also the world's tenth-largest exporter and the ninth-largest importer. Hong Kong also has the highest concentration of ultra-high-net-worth individuals of any city in the world.

Being one of the busiest container ports, Hong Kong has a capitalist mixed service economy. It is characterised by low taxation, minimum intervention of the government in market and an established international financial market. Hong Kong is ranked as the world's 35<sup>th</sup> largest economy with a normal GDP of US\$373 billion. Despite being ranked at the top of the Heritage Foundation's economic freedom, it still faces a high level of economic disparity.

Hong Kong is the tenth-largest trading entity in terms of exports and imports. The Hong Kong Stock Exchange ranks the seventh in the world and has a market capitalisation of HK\$30.4 trillion (US\$3.87 trillion). The economy of Hong Kong is today dominated by

the service sector, which generates about 92.7% of economic output. Hong Kong is also a gateway for Foreign Direct Investments in China. It also has the second-highest number of corporate offices in the Asia-Pacific region.

Tourism is also a major part of the economy of Hong Kong and accounts for as much as 5% of the GDP. In the year 2016, 26.6 million tourists contributed to HK\$258 billion which made Hong Kong the 14<sup>th</sup> most popular destination for international tourists.

### The Culture of Hong Kong-

Characterised by the hybrid east and the west culture, Hong Kong also emphasizes on the traditional Chinese values of family and education while perfectly blending it with the Western ideas. Despite a majority of population being ethnically Chinese, Hong Kong has developed a separate identity. Hong Kong's mainstream culture is derived from immigrants originating from different parts of



China.

The traditional Chinese values including the family honour, filial piety, and a preference for sons can still be seen. Feng Shui, a spiritual practice that is believed to prosper a business is observed by the people of Hong Kong. Some other spiritual beliefs include the Bagua mirrors used to detect the evil. Also, most buildings often lack the 4<sup>th</sup> floor in Hong Kong as the number 4 sounds similar to the word “die” in Cantonese language.

### The Cuisine-

Although Hong Kong has an exposure to varied foreign influences, the food culture is largely derived from the Cantonese cuisine, European cuisine (especially by the British Cuisine). Rice is the staple food and is generally served plain with other dishes. In this food culture, there are five daily meals; breakfast, lunch, afternoon tea, dinner and siu yeh. Siu yeh is a late night meal. Siu yeh is generally associated with

the post-midnight meals for people working late.


From the roadside stalls to the most deluxe restaurants, Hong Kong presents you with an unlimited variety of food. Yum cha is a brunch or a dining-out tradition with family and friends and generally includes dishes like Dim Sum, congee, Cha siu bao, siu Yuk, egg tarts and mango pudding.

### Festivities and Beliefs-

People in Hong Kong celebrate the Chinese traditional holidays that include the Chinese Lunar Year, Ching Ming Festival (Qing Ming Festival), and the Mid-Autumn Festival. Kung Fu is one of the forms of exercise and entertainment carried out in Hong Kong. Tai Chi, or sometimes called as the Shadow Boxing which was developed many years ago.

The Cantonese Opera is one of the highly respected forms of art in Hong Kong. It blends the Chinese music, drama and legends into one

exciting act. Recently, the English version of the Cantonese Opera has come into being which has gained popularity among the foreigners.

People of Hong Kong follow their traditions strictly and have many superstitious beliefs. For example, you will rarely see them thanking each other for simple acts of courtesy or apologising for other mundane acts like bumping each other on the street. These beliefs are also seen in the colours they wear. White is generally referred to as a colour of mourning, while black colour is associated with dark and evil. The colour red is considered to be the colour of happiness and is a notion for wealth fame and luck. Same thing applies to the numbers. Lucky numbers for them are 3, 8 and 9. They are considered lucky as they sound similar to the word ‘life’, ‘prosperity’ and ‘eternity’. 



# Sagacious IP

When Results Really Matter

## A customer-focused organization, evolving with the changing needs

**S**agacious Research has been one of the oldest players in the global market and is currently also one of the largest firms in patent research and monetization support business across the globe. The company has had the opportunity to work with a diverse set of clientele from over 45 countries, including most of the industry-leading corporations and IP lawyers.

**Mr. Tarun Kumar Bansal**, the President, is a master brain behind the company that is fast emerging as a trustworthy partner for its IP clientele worldwide and is one of the front runners in Intellectual Property service providers' community.

Here are the highlights of the significance of offering unique and top-notch Intellectual Property consulting services, staying client-focused, the growing need to adapt to technological advancements, the company's recipe for success and more.

### The Company

Sagacious IP is an award-winning Intellectual Property research and consulting firm which offers

innovative solutions and services to the global innovator community. The company has been successfully solving business challenges for Fortune 500 companies, IP Law firms globally, start-ups, investors, universities, and patent licensing agencies. It has customers in over 45 countries and has completed over 12,500 projects in more than six languages.

Recently, Sagacious bagged the Global Business Excellence Award for devising an innovative model that enables companies to manage their large patent portfolios more efficiently, by leveraging a mix of Artificial Intelligence (AI) and manual analysis by experts. The company was recognized for its outstanding achievements and innovative solutions by CNBC TV18 in 2014 and by Red Herring in 2015 (Top 100 Asia). It was also selected as a Great Place to Work in 2018.

### The Inception

Hiring skilled candidates who possessed sound technical knowledge and took complete ownership of the customers was the biggest hurdle initially. This was necessary because as the work

increased, finding skilled people who can be trusted to deliver the same quality of work was very critical.

The co-founders and Mr Bansal were managing the operations leaving them with no time to do further business development. Therefore, getting on board the initial set of employees who completely took control of operations, leaving them with time to develop business was crucial for growth. Later, getting one great person who helped them with business development efforts led to a very fast growth unparalleled in our industry.

### Growth Since Inception

Sagacious has experienced constant organic growth since its foundation, thanks to a wide client ecosystem and a world-class team. Since March 2015 till now, they have registered a revenue growth of 221%. In terms of employee strength, their team has grown by 263% since March 2015. According to Mr Bansal, the major responsibility of an entrepreneur is to have a clear understanding of the changing market needs, being in touch with current/ potential

customers, be agile and make decisions quickly.

**The Reason Behind Company's Long-Standing Success**

The main reason behind the success of the company is its customer obsession, agility and environment of trust within the organization.

This exposure of working with such diverse and industry-leading clientele has given Sagacious a unique perspective of industry best practices as well as an in-depth understanding of the actual needs of customers. The company has accordingly gathered an industry-leading team along with the best processes/ protocols/ tools.

Furthermore, working with multiple customers on thousands of projects every year, Sagacious has created a very large repository of manually analysed data of patients. With advent of computing power and ML/ AI tools, the company has utilized this data to develop best-in-class analytics tools (to support its people and processes deliver better results) that are not available with any other competing company. With a seasoned team and expertise, Sagacious has climbed the ladder of success since 2008 where it started with just 3 employees in a small room in Gurgaon. Now, it has more than 300 employees in offices located in multiple cities, including Gurgaon, Bangalore, Shanghai, Tokyo, Eindhoven, Chicago, Seattle, and Toronto.

The company focuses on customer problems, remains agile to take care of sudden client demands which may or may not be part of the agreement (essentially puts clients first), and evolves as per the



**Tarun Bansal**  
President

market needs. A positive step in this direction is the launch of new products based on the market trends and on boarding people who drive new solutions and deliver what customers need.

