

**INSTITUTE
of QUALITY**

(Sponsored by ABB Limited)



Confederation of Indian Industry



CII AWARD FOR CUSTOMER OBSESSION

2016



Powered by  Microsoft

WINNERS BOOKLET



ABOUT CII AWARD FOR CUSTOMER OBSESSION

Customer focused excellence is a value, embedded in the beliefs and behaviours of high-performing Organisations. Customer is an actual or potential user of your products or services. Customers include the end users of your products, as well as others who are immediate purchasers or users, such as distributors, dealers, or organisations that uses your product as an input in their processes. The customers can be current, future as well as your competitors' customers. Customer focus should be a factor in developing and integrating your organisation's strategic directions.

Confederation of Indian Industry (CII) and Microsoft India Pvt. Ltd joined together, in 2016, institutionalizing 'CII Award for Customer Obsession, Powered by Microsoft', for promoting a Customer Obsession Culture among Indian Industry. The Award recognise Customer Centric organisations where Customer is at the Centre of all that they do. The program also helps organisations to understand various elements that are critical for delivering superior customer experience across the value chain. The award program is based on the requirements of the 'CII IQ Excellence Framework for Managing Customer Experience'.

RECOGNITION LEVELS

There are three levels of recognition, starting from the Recognition for Customer Engagement, and going up to the Award for Customer Obsession. The three levels from highest to lowest are:



These three levels demonstrates the characteristics of a customer centric organisation at different degree of maturity on two dimensions: Customer focused Practices & Customer focused Culture, as represented in the Customer Obsession Pyramid structure.

1. Focusing on active Customer Engagement

Initially, organisation focuses on building customer engagement practices that continuously add value by understanding, anticipating and fulfilling customer needs, expectations and opportunities. They create appropriate engagement mechanisms at all levels of the organisation and at all stages of customer lifecycle.

2. Building a Customer Centric Organisation

Organisations that have institutionalised appropriate systems and practices for actively engaging with customers, transition from being product centric to a customer centric organisation where customer is centre to all that they do, and plan to do in future. Active customer engagements get translated into value adding, innovative offerings and create a positive experience through the involvement of all their stakeholders across the value chain. Customer centricity becomes a way of life for such organisations.

3. Embedding Customer Obsession as a culture across the value Chain

Organisations place “Customer First” in their value chain, to consistently deliver superior experience, to its customers. Customer experience becomes an obsession to these organisations and are recognised as role model for many of their customer focused practices.

RECOGNITION CRITERIA

Recognitions are based on the assessment score on a 500 Point scale as per the scoring process and guidelines, against the subcategory requirements of the CII IQ Excellence Framework for Managing Customer Experience. This framework is based on the customer related category requirements of Baldrige Excellence Framework, thus providing a mechanism to benchmark against world class organisations on their customer focused practices.



Award for Customer Obsession

300 points or above and meeting the criteria for the Award Winner



Recognised for Customer Centricity

300 Points or above



Recognised for Active Customer Engagement

200-299 points

SECTORS & CATEGORIES

SECTOR



MANUFACTURING

CATEGORY



LARGE ORGANISATIONS & OPERATING UNITS

Annual Revenue: INR 100 Cr and Above



SERVICE



SMALL & MEDIUM BUSINESS ORGANISATIONS

Annual Revenue (whole organisation): Less than INR 100 Cr



CONTENTS

Large Business Organisations

Customer Centricity (Service) 2

Active Customer Engagement (Service) 12

Active Customer Engagement (Manufacturing) 25

Small and Medium Business Organisations

Active Customer Engagement (Service) 34

Active Customer Engagement (Manufacturing) 40



Recognised for Customer Centricity



Large Business Organisation



INDIA

HP INDIA

The Hewlett-Packard Company was an American multinational information technology company headquartered in Palo Alto, California. It developed and provided a wide variety of hardware components, software and related services to consumers, small-and medium-sized businesses and large enterprises.

On October 6, 2014, Hewlett-Packard announced plans to split the PC and Printers business from its Enterprise products and services business. The split closed on November 1, 2015, and resulted in two publicly traded companies: HP Inc. and Hewlett Packard Enterprise

Established in 1988, HP India is one of the largest and most diverse sites for HP outside of the US. HP India provides invaluable business leadership – focused both on supporting HP customers around the world and growing the market in India. Business for HP Inc. in India spans across a broad range of PC, Printing, Graphics, Managed Services and Mobility technology products and services to India's consumer, enterprise, government, and education markets. It provides printing and imaging equipment (printers, scanners, and multifunction devices), personal systems (PCs, notebooks, workstations, handhelds, and thin clients), mobility devices (voice and non-voice tablets) and services (technical support, consulting, managed services, financing). Another invaluable asset HP in India brings to the wider company, through its strong R&D ecosystem, is "Innovation".

HP India launched its manufacturing facility in Pantnagar, Uttarakhand in 2006 which has state of the art technology to produce the best in class HP products.

HP Inc. operates as a separate entity in India post the split on November 1, 2015. HP Inc. is the world's leading printing and personal systems Technology Company, with a market worth of US\$ 57.3 B, delivering innovation in printing and personal computing. HP Inc. creates technology that makes life better for everyone, everywhere.

HP has a legacy of more than 76 years of innovation and entrepreneurship in the world of technology, with operations spread over 170 countries in world. We have been continuously reinventing in the area of PC, Print, and Mobility.





Large Business Organisation

Vision

Create technology that makes life better for everyone everywhere. At HP Inc., we believe in reinvention. We believe that technology should make life better for everyone everywhere. This vision guides everything we do, how we do it, and why we do it. It is why we keep reinventing our company, our technologies, and what tomorrow holds—so industries, communities, and individuals can keep reinventing how they operate, ideate, and create what matters the most to them.

"Keep Reinventing" is in our DNA. It is the idea behind the way we act, think, and feel, and behind the world we believe in. Every single day, we help shape this new world with the heart, creativity, and energy of a startup, and with the brain, muscles, and determination of a Fortune 100 company. We aim for excellence through collaboration and believe that by melding the best and the brightest talent, enriched by diverse backgrounds and perspectives of every stripe, we can succeed in understanding what matters the most to our customers and to every individual across society.

Mission – Engineer experiences that amaze

Our mission is to engineer experiences that amaze each and every one of our customers. There is not a day that goes by that we don't ask ourselves, "What amazing technology will we make today? What extraordinary people will we work with? What experiences will we bring to the world? How can we serve our customers in ways that will leave them not just satisfied but in awe?"

Value Statements

At HP, we exist to amaze. Through the people we hire, the experiences we enable, the way we treat our customers and each other, and ultimately through the technology we create:

- Technology backed by more than 18,000 global patents, giving people and businesses the power to move from the inception of brilliant ideas to their best expression, so they can leave a deep and memorable impression on everyone around them.
- Technology built on the principle of practical engineering, focused on capturing opportunities and solving problems by developing the most useful, smart, simple, and delightful solutions that will make a difference for people in the world.
- Solutions that turn ideas into realities and ambitious challenges into memorable achievements; solutions that allow people to keep creating new, better, and unprecedented possibilities.
- To keep pushing our society ahead.
- To keep reinventing.



Large Business Organisation

Products and Services Offered

HP India provides a broad range of PC, Printing, Graphics, Managed Services and Mobility technology products and services to India's consumer, enterprise, government, and education markets. It provides printing and imaging equipment (printers, scanners, and multifunction devices), personal systems (PCs, notebooks, workstations, handhelds, and thin clients), mobility devices (voice and non-voice tablets) and services (technical support, consulting, managed services, financing).

Markets Operated & Key Customer Profiles

HP India has two main businesses – Personal Systems and Printing Systems. Through its strong sales and partner network, HP operates in all the sectors of Indian Market. The profile of the customer are segmented into:

- Consumer Customers – Retail Business
- Commercial Customers – Small & Medium Businesses (SMB), Large Corporates, Government Business, Public Sector Undertakings (PSUs)

Market Share and Market Position

HP India has maintained a leadership position in the markets where it operates. As per IDC Asia Pacific Quarterly PC & Printer Tracker, HP is at –

- #1 position in PC with 28.8% market share in CQ3'16
- #1 position in Print with 47% market share in CQ2'16

Core Competency and Strategic Advantages

- **Innovation** of technologies, products and solutions that meet the evolving needs of our customers. It is the focus on Innovation that has helped us to maintain a leadership position in the IT industry over the last 75 years.
- **Execution** that meets and exceeds customers' expectations. The entire value chain from R&D to lifecycle management is very complex and could span up to 6 years. Every part of this chain has been designed with the customer as the focal for sustained success.

