



Bridging critical gaps

Sriram Natarajan, President, Quinte Financial Technologies, explains how he cracks the code of key challenges

Financial institutions are very good at digital customer-facing front-end process automation. However, we have often seen that the back office operations are not aligned adequately, resulting in below-par customer experience.

Secondly, financial institutions are looking to FinTechs in their digital transformation journey, where there is a constant need to orchestrate products and services to constantly evolving customer needs and technological changes.

The third significant challenge

is data management and analytics. The move to digital is resulting in considerable amounts of data coming into the banking ecosystem that needs processing for insights that lead to robust and timely decision-making.

Quinte Financial Technologies (Quinte's) customer and member-centric approach, deep domain knowledge, and focus on operational excellence, combined with expert services, enable financial institutions to adopt digital transformation seamlessly.



Balancing the duality of short and long-term

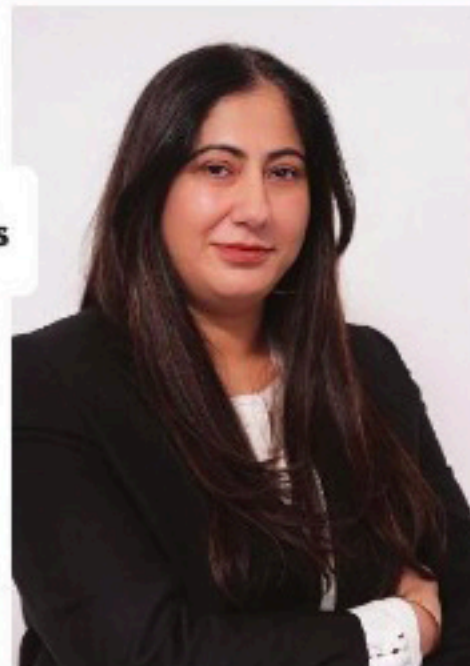
Sarita Das, Co-Founder & Director, 3SC Solutions, shares her approach to marrying short-term goals and long-term vision in her leadership decisions

When heading a business, you are sometimes faced with challenges that require clarity in the decision-making – and that said clarity is often the result of the balance that leadership at 3SC strikes between the short-term and long-term goals.

As part of the leadership group of an enterprise looking to continue the great work it is known for, we focus on the collective objectives,

the resources, and the investment required to make it work. This includes our management prowess, optimizing our resources and assets, and, most importantly, working together as a team.

By aligning the said pillars, 3SC drives the constructive insights that help deal with challenges and risks with equal aplomb and, in the process, lays the foundation for our goal-oriented and result-achieving workplace.



Crafting a model of excellence

Prithvi Chatterjee, Co-Founder & Managing Director, Savera Auto Comps. Pvt. Ltd., highlights the practices leaders must adhere to in order to make the leap from good to great



In my opinion, there are a few basic things the best leaders in leading organisations across the world are getting right which is engaging in open communication with their colleagues and teams, not letting gender get in the way of work and providing equal opportunities to both men and women, encouraging their team to take risks which is resulting in more learning and newer ideas and

finally being open to change and feedback.

I have inculcated these principles in our organisation for the last three decades, which has allowed Savera to grow and keep up with changing times. This also led us to being recognised by the United Nations Development Program (UNDP) for being an SME Champion for our work in the field of women empowerment.

A contemporary view of holistic growth

Suresh Kalra, Managing Director India and President Asia, hubergroup, underlines the importance of ensuring holistic employee wellbeing

I personally believe employees that feel connected to the organization are always motivated to put in their best foot forward towards organizational growth. A healthy bond is created when one truly cares about employee's development, growth and overall well-being.

Considering the tough business situations that we all dwell in today; it is important for us to ensure we are committed towards holistic wellbeing of our employees encompassing physical, emotional and mental health. It's not just about setting business goals but it is also important that we offer our employees an environment where they are able to achieve a healthy balance between

work and personal well-being.

It's not about organising ad-hoc events any more, rather it's about taking a comprehensive approach to ensuring the physical, mental, emotional, and social health of employees in the workplace. It's about recognizing that employees are not just a part of our workforce but individuals with multifaceted needs.

Another important aspect of ensuring employee well-being is creating an environment and empowering your employees to leverage the initiatives without inhibition and that can only be achieved when leaders too "Walk the Talk."