**Quality Offerings**

Sagacious services/solutions span the entire IP lifecycle, helping clients to develop, create, maintain, enforce and monetize their intellectual property. They serve many of the world's largest companies, law firms, and other

institutions – working with them to defend IP litigations and providing information to ensure they lead innovation in their industry and achieve most out of their IP budgets.

**Main services include:**

- Global Patent Search and Information
- Patent Portfolio Management
- Patent Monetization, Acquisition, and Licensing
- IP Filing, Prosecution, and Strategy (India)



- Patent Docketing and Paralegal
- Technology Scouting and In-Sourcing

Notably, the company offers IPR research solutions to foreign companies. These companies with large portfolios need solutions in terms of licensing and management. Patent data helps decision-makers make informed business decisions and long-term strategies. Furthermore, clerical processes are now being outsourced in India, supporting them cost-effectively.

### **The Company Taking Further Steps With**

To take the company a step further in terms of products/ services, Sagacious Research makes deliberate changes by reading customer sentiments and engaging them proactively to drive innovation. They are trying to create a complete ecosystem that offers end to end solutions and adding new projects almost every year.

Sagacious Research listens to their customers, asks for constant feedback which helps in understanding the customer challenges and needs. To hasten this process, they are creating a ‘Customer Advisory Board’ that will focus on guiding our next set of products and services.

There are different ways in which Sagacious ensures effective results, including, but not limited to, process-oriented thinking and complete transparency. The former leads to innovation in built-in processes which help in making us creative to meet client expectations. Complete transparency, on the other hand, leads to better results

owing to seamless communication with the clients and internally.

Sagacious realizes the fact that technology is taking over and we are using this as an opportunity to advise customers and create newer markets. Sagacious Research is investing in the right technologies to stay ahead in the market.

### **Significant Use of Technology**

Technology doesn’t work in silos, so Sagacious Research is introducing technology to optimize services and combine it with manual expertise.

Technology has proved to be a catalyst in the company’s processes. For instance, they have started an initiative “IT for IP” for customers who are struggling to implement the technology. This service helps them to optimize their processes around IP with process automation. Further, Sagacious Research is also able to reduce costs and in-turn deliver more cost-effective and better solutions to the customers.

### **Professional Experience & Key Achievements**

Mr Tarun Bansal is a Microbiologist by education from BITS, Pilani. He started his career in researching drugs for TB in a drug discovery lab. Next, he worked in IT sector to learn the latest technologies and automation and worked in a government research institute that was studying the correlation of patent filings with country’s economic growth. Since then he has been a part of the IP industry.

He says, there are numerous perks of being an entrepreneur and


especially in a field related so much to innovation. It keeps him updated on the recent developments across all verticals, helps him stay in close contact with decision-makers and research the global best business practices.

Sagacious is the forefront of innovation and interaction with decision-makers is always fulfilling. They value our advice and judgment which makes it special since we are offering advice to innovators and decision-makers in their respective fields in turn directly contributing to innovations that are changing human lives each day.

### **About The Team**

Sagacious has a very flexible way of working which gives employees the space they need to grow. The teams are diverse in experience and technology expertise. Further – considering the average age is under 30 – it really makes the team energetic and dynamic.

Mr Bansal believes in trusting people for making the best decisions. His philosophy in life is - Trust unless someone proves they are not trustworthy. Hence, constant vigilance is nor a need neither a strategy when there is trust.

Sagacious do not constantly watch the competition and learn from market trends. Their focus is to improve what they are already doing and provide better service to clients rather than focusing on competition and rat-race. Mr Bansal says, “I see that market is vast and if we provide reliable and quality offerings, there is no need to worry about competition.” 



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# SECUDE

## A Global Data Security Solutions Provider

**D**ata is the ‘new gold’. Protecting data today literally means protecting your business. With concepts such as the Internet of Things, Big Data, Machine Learning, Artificial Intelligence and so on, being increasingly leveraged by industries worldwide, data security has become increasingly important.

The world of SAP is a dynamic one. While companies are building their processes on integrated IT platforms that break traditional application silos, IT security can no longer compete with the overarching protection of corporate data. This is where SECUDE makes the cut.

**Dr. Heiner Kromer** started SECUDE over two decades ago with the singular focus on developing data security solution. Today, SECUDE is a global security solutions provider offering innovative data protection for users of Enterprise Resource Planning software such as SAP.

The company was founded as a joint venture between SAP and Fraunhofer Institute in 1996. It has maintained a close SAP technology partnership and became a reliable

resource for security solutions for the SAP market with ‘Single Sign-On’ for SAP, which was acquired by SAP in 2011. The company focuses on making processes for data security and protection efficient and automated with little or no user interference.

“

SECUDE's solutions are trusted by many Fortune 500 and DAX listed companies. With branches in Europe, North America and Asia, SECUDE supports customers with the implementation of IT security strategies through a global network.

”

### **The Company- Your data Protection Partner**

SECUDE's solutions are trusted by many Fortune 500 and DAX listed companies. With branches in Europe, North America and Asia, SECUDE supports customers with the implementation of IT security

strategies through a global network.

Before being established as a global data protection partner for companies across industries, making data generators and consumers understand the high risk of data loss from unexpected quarters – typically from malicious insiders was the biggest challenge before the company. While all data security practitioners are aware of this risk, the overwhelming feeling is that their data is safe and that the probability of critical data loss was miniscule. It took constant effort to make prospects understand that despite conventional security paradigms such as firewalls, authorization and authentication policies, critical data is still very much at risk.

Even with all these challenges at hand, the key point that triggered the growth of the company was getting Microsoft's official acknowledgement and collaboration to work with the company. The USP of their flagship product, HALOCORE, is that it connects the two worlds of SAP and Microsoft. In other words, it extends Microsoft's security templates into SAP to extend data security throughout a data file's life

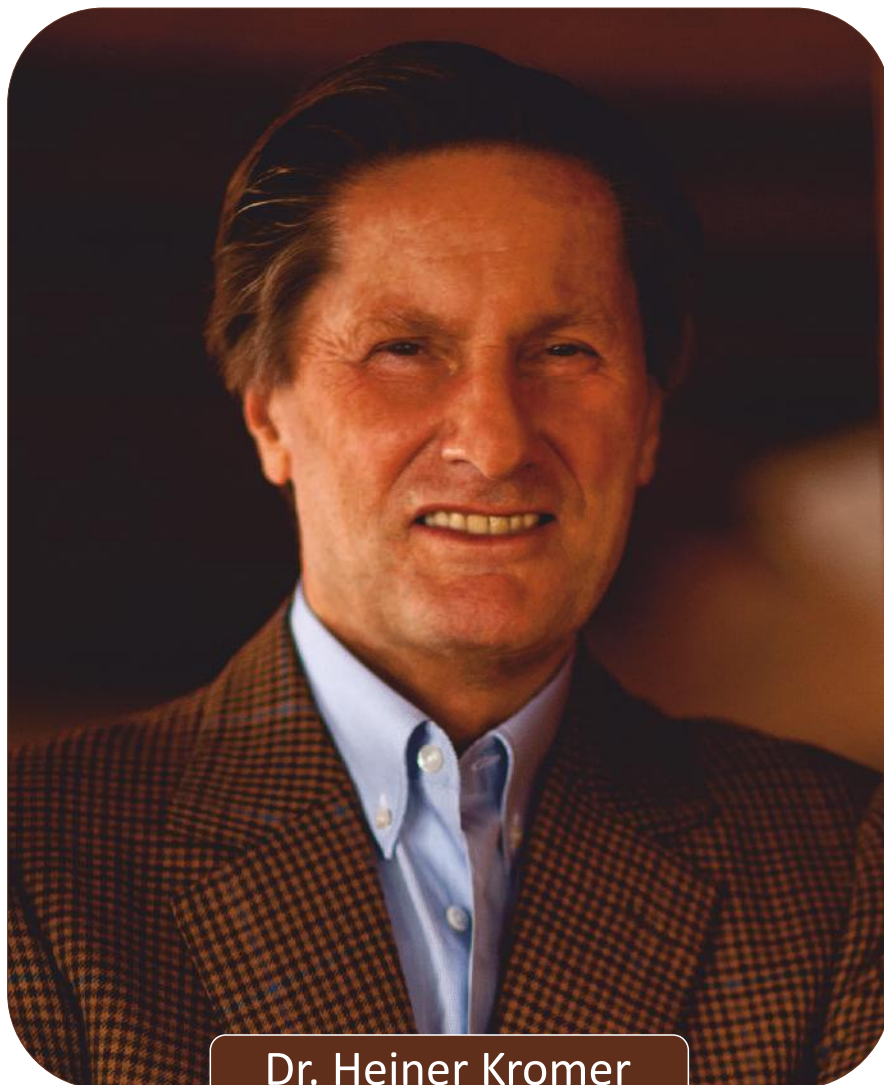
cycle, wherever it may be or may go.