Value Propositions and USP

Our USP is our Passion for Customers that drives all our behaviors, policies, actions and initiatives. Our Core Principle of how we do things is built on 3 focused pillars:

1. we have a desire to make a difference
2. we are driven to achieve meaningful results
3. we believe in the power of our people

Challenges

The key challenge that any IT company faces today is the constantly evolving needs and an industry, changing faster than one can think. Tectonic shifts in the way IT is consumed, bought and managed has put immense ownership on companies like ours to continue to be relevant to the needs of our customers.





Large Business Organisation



JUBILANT FOODWORKS (DOMINO'S PIZZA INDIA)

Jubilant FoodWorks Limited (the company) is a Jubilant Bhartia Group. The Company was incorporated in 1995 and initiated **Domino's Pizza India operations in 1996**. The Company got listed on the Indian bourses in February 2010. Mr. Shyam S. Bhartia, Mr. Hari S. Bhartia, Jubilant Energy Private Limited (Formerly Jubilant Enpro Private Limited) and Jubilant Consumer Pvt. Ltd. (formerly Jubilant Fresh Pvt. Ltd.) are the Promoters of the Company. Jubilant FoodWorks Limited & its subsidiary operates Domino's Pizza brand with the exclusive rights for India, Nepal, Bangladesh and Sri Lanka.

Domino's Pizza India (DPI), since its inception, has completely revolutionised the organised pizza market in India. In the chained pizza market, the Company has **~72% market share in India** for its Domino's brand. (As per Euro monitor Consumer Food Services Report 2015).

Domino's Pizza India (DPI), is consistently enhancing accessibility across consumer segments pan India, as evident by its restaurant network, which is more than double than any of its peers in the industry.

The Domino's Pizza India (DPI), network in the country comprised of **1085 restaurants** as on October 26, 2016. Domino's Pizza in India is the largest and **fastest growing** Food Service company (Pizza Delivery Expert) with 1000+ restaurants chain and is also the largest market outside USA for Domino's Pizza.

Domino's Pizza India has achieved its target of **opening 150 new restaurants in the year** from last 3 years. The Domino's Pizza India restaurant presence spanned in **29 States** covering **251 cities** across the Country ably supported by **9 commissaries** situated in Mumbai, Noida (2), Mohali, Kolkata, Bengaluru, Nagpur, Guwahati, Chennai and Hyderabad for the Supply Chain Management.

Domino's Pizza Vision: Exceptional people on a mission to be the best Pizza Delivery company in the world.

Domino's Pizza Mission: Domino's is the pizza specialist who consistently delights the Guests with great taste and choice in pizzas with friendly courteous team members providing prompt and safe delivery.



Large Business Organisation

Domino's Pizza Guiding Principles: At the moment of choice:

- We demand Integrity
- Our People come first
- We take great care of our Guests
- We make great Pizzas everyday
- We operate with Smart hustle and positive energy

Brand Position: Domino's believes that when a box of pizza is opened, family and friends come together to share the pizza. Hence, our brand positioning is **"Yeh Hai Rishton Ka Time"**!

Value Proposition: Over the period since 1996, Domino's Pizza has remained focused on serving **great tasting Pizzas** & sides, superior quality, **exceptional Guest service and value for money** offerings.

"30 minutes or free" USP: We have endeavored to establish a reputation for being a home delivery specialist capable of delivering pizzas within 30 minutes from our restaurants around the country.

Key Customers: Individual buyers visiting Domino's Pizza Restaurants or ordering for home delivery.

In order to be truly successful in overcoming the challenge, we have been able to incorporate our ideas into our current business model.

Domino's has successfully been able to instil major cultural changes such as:

CUSTOMER	⇒	GUEST
STORE	⇒	RESTAURANT
STORE MANAGER	⇒	GUEST DELIGHT MANAGER

Strategic Challenges:

- Economic Uncertainty
- Inflation
- Competition
- Manpower Retention & Skill Enrichment
- Supply Chain



Large Business Organisation

Strategic Advantages:

- Pan India reach
- Strong tie-ups with Business Partners
- Innovative Product offering
- Well established and technology-driven training infrastructure
- Strong Supply Chain management practices with Robust vendor base

Domino's Pizza India has been a **Guest Obsessed brand** since the inception and defines Ambition for every 3 years. **The Ambition for 2017** consist of 5 ambition statements:

Strategic Advantages:

- 1) **Make guest service an obsession at every moment of truth & be the best in Retail industry.**
- 2) Be the most exciting & emotionally connected Brand in Food Service Industry.
- 3) Be the most preferred workplace across retail industry and embed a feeling of "Mera Domino's".
- 4) Be obsessed with serving safe, tastiest & best quality products in food service industry.
- 5) Be the most loved company in the community on social contribution.

At Domino's Pizza India, every employee right from the CEO till a Part time restaurant employee knows and contributes towards Ambition.



Large Business Organisation



STATE BANK OF INDIA

State Bank of India was established in 1806 by the name 'Bank of Calcutta' as one of the first banks of India, before it evolved into its current name. Representing a sterling legacy of over 200 years, SBI is the oldest commercial bank in the Indian subcontinent, strengthening the nation's trillion-dollar economy and serving the aspirations of its vast population.

SBI is India's largest commercial Bank in terms of assets, deposits, profits, branches, number of customers and employees, enjoying the continuing faith of millions of customers across the social spectrum. Headquartered at Mumbai, it provides a wide range of products and services to individuals, commercial enterprises, large corporate entities, public bodies and institutional customers through its various branches and outlets, joint ventures, subsidiaries and associate companies.

SBI has an active customer base of over 30.12 crore with a business size of over Rs 31.90 lakh crore through its 64,000+ customer service points including business correspondents as on 31st March 2017. SBI is the leader in the new digital order, with 140 crore plus internet banking transactions and 37 crore plus point-of-sale transactions during 2016-17. SBI online is the world's 5th most visited banking site.

Vision

- My SBI
- My Customer First
- First in customer satisfaction

Our Mission

- We will be prompt, polite and proactive with our customers
- We will speak the language of young India
- We will create products and services that help our customers achieve their goals
- We will go beyond the call of duty to make our customers feel valued.





Large Business Organisation

- We will be of service even in the remotest part of our country
- We will offer excellence in services to those abroad as much as we do to those in India
- We will imbibe state-of-the-art technology to drive excellence

Our Values

- We will always be honest, transparent and ethical
- We will respect our customers and fellow associates
- We will be knowledge driven
- We will learn and we will share our learning
- We will never take the easy way out
- We will do everything we can to contribute to the community we work in
- We will nurture pride in India

Products/Services offered

Apart from the conventional product line of loans for homes, education & personal purposes, deposits and the regular banking services, SBI has been adapting to the changing requirements of the customers in the new digital order.

Going by the unprecedented growth in data, driven by the latest trends in mobility, social media, cloud and analytics, SBI is embracing and evolving a digital business model with an eye on the future. As customers wish to transact more quickly, accurately and efficiently than ever before, SBI believes that modern banking is about enabling its customers to have a meaningful relationship with their money.

Merger of Associate Banks with SBI as well as merger of Bharatiya Mahila Bank with it, resulted in the first ever large scale consolidation within the Indian banking industry. The Associate Banks involved were State Bank of Bikaner & Jaipur (SBBJ), State Bank of Mysore (SBM), State Bank of Travancore (SBT), State Bank of Hyderabad (SBH) and State Bank of Patiala (SBP). This merger has catapulted SBI, India's largest lender, into the league of global Top 50 banks.