I firmly believe times have



changed and so has the demographics of organizations seeking a fresh approach towards employee-employer relation. In today's time organisations that prioritize holistic well-being are likely to have healthier, happier, and more satisfied employees, leading to increased productivity and reduced turnover!

Leadership lessons to learn

Satish Sundaresan, VP-Global Strategy and Managing Director, Elektrobit India, sheds lights on the leadership principles that have served him well

For me, leadership embodies leading others in a manner that aligns with how I would like to be led. In both our professional and personal lives, we often encounter situations at work that challenge our core beliefs about what is right and wrong. From these experiences, I've distilled several valuable takeaways:

Firstly, it's crucial to acknowledge the internal dialogue that arises during such moments. Leadership is accompanied by both inner turmoil and the capacity to effect positive change.

Secondly, recognizing that I am

not solely responsible for all the problems I encounter is essential. Maintaining objectivity and avoiding personalization of the situation can be a helpful coping mechanism.

One of my favourite quotes, "This too shall pass," serves as a constant reminder that adversity is transient. This realization fosters resilience and enables us to view challenges as opportunities for personal growth and a deeper understanding of ourselves and our surroundings.

After the crisis has subsided, it's important to reflect on the experience.



A recipe for putting innovation first

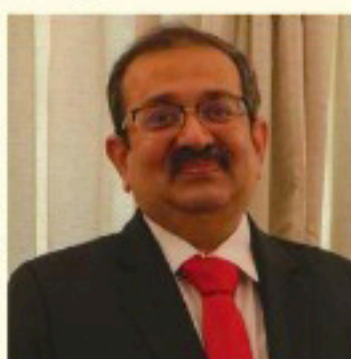
Sachin Gupte, Managing Director, Poona Shims Pvt. Ltd. opines on the key drivers of successful innovation in today's competitive landscape

Innovation is a philosophy, which can be nourished in a company. An open mind towards various out-of-the-box ideas definitely helps. In today's global competition scenario, unless you have innovative ideas about your product, you will not be able to retain or increase your market share.

Importantly, to be innovative, first, you need to understand your product/service well. You can try something different, after you have the in-depth knowledge. Innovation can be in any field. Innovative idea in manufacturing

process can also ensure higher profits. Innovation in Human Resource policies can help in employee satisfaction as well as retention.

Even innovative approach towards sustainability concepts as well as growth planning can help a company. Promoting continuous improvement ideas & rewarding employees for out of the box thinking definitely help companies in surging ahead of competition. Sometimes, an idea considered crazy, can be a winner in the end.



Decoding the future of health and wellness

Ajay Khanna, Senior Vice President and Managing Director, Herbalife Nutrition India proffers his vision on the way forward for Indian healthcare

In your opinion, what efforts will be required to improve and further enhance the country's healthcare sector?

To improve the country's healthcare sector, it is important to prioritise a holistic approach that combines nutrition and fitness. Promoting nutritional education and awareness is crucial, as it empowers individuals to make informed dietary choices and prioritise wholesome food options. Additionally, supporting initiatives that promote physical fitness and active lifestyles in collaboration with local fitness organisations and community centers can foster a consistent culture of wellness.

We are one of the collaborators with the FSSAI across India to ensure we promote safe, healthy, sustainable, and nutritious food. Through this alignment, Herbalife has already worked with 40+ institutions, including state secretariats, Indian Space Research Organization campuses, police training centers, universities, colleges, and railway station canteens, to create awareness on access to safe and balanced food choices. Additionally, we have organised walkathons, food summits, and community festivals to promote the importance of nutrition and healthy living.

The Indian healthcare sector has shown marked improvement across various parameters. What are some of the new trends emerging across the sector?

One key trend is the growing focus on preventive healthcare, emphasising the importance of a healthy and active lifestyle, regular check-ups, and early detection



to maintain one's well-being. The consumption of micronutrients is gaining popularity too. An adequate intake of all micronutrients is necessary for optimal health, as each vitamin and mineral has a specific role in your body.