SECUDE's solutions are SAP certified. This means that their solutions are capable of complete integration with SAP solutions such as S/4HANA. Such certifications prove to the serious CIO or CISO who wishes to protect the company's critical data that HALOCORE is a trustworthy solution.

Leveraging its 20-plus years of experience in SAP security and business process know-how in protecting enterprise IP and data, SECUDE launched HALOCORE® as a holistic approach to protect SAP data exports. In 2019, SECUDE launched HALOCAD® to protect invaluable IP in the form of CAD files in SAP and non-SAP environments. HALOCAD currently supports AutoDesk Inventor and AutoCAD. In the immediate coming months it will also encompass PTC Creo, Dassault CATIA and SolidWorks, and Siemens NX and SolidEdge and other CAD applications.

#### **Their Services**

SECUDE focuses on data security, especially for SAP users. This is translated into its flagship product HALOCORE. HALOCORE is a unique technology that protects intellectual property and other sensitive information extracted from SAP systems. By integrating directly with SAP, HALOCORE protects data with automated classification, blocks unauthorized reports, and helps apply fine-grained access policies before documents exit SAP's boundaries and reaches the user's system. This innovative approach allows enterprises to maintain a high level



**Dr. Heiner Kromer**  
CEO, Chairman

of control and security over sensitive documents extracted from SAP throughout their lifetime, even if these have been shared via email, downloaded to a recipient's PC, or printed as PDF.

In 2019, SECUDE extended data protection to encompass engineering and design data typically in the form of CAD application files. Manufacturing and high-tech companies manage their most critical intellectual property (IP), like product

blueprints, designs and other technical drawings based on CAD files. Due to global process and production chains, these files are used by multiple users across departments and even by users outside the company's IT boundaries. SECUDE secures CAD files through its CAD-specific product, HALOCAD.

SECUDE has always focused on data security from a 'product' perspective. Consulting was a means to proffer and educate the



market on data security. Even when developing successful hard disk encryption software, such as FinallySecure, as an OEM to brands such as Seagate, the company did not lose its focus on SAP and how it could add value to the SAP ecosystem. The consequence was the highly successful Secure SignOn solution, which was subsequently acquired by SAP itself in 2011. Today, this product is a critical component of SAP application ecosystem.


In fact, SECUDE has, in the past, played important roles in bolstering SAP cryptographic library that helps in encrypting server-to-server communications.

*“SECUDE strictly adheres to product design and development processes across its offices in Germany, India, Switzerland and the United States.”*

The one critical reason behind SECUDE’s success throughout its long-standing relationship and deep understanding of the SAP world is that SECUDE identifies unaddressed business problems and innovates to solve them.

With a successful range of services extended globally, SECUDE is now in deep collaboration with Microsoft, SAP and other organizations in enhancing product features to take their services a step further. From the sales and market outreach perspective, the company is in talks with global consultancies in incorporating HALOCORE and HALOCAD in their bouquet of data security solution portfolio.

With technology taking over and the work landscape changing quickly, SECUDE is adopting these

changes in order to cope up with the changes. While definitely being a tech-savvy organization, SECUDE is not easily overwhelmed with the rapid technological changes happening around. For all aspects of day-to-day operations, product development and testing, design ideation, sales and marketing, SECUDE has a clear vision on the technological platforms it requires. Also, adhering to an open and transparent work culture, we do not limit ourselves to emails when it comes to the written word. Rather, we tend to make conversation more accommodative by leveraging enterprise social network technologies such as Microsoft Teams. This platform enables all teams and team members to interact in a more open and transparent way enabling cross-pollination of ideas. 

## EXECUTIVE SUMMARY

For the SAP Expert

**Data in the SAP environment is not secure: *Most SAP data leaks happen under the surface***

SAP is the most prevalent ERP platform in the world today with applications handling product lifecycle, finance, customer relationship, human resource and many other key processes. These applications store and transact vast amounts of business-critical information. This is common knowledge. However, are SAP Experts aware of a hidden danger?

**Data is the greatest asset. How secure is it?**

An organization’s data could be leaking due to uncontrolled user downloads and data flows in the background. That is right. SAP security can’t stop SAP users from leaking IP and sensitive data that they have access to due to lack of SAP data export control.

**What must SAP Experts do?**

Do SAP Experts have visibility into what happens to their organization's data once they are downloaded? We bet they do not. This is because standard SAP does not provide visibility of unauthorized SAP data exports or data streams.

Thus, the first thing for them would be to consider implementing a system that gives them real-time visibility of what sensitive data is at the risk of leaving their SAP system, along with the capability to provide real-time notifications in case of data leakage.

Following this would be the need to secure all data irrespective of whether it is authorized to be shared or is to be blocked.



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# TRAITS THAT SET GREAT LEADERS APART

**W**hat do you think sets leaders apart from the others? Is it their ability to work their way to the top? Or is it the number of connections they have? Or is it their ability to motivate people? While these qualities do help people at varying degrees in their journey of becoming a leader, but leadership is not just that. It runs deeper than that. Here are some traits that set the leaders apart from the rest-

- **They Improve Themselves First**

It is very unlikely for the people to rise above their leader. It is the leader who sets the mark in almost every area, be it the work ethic, or integrity or the office atmosphere. So if the leader is not giving much thought to the example they are setting, naturally, the others will follow.

This is the first quality that sets great leaders apart- they always improve themselves first before they lead others.

- **They Embrace Feedback**

Another important quality of a

great leader is to accept feedback from the followers. A leader knows that he/she has his/her own strengths and weaknesses and also the willingness to accept both criticism and praise. However, most of the leaders face the temptation of putting themselves in a bubble of yes-men; people who don't challenge his/her actions.

The best leaders however surround themselves with a group of trusted people; the kind of people who will give them honest feedback, whether good or bad.

- **They Are Lifelong Learners**

To be at the top of an organization, one needs to learn new skills, gain mastery over new subjects and concepts. They constantly read books and articles that are related to their position. Concluding, the upward you move into your organization, you need to upgrade your knowledge, only then can you do justice to your job.

But when you become a leader, you assume that you have learned everything that was needed. But it is not so, to become a leader, you need to be a lifelong learner, and

constantly keep upgrading your knowledge.