Large Business Organisation



GE Healthcare

WIPRO GE HEALTH CARE SERVICE DIVISION

GE Healthcare provides transformational medical technologies and services to meet the demand for increased access, enhanced quality and more affordable healthcare around the world. GE (NYSE: GE) works on things that matter - great people and technologies taking on tough challenges. From medical imaging, software & IT, patient monitoring and diagnostics to drug discovery, biopharmaceutical manufacturing technologies and performance improvement solutions, GE Healthcare helps medical professionals deliver great healthcare to their patients. For more information about GE Healthcare, visit our website at www.gehealthcare.com

In India, GE Healthcare is focusing on some of the country's toughest healthcare challenges— lowering maternal and infant deaths, enabling early detection of cancer and addressing heart diseases early. GE Healthcare pioneered innovation of healthcare imaging technologies 'In India for India and the world' to enhance access to quality healthcare at affordable costs to more people. GE Healthcare operates in India through a joint venture- Wipro GE Healthcare Private Limited.

For the latest news, please visit <http://newsroom.gehealthcare.com>





Recognised for Active Customer Engagement



Large Business Organisation



THE HINDU GROUP

KASTURI & SONS LTD (THE HINDU)

Kasturi & Sons Ltd (KSL) was established in 1878, and is most famously known as The Hindu Group in India. With seven unique publications and five digital forums under its belt, it offers something substantial for everyone. The Hindu, the most revered and respected daily in the country, boasts of an extensive network of correspondents and covers news that is reliable and relevant. Its unparalleled reach and dominance makes The Hindu the undisputed No 1 English daily in south India.

The newspaper is carefully designed to ensure that sense is always placed ahead of sensationalism in line with its historical journalistic values and traditions. The Hindu's editorial section is held in high regard for its balanced views and opinions, effusing an independent editorial stance.

The recently redesigned BusinessLine, with its well-segmented verticals helps readers transition seamlessly to their topic of interest. Frontline, the fortnightly magazine provides exhaustive coverage of politics, world affairs, environment, human rights, literature and the arts. The Hindu Tamil and 11 sub brands on diverse themes focus on providing product quality over quantity. Sportstar, every sports enthusiast's favourite, is the largest read magazine of the genre in the country. The Hindu In School, designed to address the student as a thinking individual, provides the experience of a serious, yet lively newspaper. Not to exclude the tiny and loyal young reader, The Hindu Young World has evolved into a standalone magazine and is living up to its mandate of making learning fun.

KSL Digital, a division of the KSL group, was formed to focus on creating and scaling up innovative businesses in the internet, mobile and e-commerce space. The KSL Digital portfolio consists of the www.thehindu.com, www.thehindubusinessline.com and www.tamil.thehindu.com which offer in-depth and up-to-date news coverage and analyses.





Large Business Organisation

Apart from these, mobile apps are available for i-Phone, i-Pad and android users, providing the convenience of news on the go. KSL Digital's e-commerce offerings include www.roofandfloor.com, an online property portal, bloncampus.com, a portal designed exclusively for B-Schoolers and MBA aspirants, sportstarlive.com, a portal that provides contemporary, relevant and round-the-clock sports news, stepstest.in, an English language certification exam for Indian students and job-seekers, and youngworldclub.com, an interactive education portal of children that offers a variety of rich multimedia content which includes slideshows, quizzes, videos and activities aimed to make learning exciting.



Large Business Organisation



Kempegowda

INTERNATIONAL
AIRPORT
BENGALURU

BANGALORE INTERNATIONAL AIRPORT

Bangalore International Airport Limited (BIAL) is a public limited company under the Companies Act formed to build, own and operate Bengaluru's Greenfield private sector-owned and operated airport – the Kempegowda International Airport, Bengaluru (BLR Airport). Private promoters hold a 74% stake in BIAL while the government holds the remaining 26%. The airport was constructed through a private-public partnership, a first for airports in India. The Government signed a concession agreement with BIAL in July 2004 paving the way for development of Bangalore's Greenfield airport. Establishing a legal framework played a critical role in providing a safe and encouraging environment for private promoters. Thereafter, other Greenfield airport contracts in the country were signed on a similar model.

The first phase of the Kempegowda International Airport, Bengaluru was concluded in March 2008 and it became operational on May 24, 2008, 33 months from the start of construction. The Master Plan of this airport has been developed to fulfill the need for an operationally efficient and passenger friendly airport for the city. It ensures that the size and capacity of the airport facilities can be gradually expanded based on the passenger and cargo growth. It not only includes provision of premium land for commercial real estate developments such as office parks, retail, entertainment and hospitality but also land reserve for a rail link to the city. The intention of BIAL to develop an Airport City is in line with the increasing attention being paid to 'Aerotropolis' globally. It is envisioned that the airport city will be a flourishing destination in itself; people will not only come here to take flights but also to relax, do business and shop. It will provide growth giving a strong impact on economy and creation of many more jobs.

47 airlines currently operate from this airport, serving 65 destinations globally.





Large Business Organisation

BIAL is committed to establishing this airport as one of India's leading projects in terms of quality and efficiency and set a benchmark for the future commercial development of Indian airports. The airport is built and operated at best international standards. BLR Airport is South India's busiest airport and the third largest in the country. This airport currently handles over 22 million passengers annually serving an average of 63,000 travellers each day.

Key Awards & Certifications

- Best Regional Airport in India & Central Asia, SKYTRAX, 2017
- Golden Peacock National Training Award, 2017
- 'Model Employer' Award by the Ministry of Labor & Employment, Government of India, 2017
- Level 3+ Carbon Neutrality, ACI, 2017
- 'Airport of the Year-Cargo' at the 8th South East Cargo & Logistics Awards 2016
- SKYTRAX award for Best Regional Airport in Central Asia, 2015
- Best Airport in South India, South India Travel Awards, 2015
- Dream Company to work for, World HRD Congress Award, 2015
- STAT Times International Award for Excellence in Air Cargo, 2014
- Gold rating in Leadership in Energy and Environmental Design (LEED) India from the Indian Green Building Council (IGBC) for energy efficient, eco-friendly and sustainable terminal building design, 2013
- ACI Airport Carbon Accreditation Level 3 Certified, 2013
- GreenCo award for one of the 9 GreenCo rated company by CII, 2012
- Golden Peacock Award for Environmental Management, 2012
- CNBC TV 18 Infrastructure Excellence Award, 2012
- Best Airport in India, SKYTRAX, 2011



Large Business Organisation



HYDERABAD RAJIV GANDHI
INTERNATIONAL AIRPORT



GMR HYDERABAD INTERNATIONAL AIRPORT

GMR Hyderabad International Airport Limited (GHIAL) is a joint venture company promoted by the GMR Group (63%) in partnership with Airports Authority of India (13%), Government of Telengana (13%) and Malaysia Airports Holdings Berhad (11%) and is the first Greenfield Public Private Partnership Airport in India structured on a Build, Own, Operate and Transfer (BOOT) model.

Built to the capacity of 40 million passengers per annum, the Airport is designed to handle Large Aircraft, including the Airbus A380. The modular design of the airport will allow incremental expansion of each area, without major rebuilding or operational disruption.

The city of Hyderabad is a natural aviation hub, owing to its strategic location on the map of India. It is connected to all major Indian airports within two hours flying time. Internationally too, Hyderabad makes an ideal transit point for flights from west to east and vice versa. Taking advantage of the rapidly expanding Indian aviation sector and leveraging Hyderabad's strategic location, RGIA is positioned to become a major hub on the global aviation map. RGIA has the potential to also become an important center for destination-cum-transit location for travel between the Eastern and the Western parts of the world. Currently, there are 15 foreign and 3 Indian carriers flying to 20 international destinations and 10 domestic airlines operating to around 33 destinations.

RGIA is possibly the most decorated airport in India in the spheres of Airport Service Quality, Environment Management, Airline Marketing, Cargo Operations, Energy saving, Safety, etc. RGIA is the only Airport which is conferred with the British Safety Award- Sword of Honour. The list of achievements is long and is the result of collaborative efforts of all the stakeholders and this recognition has established the city prominently on the global aviation map, thereby contributing to the prosperity, growth and all-round economic development of the region.





ACTIVE CUSTOMER ENGAGEMENT - Service

**CII AWARD FOR
CUSTOMER OBSESSION**
2016

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Through several proactive measures, RGIA has ensured significant focus towards customer service excellence, enabling RGIA to consistently sustain highest level of Airport Service Quality year on year which is reflected in the ACI ASQ awards received since 2009. The consistent accomplishment reflects RGIA's unflinching endeavour to deliver service excellence and offer the best to the travellers from all across the globe. For the year 2016, RGIA is ranked as No.1 airport in Airport Service Quality.