Additionally, there is a significant push to improve healthcare access and awareness in tier 2 and tier 3 cities, bridging the urban-rural healthcare divide. In the past few years, we have witnessed an increasing trend in these markets adapting to wellness, leading to a surge in demand for Herbalife products. These trends collectively signify a shift towards a more preventive approach to health fuelled by appropriate nutrition.

Driving holistic impact

Sanjeev Rao, CEO, Being Human Clothing, outlines his approach to ensuring holistic growth and success



At Being Human, we take pride in our purpose, which is "to give back to the society" and creating an ambitious working environment for our employees. Hence, while accessing the health of the organization, we look at a holistic matrix comprising the following elements.

Societal Impact: As mentioned above, Being Human is a brand with a purpose, which is to give back to the society. We have various initiatives with respect to CSR, sustainability efforts, and ethical business practices, which are tracked under the umbrella of "Being Conscious".

Employee Engagement: We are building a faster, nimble and asset light organization, for which we need highly engaged employees; who tend to be more productive and committed to the cause. We have initiatives like Individual Development Programme, that deliberately expose to multiple work-streams, regular communication platform etc. helps to improve employee engagement.

Customer Satisfaction: As a socially conscious Brand, we target customers who are aware of their impact on society/environment and expect every action of theirs to contribute towards the betterment of the Society. They are our partner in our mission and purpose. We keep interacting with them to understand our position and take action where needed.

Financial Performance: Finally, the financial matrix like revenue growth, profit margins, and cash flow provides us a holistic view of the business.

Winds of change: Riding a growth wave

S. Anthonyraj Premkumar, Founder and Managing Director, Windcare India Pvt. Ltd. sheds light on the strategies used to identify new growth pathways

In the fast-evolving wind energy sector, the quest for excellence never wavers. At Windcare, we understand that continuity in production/service is not compulsory, but it competes with the quality of service we provide. Our commitment to delivering top-tier wind turbine services drives to continually innovate. One of our primary focuses is the development of new tools and the enhancement of existing ones.

Enhancing effort Invention of Universal Tools: Windcare has embarked on a journey to create universal tools that transcend the traditional boundaries of wind turbine service. These tools are designed to be adaptable, efficient, and capable of catering to turbines across all classes and capacity ranges.

Upgrade of Existing Tools: While innovating, we also recognize the importance of optimizing our existing tools. Windcare continuously upgrade them to align with the ever-evolving market standards, ensuring higher capacity and performance.

Meeting Market Standards: Our strategy aligns seamlessly with the dynamic wind sector platform. As wind turbines grow in size and capacity, so must our service tools.



Windcare understand that turbine classes range from those operating in low-wind conditions Class-1 (Kw turbines) to high-altitude Class-4 (GW turbines) environments. To remain at the forefront of the industry, we have tailored our tools to suit these diverse conditions.

In the world of wind-sector Windcare is specialized in providing service, and innovation is the key to excellence. Our commitment to inventing universal tools and upgrading existing ones underscores our dedication to maintaining the

highest standards of service quality. Windcare stepping on sustainable-growth in this ever-changing industry, offering solutions that meet the unique demands of turbines across all ranges with "Reducing Costs in Half: Providing More Value for Less".

As we release these innovations, we look forward to contributing to the continued success of the wind energy sector, providing reliable and efficient services to power a sustainable future.

Customer Centricity - Key to Excellent Customer Experiences

Vineet Arora, Chief Operating Officer, HDFC Life, emphasises the importance of great experiences as a strategic differentiator in a competitive industry arena

With the rise of digital technologies, customers have unlimited power on their fingertips. They can access several products and services, and even have the ability to quickly compare prices & features. Customers also take into account the entire experience of interacting with a company, from the initial point of contact to the post-sale support.

To stand out in this competitive landscape and retain customers, we need to focus on delivering a great customer experience by offering personalised services, convenience, and value. Companies that create exceptional customer experiences can set themselves apart from their competitors. Companies must also

invest in the latest technology, automate processes, stay ahead of the curve and ensure customer satisfaction. While tech advancements are required, the human touch is essential as customers still want to interact with real people and appreciate a personal touch.

Embracing emerging technologies, bridging the divide between digital and in-person experiences, and placing customer journeys at the core of our strategy have become imperative. By adopting a holistic approach to customer experience, we stand strong in our commitment to delivering exceptional value to our customers.



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