- **They Take Responsibility**

Being a leader is a unique position to either take the full responsibility or to blame the ones working under him/her. It is not worthy of a leader to blame his/her failures onto others and boast of their successes. All the great leaders understand the fact that whatever happens, the final responsibility lies with them. So when something goes wrong, it is their responsibility, even though they might have not caused it.

When one wishes to succeed, one must be ready to accept the challenges it comes with, to take responsibility of the failures. 🚫

# PCS PROJECT MANAGEMENT

A Leading Construction and Project Management Firm

**W**hile investing in the property one always worries about his plans as he invests a much earned with a lot of efforts. Whatever the property it may be a residential project or a commercial one, only well management can take it to the completion with quality and within time.

In a talk with **Mr. Dipen Mehta**(Managing Director) of **PCS Project Management**, let's discover his views about the construction and project management sector and what PCS Project Management offers.

**• Tell us about the company**

In 1995, when construction project management was just a modern, exceptional and very distinctive concept in building construction industry, our company apprehended the need to implement in Industry and formalize the services and laid stone for Project Consultancy Services (PCS). PCS extended his wings and grew to PCS Project Management Pvt. limited in 2008. Since then PCSPMPL has set an example in the industry and now grown to a leading Construction Project Management firm in India, based in Ahmedabad, Gujarat with a branch office in Indore. We have provided our various services on more than 300 projects across the country including

- Educational Campuses,

- Institutional Buildings,
- Hospitals & Medical Campuses
- Theatres, Hotels, Malls,
- Townships, Housing and Land Development,
- Residential Bungalows and Apartments
- Commercial Complexes,
- Industrial Buildings and Campuses
- Interior Fit Out of Residences, Retail Spaces and Food Outlets

With a structured approach towards cost and time control, our involvement in early stage of project provides greatest opportunity to the most effective approach to control cost and time along with best quality of work.

Our services provide collaborative environment between all key parties involved in the project to achieve desired goals and results. PCSPMPL builds value and quality into every project regardless of size, type and location of the project. Our highly experienced and qualified team has all the expertise to convert client goals into successful results.

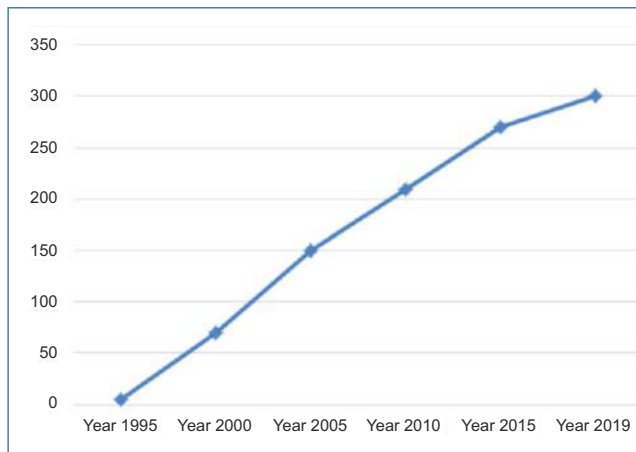
**• What were the initial challenges you faced?**

Initially, we started providing

supportive services to architects like preparation of estimates, tender, project schedule, project cash flow, co-ordination, bill checking and periodical supervision etc. Upon realizing the need of such services formally, we decided to establish Project Consultancy Services. We initiated services like Project Management Services from Feasibility, Land Selection, Civil Construction, and so on.

**• How have the company graphs changed since the foundation?**

The graph shows the growth of the company since the foundation.



**• What is the reason behind your company's long-standing success?**

Based on the solid foundation of traditional skills and experience, the company is delivering innovative services for the clients. With Structured approach towards





**DIPEN MEHTA**  
Managing Director

cost, time and involvement in early stages of a project, the company provides best quality work. PCSPMPL builds value and quality into every project. The experienced and qualified team has all the expertise to translate client goals into successful results.

**• What are the products/services the company focuses on? How are your services different from those in the market?**

We can offer following services:

- Complete Construction Project Management
- Tender & Estimate Preparation
- Third Party Bill Checking
- Quality Audit
- Feasibility of Construction Projects
- Project Co-ordination
- MEP Management & Co-ordination

Honesty, Dedication and

Customisation of services are the key points making our services different from others.

**• How do you decide to take the company a step further in terms of your products/services?**

We continuously analyse client requirements for different clients like corporate, individual, institutional, builders, developers etc. and understand their project needs and modify our services accordingly.

**• What are the different processes you follow for better results?**

We periodically analyse our services with project goals and generate various formats to monitor project needs apart from our standard project monitoring systems to achieve project goals in terms of quality, cost and timelines.

**• With technology taking over, how are you coping with this changing landscape?**

Continuous upgradation of technical 'knowhow', various trainings to team, and participation in various knowledge events are the key sources for our technical upgradation and to cope up with the changes.

**• Has technology provided to be a catalyst in the company processes? How?**

Technology has great impact on how we work now and used to work earlier. The use of different software has drastically changed the way we used to work.

**• What do you think are the responsibilities of an entrepreneur?**

- To take responsibilities of failures

and appreciate efforts of team on achieving success.

- To lead and guide organisation, identify needs and changes in the processes.
- To provide required tools and decide necessary changes in the policies and processes for continuous improvement of services to achieve customer and team satisfaction

**• Can you please brief us about your professional experience?**

Dipen Mehta's professional experience

**◆ Professional Practice**

- **Managing Director**, PCS Project Management Pvt. Ltd., Ahmedabad (Formerly Project Consultancy Services, Est. 1995)
- **Proprietor**, Aqua Designs, Ahmedabad (Est. 2002)

**◆ Current Engagements**

- **Chairman**, FSAI Journal (2019-2020)
- **Secretary**, ASSOCHAM GEM, Gujarat Chapter, 2019
- **Immediate Past President and Board Member**, Fire Safety Association of India (FSAI), Gujarat Chapter
- **Executive Committee Member**, Indian Plumbing Association, Ahmedabad Chapter

**◆ Professional Affiliation**

- **Member** of Institute of Engineers (MIE), Chartered Engineer
- **Corporate Member** of Indian Green Building Council (IGBC), Gujarat Chapter
- **Member** of Indian Building Congress (IBC)

**◆ Awards**

- **Gold Medal**, Best Performance in

Structural Design, Saurashtra University, 1988.

- National Merit Scholarship, India, April '83.
- **Award for Second Best Chapter** in India for IPA Gujarat Chapter
- **Best Chapter Award** for FSAI Gujarat Chapter, 2018

**◆ Other Achievements**

- **IPAGC Coordinator, World Water Day 2018** Celebration by **Government of Gujarat** along with Gujarat Water Supply and Sewerage Board (**GWSSB**) and Water and Sanitation Management Organisation (**WASMO**) for Creating, Promoting and Implementation of Awareness on Dual Flush Water Systems

**• What are the key achievements of your entrepreneurial journey?**

Our first breakthrough project was providing PMC Services to Save the Children, UK for their CSR projects in Kutch for more than 150 buildings after a tremendous earthquake of Gujarat. We have successful records of a long association with many Corporate and Private Clients, Architects like Shoppers Stop, Megh Mayur Group, Hiren Patel Architect, Datta and Datta Associates, Shilanyas, CEPT University, Ahmedabad Management Association, Radisson Blu, Hypercity, Inductotherm, DB City Bhopal and many more.

**• How do you look after your employees? What makes your team unique?**

Understand their professional and personal needs; support them during personal and family issues. Keep one to one contact to avoid

communication gap between team and management

Motivate them by appreciation, performance review, identify skill development needs and provide training

**• Can you tell us what your favourite book is?**

Krishnayan by Kajol Oza Vaidya is one of my favourite books from many I read.