As a pioneer in taking innovative steps in the aviation sector, RGIA is the first airport in India to successfully implement end to end e-boarding for all domestic flights. The most recent feat is going tag-less and RGIA was one of the 4 airports in the country who were selected to pioneer this initiative. Several other initiatives have been undertaken to augment passenger comfort in key areas such as Entry Gates, Check-in, Security Check, F&B and Retail, Baggage Delivery, Boarding Gates, Lounges to name a few..

GHIAL has been inducted the GBEM (GMR Business Excellence Model) in the year 2010 and has been striving to bring excellence as the way of life. As part of its endeavour to bring customer delight to its passengers, very recently GHIAL launched Hyderabad Airport's signature programme called Passenger is Prime, whereby a team of Passenger Service Associates take care of passengers especially senior citizens, passengers with reduced mobility, mothers with infants, first time travellers, etc. round the clock.

GHIAL's strength is its work force which consists of highly experienced team which works on collective mission and vision, with alacrity and agility to take operational excellence to newer heights and ensure customer delight is delivered.



Large Business Organisation



YES BANK

YES BANK, India's fourth largest private sector Bank with a pan India presence across all 29 states and 7 Union Territories of India, headquartered in the Lower Parel Innovation District (LPID) of Mumbai, is the outcome of the professional & entrepreneurial commitment of its Founder Rana Kapoor and its Top Management team, to establish a high quality, customer centric, service driven, private Indian Bank catering to the future businesses of India.

YES BANK has been **recognized amongst the Top and Fastest Growing Banks** in various Indian Banking League Tables by **prestigious media houses and Global Advisory Firms**, and has received several national and international honours for our various Businesses including Corporate Investment Banking, Treasury, Transaction Banking, and Sustainable practices through Responsible Banking. YES BANK is steadily evolving as the Professionals' Bank of India with the long term mission of "**Building the Finest Quality Bank of the World in India**" by 2020.

YES BANK, a "Full Service Commercial Bank", has steadily built a Corporate, Retail & SME Banking franchise, with a comprehensive product suite of Financial Markets, Investment Banking, Corporate Finance, Branch Banking, Business and Transaction Banking, and Wealth Management business lines across the country.

YES BANK has adopted international best practices, the highest standards of service quality and operational excellence, and offers comprehensive banking and financial solutions to all its valued customers. To enhance customer delight, YES BANK leveraged state-of-the-art technology and innovative practices in Digital banking and Digitisation of end to end processes. Bank has invested in upgrading the role of technology in various mission-critical back-end functions, including Quality Assurance, Technology Solutions Group, Risk Management, Internal Audit and Human Capital. YES BANK'S three-pronged structure to





ACTIVE CUSTOMER ENGAGEMENT - Service

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Large Business Organisation

bolster customer service comprised customer experience, innovation and quality assurance. The Customer Experience unit captured the Voice of the Customer (VOC), and assessed performance across key service drivers. These initiatives were managed through the Innovation Centre, which acted as a clearing house for ideas, which helped your Bank implement 'next practices' across products, services and channels. The Quality Assurance unit drew upon efficient methodologies practiced by world-class organizations in building institutional excellence

YES BANK, since inception in 2004, through its '**Responsible Banking**' ethos has believed in creating sustained value for its stakeholders, through social, economic and environmental dimensions. Integrated with core business strategy, Responsible Banking steers the sustainable development agenda at YES BANK through its pathways of Social & Developmental Impact, Climate Action, and Transparency & Disclosures.

YES BANK has a knowledge driven approach to banking, and offers a superior customer experience for its retail, corporate and emerging corporate banking clients. YES BANK is steadily evolving as the Professionals' Bank of India with the long term mission of becoming "INDIA's FINEST QUALITY BIG BANK by 2020".



Large Business Organisation



AXIS BANK

Axis Bank is the third largest private sector bank in India offering a comprehensive suite of financial products. The bank has a large footprint of 3,304 domestic branches, 14,163 ATMs and 2 Cr + customers across the country as on 31st March 2017. The overseas operations of the Bank are spread over nine international offices with branches at Singapore, Hong Kong, Dubai (at the DIFC), Colombo and Shanghai; representative offices at Dhaka, Dubai, Abu Dhabi and an overseas subsidiary at London, UK. The international offices focus on corporate lending, trade finance, syndication, investment banking and liability businesses. The Bank employs over 50,000 people and had a market capitalization of 123,747 Crores (as on April, 2017).

Customer centricity is one of the five core values of the bank (others being Ethics, Transparency, Teamwork and Ownership). Axis Bank lays a strong emphasis on understanding consumers through the use of insights & analytics with the singular objective of providing a simpler, consistent and a distinctive experience.

The Bank is amongst the leading banks in India to set up a dedicated customer experience division to build a sustainable competitive advantage. The team periodically reviews internal processes, customer service and sales practices, policies, etc. keeping customer view in mind.

Axis Bank's CSR arm, Axis Bank Foundation aims to achieve the stated target of fostering 1 million sustainable livelihoods by the end of 2017. Apart from enhanced income levels, the foundation has been successfully able to provide higher savings, community creation and active participation, learning and innovation opportunities, knowledge sharing, and better opportunities for higher employability of the youth.

During the year FY 16-17, Axis Bank was felicitated with various awards including the 'Bank of the Year in India' by The Banker awards 2016, 'Socially Aware Corporate of the Year' by Business Standard's Corporate Social Responsibility Awards 2016 and the 'Best Digital Bank' at the Business Today Money Today Financial Awards 2016.





Large Business Organisation



TATA TELESERVICES (DOCOMO)

Tata Docomo Business Services (TDBS) is an acknowledged leader in the Enterprise space providing integrated voice, data and managed services to large, medium and small enterprises across India. India's Enterprise ICT marketplace is seeing some significant shifts and TDBS is well prepared to meet their requirements. The Enterprise Business with a 2000 people strong team works closely with an extensive network of channel partners panning across geographically dispersed areas to offer the most innovative and cost effective ICT solutions to customers in over 60 cities across India. The company has set up a robust infrastructure which includes the largest fibre optic backbone in the country covering over 1, 25,000 km covering major cities in India along with ~14,000 P2P, 60 P2MB and over 70,000 base stations, and is well equipped to serve connectivity needs through the length and breadth of the country.



Large Business Organisation



MANIPAL GLOBAL EDUCATION SERVICES PVT LTD

Manipal Global Education Services (MaGE) is a leading education service provider from India which operates university campuses and colleges in Dubai, Antigua, Nepal and Malaysia. In India, MaGE offers corporate training through Manipal Global Academies, assessment through MeritTrac, vocational training through ManipalCity&Guilds and professional certification through ManipalProLearn. MaGE has trained close to 100,000 corporate and professional learners for the banking, IT and data science industries, and does over five million assessments annually.

Manipal Global Education Services (www.manipalglobal.com) is a leading international provider of high-quality higher education services. These include:

- **Certification programs** in various fields like Management, Information Technology and Finance.
- **Corporate training programs** in partnership with major banks and IT companies in domains such as banking, data science, management and technology.
- Technology-driven services in areas such as testing and education delivery.
- Vocational training across a number of industries.

Manipal Global owns and operates universities and medical colleges in Antigua in the Caribbean, Dubai, Malaysia and Nepal, as well as **GlobalNxt University**, which offers internationally recognised business and IT degrees online as well as customised training for corporates. All these Universities have extensive academic tie-ups with top universities across the world.

Manipal Global Academy of Information Technology (MGAIT) supports nearly 20 IT majors with online and residential boot camps, innovative Accelerated Learning Programs and other productivity and skill related training needs. It also conducts beginner and advanced level programmes for technical architects and product managers.





Large Business Organisation

Manipal Global Academy of Data Science (MGADS) is in partnership with Manipal University to offer a PG Diploma in Data Science to both freshers and working professionals, setting them up for a career in the 'hottest career of the decade'. It also offers solutions for identifying data science talent, competence benchmarking as well as entry and advanced level training in the field of data science.