**• One person, who you admire the most?**

Shri P. C. Vyas and Ar. Hasmukh Patel, I admire the most.

**• Constant vigilance- a need or a strategy? Please share your views.**

According to me, Development and improvement of Social and Work Culture help avoid/reducing the need for constant vigilance.

**• It's a rat-race out there. How do you cope with that? –**

Honesty and Services, we cope with the rat race out there and that helps us to be ahead in it. 

“  
THERE  
IS  
NO  
END  
UNTIL  
IT  
ENDS  
”





# STEINBEIS INDIA

## Leading providers of Technology Transfer

**2**E Knowledge Ventures Private Limited (2EKVPL) was established in the year 2009 for setting-up knowledge-based innovative ventures. It was promoted by **Mr. Vineet Kumar Goyal**, Electrical Engineer with an Executive Masters in International Business from IIFT, New Delhi, who is a first-generation entrepreneur. One of the first ventures of the company was **Steinbeis Centre for Technology Transfer India**, set-up in partnership with Steinbeis GmbH & Co. KG für Technologietransfer, Germany. Steinbeis India works in the areas of Technology Consulting and Transfer for Indian Industry in Renewable Energy, Cleantech, Pharma, Manufacturing and Automotive sectors, amongst others.

Other subsequent ventures of 2EKVPL were the Steinbeis Academy for Advanced Technical Training and Entrepreneurship and 2E Skills, where the company worked in training and skilling of Engineers and Technicians and trained more than 6000 Engineers and Technicians in the last nine years, in the areas of Solar PV, Digital Manufacturing, Automation, Robotics, Automotive, and Entrepreneurship.

In a talk with Mr. Vineet Kumar Goyal, let's discover more about his company and what they offer to their customers.

• **While establishing such a vast business what were the initial challenges you faced?**

The initial challenge of a consulting organisation is to get the right clients for the services provided by you. Being a start-up venture, every opportunity is very important and it becomes very difficult to filter out the right clients and opportunities for your business. The art of targeting and filtering out the most potential customer for your business is the key differentiator in the long run.

• **Which was that point that triggered the growth of the company?**

The growth of the company was triggered by the growth of the Solar PV business in India in the last ten years. The company was able to provide trainings in the open market mode and did several public-funded international projects in India like Solar Schools, Enhancing the Energy Efficiency of Agricultural Pump sets, under the Sustainable Megacities project of the Government of Germany and training and capacity building for various Training and Consulting

Organisations (State Nodal Agencies, Skill Councils, SECI, DISCOMs etc.) with the German Development Organisation.

• **How have the company graphs changed since the foundation?**

The turnover of the company has more than tripled in the last five years and we are on a fast-growth path.

• **What is the reason behind your company's long-standing success?**

Our success lies in our strong focus and a clear strategy in our business areas. A strong people orientation leading to customer focus helps us face business challenges quite efficiently.

• **What are the products/services the company focuses on? How are your services different from those in the market?**

One of the core services of the company is technology intermediation between industry and research institutions. We have established over 15 Technology Transfer Centres in various academic institutions across the country, including NIT Warangal. We also recently signed an agreement with Council for Scientific and Industrial Research (CSIR), Government of India for

DON'T LOOK BACK,  
JUST KEEP ON WALKING



**Vineet Kumar Goyal**

Director

Steinbeis Transfer Institute for Advanced Technology,  
Training, Research & Entrepreneurship

commercializing their knowledgebase in India and abroad.

**• How do you decide to take the company a step further in terms of your products/services?**

Our focus is always on innovation. We are constantly scanning the markets, both in India and globally, for the latest changes and then design our strategy in line with these technological changes. We are in the process of strategizing our entry in Consulting and Training services in the areas of Energy Storage, Charging Networks and E-Mobility Solutions.

**• What are the different processes you follow for better results?**

Better results are obtained by establishing what is known as a 'Systematic Coincidence' – a concept I learnt from my German colleagues. Systematic Coincidences will only happen when you find the path you want to keep walking on. If you do not know where you are going, then don't be surprised if you fail to get there.

**• With technology taking over, how are you coping with this changing landscape?**

The usage of IT systems in businesses processes is imperative to get better results, to improve the results of your processes and to sustain the results irrespective of changes happening in a business environment. We have been keeping pace with the latest changes in the field and are implementing IT applications in our business processes increasingly.

**• Has technology proved to be a**

**catalyst in the company processes? How?**

IT systems have not really become the catalyst in our business processes that we were expecting, mainly because most IT applications are designed and built for large companies. It is quite difficult for small companies to get the right IT applications and then adopt them in their core businesses.

**• What do you think are the responsibilities of an entrepreneur?**

An entrepreneur is a one-man army – particularly in the early stages of the businesses. He/ She has to perform all roles for a company-right from that of a support staff up to the Managing Director in his company. And then, one has to find the right people and make his team, on which the entrepreneur can rely.

**• Can you please brief us about your professional experience?**

The professional journey of an entrepreneur is very challenging. The marketplace is very crowded out there. New enterprises have to struggle a lot to make a foothold and their presence felt in the market. Our collaboration with Steinbeis Germany helped us in making entry in large private companies as well as Government organisations. One of the surprising experience worth mentioning here is that the people whom you least expect are able to support you most unexpectedly.

**• What are the key achievements of your entrepreneurial journey?**

Steinbeis India was one of the first private organizations in the country to launch Solar Training, especially with German trainers. We have trained more than 4000 Engineers

and Professionals in solar technology in the market mode (without Government subsidies). Recently, we were amongst the first organizations in the private sector to sign an agreement with the Council for Scientific and Industrial Research (CSIR, Government of India) to market the knowledge base of 38 constituent labs of CSIR.

**• How do you look after your employees? What makes your team unique?**

Before starting my own business, I was working with large private companies for more than 15 years. Hence, I understand that people work best when left to work at their own pace and with minimal supervision. We are a company that believe in creating maximum opportunities for growth for our employees and providing an open work environment. This strategy has mostly paid off and my core team has been with me for a long time now and is committed to their work and to the growth of the organization.

**• Is there any special experience with your clients you would like to highlight?**

There have been several instances of special experiences with clients – both in Government as well as private sector. Not to mention any specific names here, most of our organisations – both in public as well as private sector, depend on other countries for new technologies and innovations. I have observed that innovation is not supported in most of the large organizations, while there are no support systems for the growth hungry small organisations. That is one of the reasons probably we

have not been able to make companies with global products – like Korean or Chinese companies.

**• Can you tell us what your favourite book is? And your favourite part of the book (if any)?**

The book which has inspired me the most is *The Alchemist*, by Paulo Coelho. The best part of the book is that the story teaches us to listen to our hearts, learn to read the omens strewn along life’s path and following our dreams.

**• One person, who you admire the most?**

I greatly admire Swami Vivekananda. The philosophy of life espoused by Swami Vivekananda over two centuries back, is still relevant today. He professed that “Perfection is not to be attained, it is already within us. Immortality and bliss are not to be acquired, we possess them already, they have been ours all the time”.

An amazing person who is my ideal in business is my father-in-law Shri V K Agarwal who could not complete his schooling, yet he is a successful businessman today. My brother-in-law Dr. Arun Kumar, a Professor at Allahabad University, who is also a successful entrepreneur, mentored me through my journey.

Important to mention my family here. My father Shri B Chandra always supported through the thick and thin of my entrepreneurship journey with a single point advise, “never give up”. My life-partner Bhawna Goyal always believed in me and took care of a home and my two children.



**• Whose business story do you find the most inspiring?**

Google founders Larry Page & Sergey Brin. It is amazing to see how two young Ph.D. students found and expanded a technology (innovation) company with a strong people focus.




**• Constant vigilance- a need or a strategy?**

Constant vigilance is a need in the competitive and regulatory world today. Enabled by technology, the more freedom we are enjoying, the more complications we are facing in terms of data and business regulatory issues. For entrepreneurs, it is all the more important to be constantly on vigil all the time.



**• It’s a rat-race out there. How do you cope with that?**

This is the biggest challenge for entrepreneurs. While you are setting up your enterprise, there are hundreds of others out there providing the same products and services at much more competitive prices. It is important for one to be able to differentiate the product and service offerings with constant

innovations. And it is also important to control the costs – similar to a manufacturing environment, by employing more and more technology tools. 

FORBES MAGAZINE



# Forbes

## A History

**L**ocated in Jersey City, New Jersey, Forbes is an American business magazine. The magazine covers original articles on industry, finance, investing and other marketing topics.

B. C Forbes was initially a columnist for the Hearst papers and his partner, Walter Drey was the General Manager of the Magazine of Wall Street. The both of them founded the Forbes Magazine on September 15<sup>th</sup> 1917. This was a partnership where Forbes provided the money and Drey contributed with his publishing expertise.



Fun Fact- The original name of the magazine was *Forbes- Devoted to Doers and Doings*.

Drey then became the vice president of the B. C Forbes Publishing Company while B. C Forbes became the editor-in-chief.



Fun Fact- B. C Forbes held this post until his death in 1954.

Throughout the 1920s, Forbes was the only business



magazine in the United States. However, by 1930s, two other business magazines, Business Week and Fortune joined the market which lowered Forbes' circulation.

In the year 1929, the market crash was not the only problem Forbes faced. With new competitors in the market whose news oriented approach and long, in-depth analysis of the corporations beat Forbes' subjective style of businessman-as-hero which was no more cutting-edge then.



**Fun Fact-** Forbes' advertising fell from 1216 pages in 1929 to 269 only.

The 1940s saw an increase in the circulation of the magazine when Malcolm S. Forbes while working with his father initiated several changes that included hiring a staff of workers who would work exclusively for Forbes, and also started the Forbes Investors Advisory Institute.



**Fun Fact-** As the new editors emphasized on factual details, Forbes became a reliable source of information among the businessmen.

Throughout the 1970s, the magazine enjoyed success. With this, Forbes launched its popular "Forbes Richest 400" in 1982, which was a list of 400 wealthiest Americans.

By the year 1972, Forbes' magazine circulation had 625, 000, way more than that of Fortune. The subscriptions alone generated \$4.5 million and the advertising brought in \$20 million by the year 1976.




**Fun Fact-** The first issue contained long profiles of-- in a much used phrase of the time-- "big men" such as Charles Mitchell who would turn Citigroup forebears National City Bank and the National City Company into America's first national financial services firms, and Jay Gould Jay Gould , the speculator and stock manipulator.

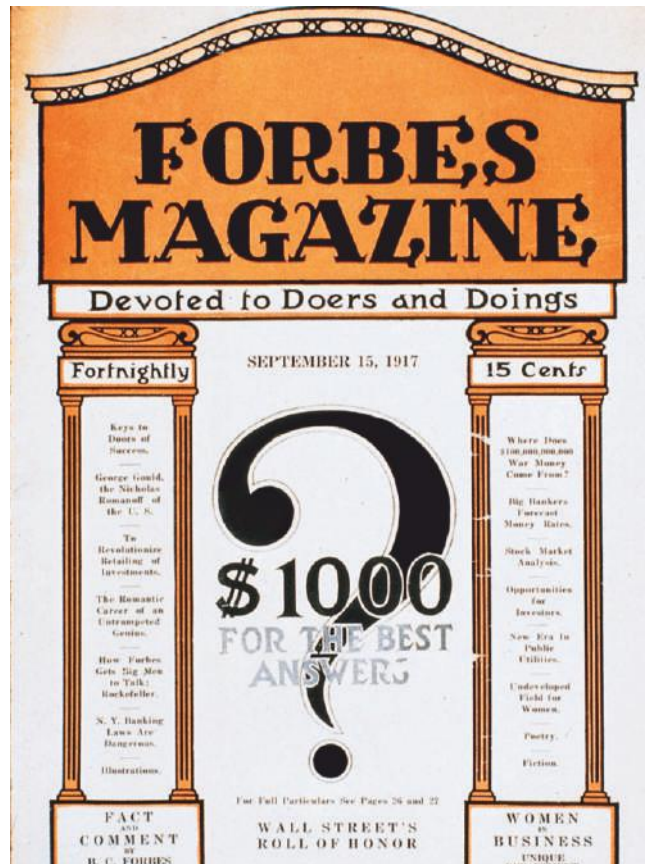
In the following years, the competition for Forbes grew fiercer. In the year 1978, Fortune magazine applied a twice-monthly format which tripled its revenues for the next 6 years. Even with trailing revenue of \$84 million, Forbes remained the second

most profitable magazine after Playboy. It could easily boast that "one in five of our readers is a millionaire". In the 1990s, Forbes worked hard to keep up with the changing scenarios of technology. A Japanese edition was unveiled in March 1992; a Chinese edition was announced in 1993; and in 1998 Forbes Global Business and Finance, an English-language international edition, was launched under the leadership of former Canadian Prime Minister Brian Mulroney.

However, the challenge of Internet remained, and with this, Forbes launched a new technology quarterly supplement Forbes ASAP in 1992, and then in the mid-1990s, Forbes moved on to an online presence, named "Forbes Digital Tool".



**Fun Fact-** Three years ago, Integrated Whale Media Investments, headed by T.C. Yam, bought a majority stake in Forbes, enabling the company to further expand on the digital side and to move into other areas. Today, Forbes editorial is stronger than ever. 



THE VERY FIRST ISSUE OF FORBES



## A revolution in IT Training & Consulting Domain

Consulting becomes an integral part of most of the businesses when productivity gets hampered. Companies look for training sessions for the employees, but only training won't do the job. What is more important is the accurate knowledge of the processes. This is where the consultants jump in. The main role of the consultant is to advise. Consultants address various issues and help the organizations to reach to the point where they are not.

With over 19 years of experience in the IT Infrastructure & Operations with extensive subject matter expertise in IT Service Management, Enterprise Architecture, Cyber Security, Cloud Strategy & Consulting, IT Service Management, Process Quality and optimization domain, Service Delivery at Indian IT/Non-IT giants. And a proven track record as a leader with the ability to build, motivate, influence, mentor and inspire trust in a multi-functional team, **Chirag Kapadia** started **Tactpro**.

TACTPRO Consulting is an Indian fast-growing company provides end to end consulting in Designing, Deploying, Monitoring and Improving IT processes using Systematic Process Management methodology that is completely integrated with ITIL (Best Practices).

“

Our Vision and Methodology is simple but effective that delivers the solution as committed and with quality. It builds long term relationships with our client

”

“The goal is to secure a position in the IT Consulting segment, by achieving excellence in quality services in line with the vision and mission of TACTPRO Consulting.”