Manipal ProLearn partners with industry leaders like Google, Amazon, Chartered Institute of Management Accountants, EY and PEOPLECERT to provide high quality certification courses in management, IT and Finance.

Manipal Global believes industry relevance is the key to career-focused education. This has led to innovative partnerships like the **Manipal Global Academy of Banking** in collaboration with leading Indian banks like ICICI Bank, Bank of Baroda, Punjab National Bank, Andhra Bank, Axis Bank and Kotak Mahindra Bank, among others.

MeritTrac is India's premier pure play Testing & Assessment Services Company which provides innovative assessment services to leading educational institutions, government organizations and corporate entities.

Manipal City and Guilds, in partnership with City & Guilds, UK, offers vocational training and certification programs for learners.

The Manipal Global mantra – **Achieve, Enable** and **Transform** – builds on this legacy to create a future for every life it touches, a future that inspires achievements, enables ambitions, and transforms lives, worldwide.



Large Business Organisation

SIEMENS

Ingenuity for life

SIEMENS LTD, INDIA

Siemens India is a technology powerhouse that has stood for engineering excellence, innovation, quality and reliability. The company focuses on the areas of electrification, automation and digitalization. It is one of the leading producers of energy-efficient, resource-saving technologies; combined cycle turbines for power generation; and power transmission solutions. Siemens is a pioneer in infrastructure solutions and automation and software solutions for industry and also leading provider of healthcare, financing, PLM, rail automation and wind power solutions.

The history of Siemens in India dates back to 1867, when the founder Werner von Siemens personally supervised the laying of the first telegraph line between London and Calcutta. The first company office was founded in 1922. In 1957, Siemens was incorporated as a company under the Indian Companies Act and was listed on the stock exchanges in 1970. Siemens is one of the few multinational companies in India to have uninterrupted operations in India for over 90 years.

Over the past few decades, Siemens has built a network of factories in India, which currently total 22. These have been set up replicating global, best-in-class manufacturing systems and practices. Among the key factories in India, Motor Works was set up in Kalwa (1966), medium voltage Air Insulated Switchgear factory in Kalwa (in 1974), industrial electronics factory in Nashik (1987), low-voltage factory in Aurangabad (1991), high-voltage Air Insulated Switchgear factory in Aurangabad (1999), Building Technologies' Control Products and Systems factories in Puducherry (2001-02), Steam Turbine factory in Vadodara and transformer factory in Kalwa (2007), Gas Insulated Switchgear factory in Aurangabad (2009), Digital Grid and GIS factories in Goa (2012).





Large Business Organisation

The business of Siemens Limited (flagship group company of Siemens in India) is aligned into Divisions: Power and Gas, Energy Management, Mobility, Building Technologies, Digital Factory, and Process Industries & Drives.

The Siemens Group in India also includes Siemens Healthineers, Siemens Industry Software (India) Private Limited, Siemens Rail Automation Private Limited (100-percent subsidiary of Siemens Limited), Siemens Financial Services Private Limited and Siemens Gamesa Renewable Energy.

In addition, Siemens is a leader in providing technology solutions for setting up intelligent (smart), sustainable cities. With solutions for Smart Grid, Building Technologies, Mobility and Power Distribution, Siemens has successfully set up smart cities in Vienna and New York, and is already involved in the Restructured Accelerated Power Development and Reforms Programme (R-APDRP) Program of the Government of India for installing Smart Grid solutions in multiple cities in India. Siemens has signed a Memorandum of Understanding with the Confederation of Indian Industry to be the Lead Industry Partner in a consortium, for the conceptualization and development of Smart Cities. It also signed an MoU with IL&FS and GIFTCL to develop Smart Mobility Solutions for GIFT city. Siemens offerings are tuned to government vision of 100 Smart Cities.

Siemens' portfolio is aligned with Government thrust areas: 24x7 Power, Smart Cities, Make in India and Rail Vision 2030. It has a competitive local footprint with nearly 150-year history, 22 world class factories and 57 offices pan India.

Siemens' focus is on Electrification, Automation and Digitalization, in sync with India's vision to be a global manufacturing leader through Industry 4.0. Customers rely on our specialized domain know-how and support to realize value from digitalization. It has the capability and experience to provide solutions across the customer value chain – from design and engineering to operations and maintenance.

Siemens' mission is: "We make real what matters, by setting the benchmark in the way we electrify, automate and digitalize the world around us. Ingenuity drives us and what we create is yours. Together we deliver."



Large Business Organisation

Preethi®

PREETHI KITCHEN APPLIANCES PVT LTD

Preethi Kitchen Appliances Pvt Ltd is a fully owned subsidiary of Philips India Ltd. This 38+ year old brand is built on 3 strong pillars – Quality, Innovation & Service making them the No.1 Mixer Grinder brand in the country touching more than 1.5 million consumers every year.

Apart from the largest portfolio of Mixer Grinders it has diversified to 13 other categories including Gas stoves, Induction Cooktops, Electric Cookers and Table Top Wet Grinders

Preethi's quality promise has fetched the brand "The Longest Mixer Grinder Grinding Marathon" title in the Asia Book of Records.

The brand affinity is driven by market disrupting innovations making it the "Most Favourite Brand" awarded by TRA.

The journey of a Preethi consumer is augmented with a robust service system that has 96 customer care centres with one call assistance. This effort has yielded Preethi an NPS above 90% breaching even world standards.

Preethi has been winning multiple awards for its engaging brand communication at MADDYS AWARDS & FOX GLOVE AWARDS for 2 years in a row.





Large Business Organisation



STERLITE TECHNOLOGIES LTD

Sterlite Tech is a global technology leader in smarter digital infrastructure. The Company engages in six continents and more than 100 countries, with a digital networks focused business panning across products, services and software – optical communication products, network & system integration services and OSS/BSS software solutions. The company has a unique silicon-to-software capability, which is unparalleled in the world. This enables the company in designing, building and managing smarter data networks for key customers- Global Service Providers, Smart Cities, Rural Broadband and Large Enterprises, such as defence.

Sharing a common lineage with Vedanta Resources Plc., Sterlite Tech is world's leading & India's only vertically integrated company, today. The Company is among the global leaders in Optical Communication Products through its manufacturing operations in India, China and Brazil. Sterlite Tech's optical fibre, optical fibre cable products and data cables are enabling eight among top 10 telecom operators across the world with its fibre for tower/data backhaul and last-mile connectivity solutions. This is supported by the Company's three key pillars of Technology and Innovation, Exponential Customer Engagement and extremely strong Talent and Culture. Underlying these are the core values of Sterlite Tech – Promises Delivered; Hunger to Learn; Respect and Empathise; and Keep it Simple.

Under the Telecom System & Network Integration Services offerings, with expertise in designing, engineering, building & managing broadband networks, Sterlite Tech is developing several network projects, such as secure network for the Indian Armed Forces under Network for Spectrum, enabling rural broadband through BharatNet, developing Smart Cities, and establishing high-speed Fibre-to-the-Home (FTTH).

In 2015, Sterlite Tech broadened its offerings portfolio to include Telecom Software by acquiring highly customisable OSS & BSS software solutions suite through Elite core. With



Large Business Organisation

many industry firsts to its credit, Sterlite Tech is home to India's only Centre of Excellence for Broadband Research, and a strong portfolio of over 146 patents. With a broad shareholder base, Sterlite Tech is headquartered in Pune, India and listed on BSE & NSE.

The Company's optical fibre technology has enabled smarter broadband networks in some of the world's toughest terrains, including in Iceland and the Amazonian rainforests, and over 40% of all data in India travels on Sterlite Tech's fibre. Its optical communication products are qualified with Europe's Construction Products Regulations as flame retardant that ensures ultra-fast connectivity, long-lasting performance, efficiency and scalability.

In terms of skill development for the telecom sector, the company has initiated Sterlite Tech Academy in 2016 that aims at nurturing knowledge and innovation. Through this initiative, Sterlite Tech is creating a certified talent pool of smarter network professionals. Over 200 professionals from leading telecom operators have been certified since the Academy's inception.

While focusing on its purpose to exist, Sterlite Tech believes in transforming everyday living through the delivery of smarter network technologies. Its technologies are enabling various programmes in education, healthcare, women's empowerment, rural and community development.

Sterlite Tech has received many accolades for its work over the years. The recent ones include the position improvement from 'Niche' to 'Visionary' in the Gartner Magic Quadrant for Integrated Revenue and Customer Management, and endorsement as the 'Broadband Infrastructure Leader Award' at the Telecom Leadership Forum. Sterlite Tech has also won two Gold Frost & Sullivan India Manufacturing Excellence Awards.



Large Business Organisation



KEWAUNEE SCIENTIFIC CORPORATION PVT LTD

Kewaunee Scientific Corporation was founded in 1906 in Wisconsin, USA. Since its inception, the company has pioneered in the manufacturing of quality laboratory furniture and fume hoods.

Today, the company operates from its facilities located in North Carolina - USA, Bangalore - India and Suzhou - China. The Laboratory Product Group manufactures and designs steel and wood laboratory furniture, modified epoxy resin countertops and fume hoods. The Technical Products Group produces workstations for the electronic and computer industries.

Global leader

Through years of experience, Kewaunee has qualified itself as a Global leader in the designing and manufacturing of furniture products. It serves clients hailing from various disciplines in the industry, research centers, schools and universities, government agencies and healthcare. From original design and layout through complete installations, Kewaunee has the experience to make your laboratory the best it can be. Kewaunee continues to innovate and produce new products and services to cater to the ever changing demand patterns of the market place, across the globe. Kewaunee International Group, a 100% subsidiary of Kewaunee USA, was established to serve the customers in international markets, apart from the America's. The first venture, Kewaunee Labway Asia was set up in Singapore in 1996. This was followed by Kewaunee Labway India Pvt Ltd in 2000, Kewaunee Scientific Corporation India Pvt Ltd, and the manufacturing facility at Bangalore, India in 2002 and Kewaunee Scientific (Suzhou) Co Ltd, China in 2014. This proves the level of commitment the organization has towards the customers in the markets it operates in.

Today, the Kewaunee International Group serves a plethora of customers in Singapore, India, China, Malaysia, Indonesia, Thailand, Philippines, Sri Lanka, Hong Kong, Taiwan, Vietnam, Japan, Saudi Arabia, Oman, Qatar, Kuwait, UAE and West African countries; either through its direct Kewaunee Sales network or via experienced dealers.



Large Business Organisation

Industries

Kewaunee continues to pursue new innovative products and services to cater to the ever changing demand patterns of the market place in multinational locations. Kewaunee provides expert services in the following industries.

- Pharmaceutical
- Petroleum & Petro Chemical
- Bio Tech
- Agro research
- Cosmetics, Fragrances
- Education & Institutional research
- Electronics & Semi-Conductor
- Food
- Automobile
- Forensics

Capabilities

Kewaunee International Group has the unique capability to conceptualize, design, execute and support Laboratory Infrastructure projects on an end to end basis. Its team capabilities include –

- Turnkey Green Field project solutions
- Flexi Contracting project solutions
- Product supply contracts
- Retail product sales
- Engineering & Design services
- Laboratory Audit services
- Laboratory facility maintenance and support services





Large Business Organisation



VIKRAM SOLAR PVT LTD

Vikram Solar is a globally recognized leading solar energy solutions provider, specializing in high efficiency PV module manufacturing and comprehensive EPC solutions. With international presence in more than 5 continents, we are an active contributor in shaping the solar revolution.

Carrying forward the rich legacy and extensive manufacturing experience of the Vikram Group, Vikram Solar, since 2006, is building on a 4 decade-old success story. We have been successfully able to demonstrate our capability even before the solar sector witnessed active growth and development in India.

As a Tier 1 PV module manufacturer (Bloomberg New Energy Finance ranking), our products are designed to the highest standards of quality, reliability and performance. Our in-house research and development efforts help us in being ahead of the curve in the ever evolving solar technology space. Vikram Solar conducts research study programmes with leading laboratories across the globe.

After reaching the 1 GW mark of annual rated module production capacity in 2017, Vikram Solar is further expanding capacity to 2 GW by FY 2020. In line with our company's focus on adopting pioneering and innovative technologies, our manufacturing facility has the finest machinery and equipment imported from United States, Switzerland, Germany and Japan.

A fully forward- integrated solar EPC solutions provider, we deploy world- class technology to designed, install and commission benchmark solar projects. Vikram Solar takes pride in its track record of over 355 MW of installed solar projects' capacity in India.

Our Certifications

- We ensure best-in-class quality management system - ISO 9001:2008
- We have a certified EPC projects division - ISO 9001:2008



Large Business Organisation

- We have in place a globally benchmarked environmental management system - ISO 14001:2004
- We maintain a safe work environment - ISO 18001: 2007
- We are UL 1703 certified, MNRE certified and CEC listed (60 & 72 cell modules), JETPVM certified (Japan) and CAN/CSA certified (Canada)
- We have IEC 61215, IEC 61730, IEC 61701 and IEC 62804 certifications
- We are a member of SEIA (USA), PV Cycle and STA (UK)

Our Ratings

- Tier 1 module manufacturer listed by Bloomberg New Energy Finance
- ICRA accredited us with System Integrator grading of SP1A (Solar Power One A), indicating the 'Highest Performance Capability' and 'High Financial Strength' to undertake offgrid solar projects
- We have been assigned a rating of A- (Single A minus) upgraded from BBB+ (Triple B plus) by external credit agencies. This reflects on improved performance and financials, compared to the previous year

Our team is spearheaded by agile leaders, who are united by the aim of actively revolutionizing energy needs everywhere on earth. A balanced synthesis of young and experienced, dynamic and traditional, international and locals, our team has wide-ranging experience in global as well as Indian solar energy sector.





Small and Medium Business Organisation



BRICKWORK INDIA PVT LTD

Brickwork India was co-founded in 2005 by Vivek Kulkarni and Sangeeta Kulkarni to provide the benefits of outsourcing to individual executives, by providing simple to complex business assistance, at an affordable price. Towards this objective, they pioneered the unique concept of Remote Executive Assistance (REATM) with a two-fold mission:

- To enable large enterprises, optimize their executive's time by providing customized and personalized business assistance, thus freeing them up from routine and non-core tasks,
- To set up a platform for all global SME's and entrepreneurs to access a wide range of business support services for short term adhoc tasks to larger, complex projects.

Vision: To provide best-in-class Executive Assistant experience to organizations worldwide.

Mission: To enable organizations, optimize their executive time by freeing them up from routine and non-core tasks with our personalized and customized Executive Assistant services.

Global Media: This unique concept of providing customized and personalized services through its team of Remote Executive Assistants gained instant worldwide recognition and media attention.

Thomas Friedman wrote about Brickwork in his 2005 New York Times best seller 'The World is Flat'. Since then more than 100 print and broadcasting media companies have profiled Brickwork. Another New York Times best seller, 'The 4 Hour Workweek', written by Tim Ferriss, described how Brickwork helps busy professionals to become more productive by re-purposing their time. Knowledge@Wharton also published an article on Brickwork.

Services: Today, Brickwork is the Global Leader in providing Remote Executive Assistance services. It has evolved into a boutique firm, offering niche and specialized support service offerings for all types of business support including Admin, Knowledge and Technical services.



Small and Medium Business Organisation

Customer Profile: From its first project on market research for Credit Suisse, till date, Brickwork has supported 15,000 customers across 116 countries and delivered more than 20,000 plus projects. Its customers range from Fortune 500 companies, SME's and start-ups to innovative entrepreneurs and busy CXOs across 52 plus industries. Some of the customers who have leveraged REA support include well known industrialists, Senators, Media celebrities, Sr. Consultants, Wall Street firms, Advisors to US president and CXO's from large enterprises.

Memberships: Brickwork is a member of leading Industry Association & Chamber of Commerce including, Confederation of Indian Industry (CII), NASSCOM, INDO US Chamber of Commerce, INDO German Chamber of Commerce & Bangalore Chamber of Industry and Commerce.

Certifications: Brickwork has the distinction of being the first Indian virtual assistance company to receive the ISO 27001:2013 certificate for data security and confidentiality. It is also certified as a Women-owned Business Enterprise (WBE), by WEConnect International, headquartered in Washington DC, USA. This Seal of Certification is a formal guarantee to global corporations that they are purchasing goods and/or services from women owned business that meet universal standards for Women's Business Enterprises (WBEs).