With extensive experience at the complete spectrum of IT starting from IT Infrastructure, IT Service Management, IT Consulting, IT Operations, & Application-Development domain; Mr. Chirag understood that there is a significant vacuum between IT Goals & Business Goals which affects the company's efficiency and success. And the answer is to have strong IT governance as a formal framework to ensure IT investments support business needs. This made him create a space in IT Governance Domain through a structured approach around basic pillars – Training, Consulting & Technology of IT.

### The Company

TACTPRO Consulting is a leading Training & Consulting Services company at the most happening state of the country (India) – Gujarat and has been empowering clients around the world to achieve Technology Transformation and Growth through its services that boost process and operational efficiencies.

TACTPRO Consulting provides a

comprehensive range of Training & Consulting services which covers Quality & Compliance, Project Management Training, Risk & Governance, Audit & advisory services, IT Start-up Consulting, Strategic Consulting, IT service Management, Emerging Technology Trainings like Block chain, Cloud, Analytics, AI etc. and aimed at optimizing business processes for a wide range of industry verticals. Our Target clients are Small Medium Enterprise to large MNCs, IT Professionals or any Individuals from various industry sectors such as Banking & Finance, Government & Public Sectors, Insurance, Telecommunication, Manufacturing, IT Service/Software, AirLine, Education, etc.

The company has dynamic, experienced and authorized trainers to deliver industry-leading practices and framework training. They also have a team of enthusiast consultants who help their clients in achieving their strategic, operational and business objectives with the use of in-depth knowledge of consulting practices, governance frameworks, and latest technologies.

The biggest challenge in the current era is the rapid rate of technology and digital advancement which makes the industry react quickly and constantly reinvent the skills, knowledge, resources & technology they have or use. As the world changes; the customer's perception and behavior change too. And



**Chirag Kapadia**  
Founder & CEO

every business needs to stay relevant. TACTPRO consulting is addressing this through up-to-date technology training, Governance Framework training, the latest model of project management training and agile development skill training. We are not limited up to governance frameworks but bringing emerging technology awareness for the industry by setting up certifications path with industry leaders. Another piece of our services is consulting. Starting

from Strategic Consulting to Operational consulting; TACTPRO extends end to end support to its clients to gain stability in the market.

The Company's management team consists of experienced ITSM, IT Infrastructure & Operations, Marketing, and Finance personnel who have worked together in the past.

What makes TACTPRO unique is



its different consulting approach, tailor-made solutions, and the vision and methodology.

TACTPRO uses a TACTFUL approach which takes care of setting a result-oriented culture at our client’s organization and provides the desired output to the client. TACTPRO doesn’t stick with one method or way but curates their services understanding the client's requirement and design complete solution accordingly. Their technical as well as management skills and provide customer-centric solutions throughout the consulting engagement.

### **Their Services**

TACTPRO prides itself on its Consulting ability, its value-added services at unbeatable rates, its high standards of quality, and its adaptability to changes in the market. The professionals who make TACTPRO value their vision and mission.

Their Process Consulting is aimed at reducing operational costs by improving efficiency through a systematic approach of Process deployment at the client’s IT Infrastructure. The goal is to evaluate the current state of the client’s IT Processes, determine the gaps between the current state and the industry Best Practices, and redefine the process based upon our healthy experience in IT Infrastructure and support domain.

TACTPRO provides services under three domains.

### **PROFESSIONAL TRAINING**

- CERTIFICATIONS Service Management
- Project Management
- Quality Management
- Block chain

### **Block Chain Training**

Tactpro consulting provides different certification programs partner with BTA, The Block Chain Training Alliance. Blockchain Training Alliance partners with Pearson VUE globally to deliver secure Blockchain exams. They provide following block chain certification programs,

- Certified Blockchain Business Foundations (CBBF)
- Certified Blockchain Security Professional (CBSP)
- Certified Blockchain Developer Hyperledger Fabric (CBDH)
- Certified Blockchain Developer – Ethereum (CBDE)
- Certified Blockchain Solution Architect (CBSA)

### **DIGITAL TRANSFORMATION CONSULTING**

- IT Service Management Consulting
- Strategy & Start-up Consulting
- Managed IT Service (IT INFRA) Consulting

### **MANAGED IT SERVICES**

- DC & DR Management
- Server & Storage Management
- Network & Security Management
- Email, Cloud & Backup Management
- IT Infra Monitoring, Maintenance & Reengineering

“TACTPRO Objective is that at the

end of the day “Happy Customer” is a prime objective and necessity of any Business Organization.”

### **What the future holds**

TACTPRO Consulting is an emerging company and it has a long way to go yet. The company is not calculating their milestones in terms of numbers we achieve or targets we closed, but the values they bring across to the customer’s table. Being a start-up; TACTPRO is not in a position to produce the revenue numbers. However, as of now, the company is targeting the Indian Market. Their target is to expand their geographical reach to all Asian, African and western countries shortly.

2019 is the crucial year for the company and they have set up the ground by equipped through a strategic partnership with Quint India for their Training Services, Delivery Partnership with Block Chain Training Alliance for Block Chain Training and Certifications and internal workforce setup for all consulting and IT Infra project’s consulting. Also, Chirag Kapadia has taken a professional membership of the Government Block chain association by setting up the Ahmedabad chapter as Chapter Lead to establish its identity into the emerging technology domain. 



We provide  
a wide range  
of financial services  
to a substantial and  
diversified client base





# Triangulas Business Consulting LLP

## SHAPING BUSINESSES WORLDWIDE

To get proper Legal & Commercial advice, consulting and appropriate legal solutions are one of the basic need of every business. These matter a lot not only while establishing a business, but as the business progresses to achieve growth. To ensure compliance to the regulatory requirements and mitigate risks in the market, businesses need to ensure that appropriate processes are in place.

Keeping this in mind and to provide business consulting and legal services under one roof, which is quite a unique model, **JAYAKRISHNAN V E** (Founder and CEO) and **SUREKHA RAO** (Co-Founder & Director – Legal) cofounded **Triangulas Business Consulting LLP** in early 2017.

Triangulas is a novel and outstanding Business & Legal Consulting firm headquartered in Bangalore with a customer base both within India and abroad.

In a talk with them, lets discover how they are achieving desired goals and what Triangulas Business Consulting LLP, offers to their customers.

• **Tell us about the company.** Triangulas Business Consulting

LLP is a niche boutique Consulting firm, which is both a Business Consulting firm as well as a Legal firm. Triangulas provides Legal, Commercial, Business & Procurement Advisory and all associated Services, in addition to supporting clients in the areas of M & A, Joint Ventures, Contract Management Services, etc. We also provide In-house Legal services to companies wherein we provide a dedicated resource who is available full time at the client office, suitably backed by the Founders.

• **What were the initial challenges you faced?**

Selling the idea of running an exceptional Consulting Firm with a unique combination of a Lawyer and an Engineer was a challenge initially. However, once the clients started experiencing the benefit, there was no looking back. Triangulas, as a brand is now widely accepted and appreciated by Corporates, not just in India but abroad as well.

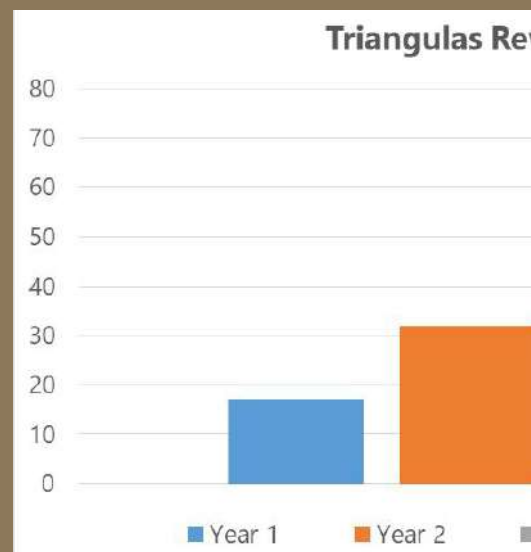
• **Which was that point that triggered the growth of the company?**

Triangulas was initially focused on providing a transaction-based model during its first year. However, during the second year of our operations, we started

focussing more on providing a Monthly Retainership model wherein the Corporates outsource their Legal department to Triangulas. This change in focus triggered the growth of Triangulas.

Today, we specialize in providing in-house Legal, Commercial and Business Consulting services to Corporates on a Monthly Retainer model.

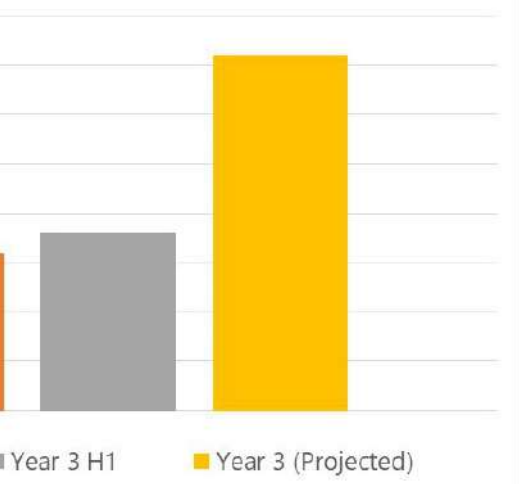
• **How have the company graphs changed since the foundation?** Triangulas Revenue Growth YOY (Year on Year) has doubled each year. A chart shows the actual revenues in Year 1, Year 2 & Year 3 H1 and Projected total revenue for Year 3.





**SUREKHA RAO**  
Co-Founder  
& Director – Legal

**Revenue Growth**



**JAYAKRISHNAN V E**  
Founder & CEO



**• What is the reason behind your company's long-standing success?**

The uniqueness of Triangulas stems from the fact that clients benefit from the Commercial as well as the Legal experience of the two Founders as they come from different disciplines, with one being a Lawyer and the other an Aerospace Engineer. On top of this, both the Founders worked in diverse industry sectors in their Corporate career. This helps Triangulas to bring on the table an excellent mix of Business Strategy and Legal compliance. This unique combination of Business and Legal Advisory enables Triangulas' clients to benefit immensely since both these aspects are very critical and dependent on each other in any business transaction.

**The Services**

**• What are the services the company focuses on? How are your services different from those in the market?**

We provide a full range of Legal & Commercial services for both domestic as well as multi-jurisdictional transactions. The core practice areas are as given below:

- Business Reorganization and structuring
- Banking & Finance
- Compliance
- Commercial Contracting
- Contract Management Services
- Dispute Resolution
- Employment & Compensation
- Information Technology & Communications
- International Commerce & Trade
- Joint Ventures
- Mergers & Acquisitions
- Private Equity
- Real Estate
- Sourcing, Procurement & Supply Chain

The industry sectors which Triangulas is focused on areas listed below:

- Aerospace & Defence
- Aviation
- Banking & Financial Institutions
- Consumer Goods & Retail
- Education
- Healthcare
- Industrials, Manufacturing & Transportation
- Information Technology
- Media & Telecommunications
- Private Equity
- Real Estate & Construction

**• How do you decide to take the company a step further in terms of your services?**

Triangulas aims to expand its reach to serve its clients across India and abroad. We plan to grow organically and inorganically by setting up offices in other Metros in India in the near future.

**• What are the different processes you follow for better results?**

Triangulas deputed its Legal resource at the Client's location and supervises the day-to-day issues of the Client. This way the Client is immensely benefited as it gets support from an in-house legal resource and external support from Triangulas Founders.

Our process ensures that the Client gets seamless support without the need of approaching multiple entities for different kinds of services.

**• With technology taking over, how are you coping with this changing landscape?**

In line with the changing landscape with technology-driven solutions, we have partnered with entities that provide Contract Management

Software tool, Compliance Management Software tool, PoSH training, and compliance online platform, etc. These partnerships enable us to provide technology-driven solutions to our clients.

**• Has technology proved to be a catalyst in the company processes? How?**

The partnerships we have entered into with providers of technology platforms have greatly helped in providing more efficient solutions to our clients thereby enhancing our service delivery capability as well as helping the client in enhancing their performance in addition to being more compliant from a regulatory perspective.

**Leadership**

**• What do you think are the responsibilities of an entrepreneur?**

In addition to creating an organization that focuses on providing innovative solutions as part of its Advisory and Services, Triangulas strongly believes in ensuring that its and its client's business are ethical and are compliant with all regulatory requirements. We, therefore, set an example of transparency in our services and advise our clients to maintain the same. As an advisory firm, we feel that this is one of the key responsibilities we need to undertake.

**• Can you please brief us about your professional experience?**

The two Founders of Triangulas have together a cumulative Corporate experience of about 53 years in Legal, Compliance, Commercial, Procurement, Contracting, etc. across multiple industry sectors including Aerospace, Aviation, Banking,



Defence, Information Technology, Private Equity/Venture Capital and Real estate. Hence, the services offered by Triangulas have been structured based on the expertise which both the Founders bring into Triangulas.

Ms. Surekha Rao is a Corporate Legal Attorney with over 20 years of experience in Real estate, IT, Banking, VC/PE and Consulting background.

Mr. Jayakrishnan is an Aerospace Engineer with over 33 years of Business & Commercial experience in both Government and Private sector across Aerospace, Defence, IT, Aviation & Consulting sectors.

**• What are the key achievements of your entrepreneurial journey?**  
We have earned a lot of accolades from our clients who continue to use our Advisory & Services and refer us to their clients, vendors, partners, etc. We now run the Legal Department of many of our clients, which is a reflection of the trust they have in Triangulas.

We feel that our greatest achievement has been the fact that our clients seek our advice on some of their most important decision making requirements, specifically in the areas of structuring their funding inflow, mitigating their risks during their growth process, managing the expectations of their end clients, etc. We are glad that they go by our recommendations.

**• How do you look after your employees? What makes your team unique?**  
Triangulas and its founders believe in teamwork and sharing, whether it is information sharing, sharing of credit received for our good work

as well as profit sharing. In all our employee engagements, we include a variable pay which is linked to the Triangulas Business growth.

**• Is there any special experience with your clients you would like to highlight?**

We started engaging with a large diversified group which has been in business for over 100 years. Over a period of fewer than 2 months, we have been able to gain their trust and have been advising their senior management in their most difficult situations. This trust in our ability is a special experience that we wish to highlight.

#### **Personal Questions**

**• One person, who you admire the most?**

The person we admire the most is Dr APJ Abdul Kalam. His thoughts and his hard work towards nation-building and his ability to build teams with diverse backgrounds inspire us a lot.


**• Whose business story do you find the most inspiring?**

There are many business stories that we find are inspiring. Each one has its own ups and downs.

**• Constant vigilance- a need or a strategy?**

According to us, Constant vigilance is a need, but a strategy is required to implement it.

**• It's a rat-race out there. How do you cope with that?**

We do not believe that it's a rat race out there. What differentiates Triangulas from others is the quality of our Services and the efficiency we demonstrate in our client engagements. 

“  
LAWYERS'  
BRAIN  
IS LIKE  
A PUBLIC  
TELEPHONE  
BOOTH –  
IT WON'T  
WORK UNLESS  
YOU DROP  
A COIN!  
”



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