Brickwork Group: Headquartered in Bangalore, Brickwork group has grown significantly within a decade. The group companies include, Brickwork India, Brickwork Ratings - India's 5th credit rating agency, Brickwork Finance Academy (BFA), which offers weekend program in Finance and Brickwork Foundation, which is the CSR arm of the group.



WEALTH INDIA FINANCIAL SERVICES PVT LTD

Wealth India Financial Services Pvt. Ltd. (WIFS) is an innovative financial services provider in India. It offers an array of financial products and services through an online platform – FundsIndia.com. Started in 2008 with the goal of empowering every Indian investor to have a secure financial future, WIFS aims to educate and empower investors, so that they can comprehend and execute the knowledge acquired towards making smart investments.

Vision

“To enable every Indian investor to have a well-planned financial future.”

Mission

“Our goal is to empower and enrich Indian investors. To achieve this goal, we will build and maintain a platform that makes available all the education, research, tools, support, and advice, in an economical package, to our investors.”

About FundsIndia

FundsIndia is India’s first online-only investment platform. Started in 2009, we aim to build and nurture a relationship with each customer to educate them and empower them to secure their financial future.

For this purpose, FundsIndia brings together cutting-edge technology and top-notch financial services in one powerful package. Our online-only investment platform is built on robust technology that enables customers to easily invest in mutual funds from leading fund houses in India, corporate fixed deposits, stocks from the BSE and various other investment products.

Our expert financial advisors constantly track the markets and analyse trends to give our customers the best advice to manage their financial portfolios. We complement good advice



ACTIVE CUSTOMER ENGAGEMENT - Service

**CII AWARD FOR
CUSTOMER OBSESSION**
2016

Small and Medium Business Organisation

with a powerful online platform and mobile apps that allow them to view and manage their investments with ease. With Money Mitr, our first-of-its-kind robo-advisory service, customers can also get instant fund recommendations that are personalized for them, based on their profile, in a matter of few minutes.

FundsIndia has earned the trust of over 10 lakh users by providing them award winning investment services and expert financial advice, free of cost.





Small and Medium Business Organisation

pepperfry.com

PEPPERFRY.COM - TRENDSUTRA PLATFORM SERVICES PVT LTD

Pepperfry.com was founded by Ambareesh Murty and Ashish Shah five years back in July 2011- the site launched for public in January 2012. Pepperfry has built a leadership position in the online Home and Furniture segment on three main propositions of – great value, largest variety and best in class customer service levels.

Pepperfry operates on a “Managed Marketplace” model. It controls all aspects of customer experience starting from pre-sale merchant listings to post-sale logistics and customer service. This enables the company to provide a standardized and superior buying experience to the end consumer. The business model acts as an ideal platform for small and medium business artisans and merchants, who wish to sell their merchandize to millions of discerning customers. Currently, the website has over a thousand merchant partners, who can showcase their design skills, craftsmanship and service orientation to customers across India and the world. For many merchants, it has become the primary source of their income.

With its scale and strengths in sourcing products from different parts of the country Pepperfry has built a differentiated product catalogue of over one lakh twenty thousand products across categories like Furniture, Décor, Lamps, Bed and bath, Furnishings, Kitchen, Dining, Bar, Housekeeping, Hardware & Electronics, Garden and Kids.

To distribute its products efficiently Pepperfry has established India’s largest Big-Box Supply Chain covering the length and breadth of the country. Pepperfry’s specialized large item delivery fleet of more than 400 vehicles operating from 18 hubs across India today serves customers in 500 plus cities. Pepperfry also provides assembly and installation



Small and Medium Business Organisation

support to customers through a team of more than 250 carpenters across major towns and cities. It ensures quick and damage-free door step delivery of bulky and large items covering 98%+ of furniture orders placed by customers. Pepperfry has shipped products to more than 2700+ towns in the country through reliable logistic partners and the Pepperfry last mile delivery infrastructure.

Pepperfry has also created various touchpoints to enable our customers' to experience and get a touch n feel of the quality of Pepperfry furniture. Pepperfry's strong omni-channel presence in the country comes alive in the form of 20 Pepperfry Studio's spread across major Metro's in the country- Mumbai, Bengaluru, Pune, Delhi, Hyderabad, Chennai, Ahmedabad and Gurugram. These Studio's showcase a curated furniture range and quality & also provide for advisory related to design and other helpful tips, thus extending complete furniture buying assistance. The company also provides personalized design consultation, through a highly engaging Pepperfry Bespoke service that is currently being offered in major metros. A large team of qualified designers provide customized design consultancy to customers covering end-to-end design and decor services.

Pepperfry plans to have 46 Studio's across the country by March 2018. This will be a combination of Pepperfry owned and operated Studio's & franchisee Studio's.

Pepperfry has invested heavily in cutting-edge technology over the past few years, with key focus in the VR/AR and content area to provide best in class experience to customers online. Pepperfry was the first few companies in the country to leverage augmented reality to bridge the gap between virtual and physical purchase through the launch of a highly interactive mobile app. Our customers can virtually place products from the Pepperfry catalog in their homes to see how a particular piece fits with the rest of the set-up and make an informed decision. They can also change the colors of the walls to check which pieces work better with the ambience using the app.

Pepperfry's vision is to help 20 Million customers create beautiful homes by 2020.





Small and Medium Business Organisation



IMERYS

IMERYS STEEL CASTING INDIA PVT LTD

Imerys Steelcasting India Pvt. Ltd. (ISIPL) was incorporated in 1999 as a 100% subsidiary of Stollberg GmbH of Germany. Stollberg is the pioneer in development and marketing of Continuous Casting Flux (CCF) worldwide and is a leading manufacturer of high quality, performance driven CCF and allied products.

ISIPL factory is at Durgapur and Head Office is at Kolkata. Total number of employees is 72. We supply our products to all major steel plants of India. Currently we hold about 51% of market share. Total turnover of the company is about 700 MINR.

CCF is an essential and critical ingredient for steel casting process. It acts as a lubricating agent as well as it helps in providing uniform heat transfer and also absorbs inclusion of steel. Our product profile also includes various kinds of Tundish covering compounds, products related to Ingot casting and Ladle refining. We supply our Products in granular as well as powder form as per customer's requirement. Depending upon the grades of steel to be produced, these products are customized to provide best result.

Main Products are

- Continuous Casting Flux in granular and powder form.
- Bottom Pouring Compound for Ingot castings of steel
- Synthetic Slags used as slag coagulant during steel making
- Covering Compounds for Ladle and Tundish during

We offer various kinds of special services to our customers which include the application of CCF through an automated machine, which helps in reducing consumption of CCF and improving the quality of steel.



Small and Medium Business Organisation

Organization is fully committed to Sustainable Development dimensions and has Integrated Sustainability Development (People and Environment dimensions) in its Business Strategy in 2012.

To strengthen commitment towards Human Rights, Child Labour and society in general, organization had started working for SA 8000 (Social accountability) and Energy Management System (ISO 15001) in 2014. Finally it is certified with both the systems in 2016.

Our VISION

To be the industry leader in the field of steel casting flux solution by exceeding stakeholder's expectation in the areas of Safety, innovation, customer satisfaction, quality, social and environmental responsibility.

Our MISSION

- We strive to achieve customer delight by adding values to their process, environment and knowledge in the field of steel casting flux solutions and to be the supplier of the choice.
- We recognized honesty, integrity, team spirit and Safety are the essential ingredients of a strong and stable enterprise.
- We are responsible to our society and committed to conservation of natural resources and its diversity.

Our VALUES

- **INTEGRITY** - We keep promises
- **RESPECT** - We respect individual dignity, ideas, Culture and diversity
- **SAFETY** - We ensure safe and healthy work environment
- **CUSTOMER INTIMACY** - We strive to understand our customer's needs & expectation contributing to their future aspirations.
- **SOCIAL RESPONSIBILITY** - We contribute to economic development while sustaining our natural and social environment.

ISIPL is an IMS company having following accreditations –

- 2004 - QUALITY MANAGEMENT SYSTEM (ISO 9001:2008)
- 2007- COMMITMENT TO ENVIRONMENT (ISO 14001:2004)
- 2009-HEALTH AND SAFETY SYSTEM (OHSAS -18001:2007)
- 2016-SOCIAL ACCOUNTABILITY SYSTEM (SA-8000:2008)
- 2016-ENERGY MANAGEMENT SYSTEM (ISO 50001:2011)





BANGALORE BIOTECH LABS PVT LTD (BIOZEEN)

"We are into the business of saving lives". Work at BIOZEEN enables pharmaceutical companies manufacture biologics such as monoclonal antibodies and vaccines.

BIOZEEN manufactures customized bioprocess hardware and provides specialized turnkey drug manufacturing services to the pharmaceutical industry. With a footprint in 6 continents and rendering services to global pharmaceutical companies, BIOZEEN has created a global impact through innovation, adherence to quality protocols, compliance to international standards and excellent customer service. With a team of 225+ engineers and microbiologists, this is a company that believes in their never-ending responsibility to the pharmaceutical industry and the global society.

At BIOZEEN, Integrated cross functional domains serve to produce bio-therapeutics.

Design & Build delivers customized, process targeted, regulatory compliant and capital efficient upstream & downstream bioprocess equipment's such as Process Vessels, Fermentor, Bioreactor, Clean-in-Place System, Sterilization-in-Place System, Filtration Systems, Crystallizers and Bio-Inactivation System.

Product Integration Services integrates process, engineering, automation and facility design, with regulatory expertise to support every phase of the project execution life cycle. The scope of services supports conceptualization studies through to commissioning and validation of Pharmaceutical facilities.

People support focuses on reducing the reject and increasing the productivity by training industry personnel in best practices.

Regulatory Services offers validation services and method development studies, in compliance with the guidelines of international bodies.



Small and Medium Business Organisation

Research and Development spearheads technology innovation by focusing on bioprocess applications and sequence optimizations. BiOZEEN Research & Development center is certified by DEPARTMENT OF SCIENTIFIC AND INDUSTRIAL RESEARCH.

BiOZEEN is an Indian company headquartered in Bangalore. It is based in a 300,000-sq. ft. eco-sustainable facility with a state of the art 5,000 sq. ft. bio pilot laboratory and bioprocess simulator for production simulation. The in-house- manufacturing facility is certified to manufacture CE marked, American Society of Mechanical Engineers U stamped and USFDA 21 CFR regulatory compliant process systems to WHO, USFDA, EMEA, MHRA and TGA approved facilities.

With world-class infrastructure, robust processes and passionate people, BiOZEEN is making considerable difference to the global pharmaceutical industry. It strives to enable countries and Biopharmaceutical corporations the world over, manufacture lifesaving therapeutics accessible for the whole of humanity.



Microsoft set up India operations in 1990 with its five business units: Microsoft Corporation India (Pvt) Ltd (the marketing division), Microsoft India Development Center, Microsoft Global Technical Support Centre, Microsoft Global Services India and Microsoft Research India, LinkedIn. With more than 8000 employees, Microsoft operates in 11 cities: Ahmedabad, Bangalore, Chennai, New Delhi, Gurugram, Noida, Hyderabad, Kochi, Kolkata, Mumbai and Pune. Microsoft has strong engineering capabilities with offices in Hyderabad, Bengaluru, Pune and Noida.

The company works with a mission to empower every person and organization on the planet to achieve more and is driven by its three bold ambitions:

- **Reinvent productivity and business processes** - Cortana, Office 365, Skype etc. are enabling people and organizations to harness the power of data and make most of their time. Microsoft Azure services and Office platform are empowering developers to leverage advanced analytics, machine learning, emerging cloud development models, and the Internet of Things (IoT) to build their intelligent apps.
- **Build the intelligent cloud platform** – Our complete suite of most open, secure and flexible cloud services, from local datacenters including Microsoft Azure, Office 365, and Dynamic CRM Online, is helping our customers in their digital transformation journey.
- **Create more personal computing** - We remain committed to creating new experiences through our devices and help people achieve more. Our ambition is to make the Windows experience, more natural, more mobile, and more trusted.

Our platforms, technologies and solutions are driving digital transformation across Indian start-ups, businesses, and government agencies. Our innovations are helping us drive real impact, by empowering citizens, facilitating effective governance and enabling inclusive growth. We are the first hyper-scale, public cloud provider to offer services from local datacenters in India. These datacenters provide vast amount of computing power to Governments and Indian businesses alike, which has opened new business opportunities for -SIs, ISVs and partners, developers and startups.

We are making 'Digital India' a reality with our innovative offerings. **Kaizala** is a mobile application that acts as an instant messenger and a productivity enhancer, and can help government departments to implement real-time governance. **Skype Lite** allows communication and collaboration over low-bandwidth networks and will offer Aadhaar integration in future. **Project Sangam** is a skill development and jobs platform, which has

the potential to benefit millions of new skill seekers in the country. **Massively Empowered Classroom (MEC)** is yet another innovation that brings the highest quality classroom material to every undergraduate engineering student in India.

Microsoft's Machine Learning and Power BI are bringing efficiencies in healthcare, education, agriculture, by driving advanced analytics. We are working with the Government of Andhra Pradesh on predictive models to reduce the rate of school dropouts. We have also engaged with LV Prasad Eye Institute to predict regression rates for eye operations. **99DOTS** is a technology-enabled project that focuses on medication adherence for anti-Tuberculosis drugs. Microsoft has also partnered with ICRISAT to provide cloud-based predictive analytics to the farmers of Andhra Pradesh that help reduce crop failures and increase yield.

We are committed to bringing the benefits of technology to people who need them the most, as well as to nonprofits that are working to address humanity's most pressing issues. In 2016, Microsoft Philanthropies contributed over USD 10 million towards community development in India. For over two decades, we have been running several student and teacher empowerment programs, to make youth digitally literate, such as YouthSpark, Partners in Learning, and BizSpark. Together, these programs have touched over five crore lives across 20 states.

For more information, please visit <https://www.microsoft.com/en-in/about/citizenship/citizenship-report-2016.aspx>



Confederation of Indian Industry

The Confederation of Indian Industry (CII) works to create and sustain an environment conducive to the development of India, partnering industry, Government, and civil society, through advisory and consultative processes.

CII is a non-government, not-for-profit, industry-led and industry-managed organization, playing a proactive role in India's development process. Founded in 1895, India's premier business association has over 8,300 members, from the private as well as public sectors, including SMEs and MNCs, and an indirect membership of over 200,000 enterprises from around 250 national and regional sectoral industry bodies.

CII charts change by working closely with Government on policy issues, interfacing with thought leaders, and enhancing efficiency, competitiveness and business opportunities for industry through a range of specialized services and strategic global linkages. It also provides a platform for consensus-building and networking on key issues.

Extending its agenda beyond business, CII assists industry to identify and execute corporate citizenship programmes. Partnerships with civil society organizations carry forward corporate initiatives for integrated and inclusive development across diverse domains including affirmative action, healthcare, education, livelihood, diversity management, skill development, empowerment of women, and water, to name a few.

The CII theme for 2017-18, **India Together: Inclusive. Ahead. Responsible** emphasizes Industry's role in partnering Government to accelerate India's growth and development. The focus will be on key enablers such as job creation; skill development and training; affirmative action; women parity; new models of development; sustainability; corporate social responsibility, governance and transparency.

With 66 offices, including 9 Centres of Excellence, in India, and 10 overseas offices in Australia, Bahrain, China, Egypt, France, Germany, Singapore, South Africa, UK, and USA, as well as institutional partnerships with 344 counterpart organizations in 129 countries, CII serves as a reference point for Indian industry and the international business community.

Confederation of Indian Industry

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BE ALL SET FOR THE LAUNCH OF THE SECOND EDITION

16 JUNE 2017

Announcement

15 AUGUST 2017

Final date to receive eligibility form

30 AUGUST 2017

Final date to received Application form

15 SEPTEMBER 2017 - 30 NOVEMBER 2017

On-site Assessment Window

2ND/3RD WEEK OF DECEMBER

Jury Meeting

JANUARY 2018

Award Ceremony