



Mr. Ajay Kaul - Managing Partner

AGREEYA SOLUTIONS INDIA PRIVATE LIMITED

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Can you please give an overview of your professional background leading up to and including your current role?

I am a technologist at heart. I have always been very fascinated with technology and the way it impacts people. So, after completing my formal education, I went on to work with some of the leading technology companies like Deloitte Consulting, iGate (Mastech), Tata Infotech (TUL) etc.

It was during these years working with different customers and helping them in their technology journey, that my love for technology grew. In 1999, I decided to start my entrepreneurial journey and further extended my experience to help not only enterprises but the communities around.

Over the years, AgreeYa has helped many small and Fortune100 organizations in defining,

developing, and implementing their technology roadmap. We have also helped Cities and Counties in engaging with their citizens, optimizing their operation, and modernizing their technology ecosystem through smart technology solutions. As an individual, I still feel the same adrenalin rush when we build a powerful solution or help a customer by solving a complex business problem.

I love to stay abreast of recent technological developments and like to share my opinions on anticipated future advancements. These opinions are reflected in many of my discourses on the latest in tech which have been featured in publications like CMS Wire, CIO Review, IT Briefcase and Tech Republic.

WHAT HAVE BEEN SOME OF THE SIGNIFICANT HIGHLIGHTS OF AGREEYA SOLUTIONS INDIA PRIVATE LIMITED HISTORY?

When pandemic impacted the whole world, thanks, to our future forward thinking and planning, AgreeYa seamlessly transitioned to remote work within 24 hours without interrupting client business services. With our experience and support from our expert team, our customers easily navigated the unprecedented challenges posed by the pandemic.

As a response to the pandemic, our teams spearheaded the development of AgreeYa's suite of Remote Working Solutions to ensure business continuity planning(BCP) readiness and business growth. My brainchild – AgreeYa Chatbot – helped hundreds of organizations automate helpdesk processes and manage the increased volume of support ticketing in a digital-first world.

As the first COVID-19 wave receded, AgreeYa helped organizations confidently return to the office while keeping employee well-being



at the forefront. Taking charge of things, we leveraged AgreeYa Gold partnership with Microsoft to launch a suite of Return to Workplace solutions. Additionally, we also launched AgreeYa's Vaccine Tracker app that enabled better vaccination management for governments and organizations. When the world was reeling under the pressures of COVID-19, I continue to shared my leanings through my articles published in many reputed magazines, such as CIO Review his article titled "Neutralizing COVID-19 Enterprise Disruptions with the Prowess of Microsoft" provided an effective roadmap for overcoming business disruptions and embracing remote working. My numerous other articles appeared in publications discussing the importance of intelligent automation in a post-COVID world, inspiring many executives to transform their workplace accordingly.

I am very passionate about empowering organizations with the right technology talent and has published many articles on the topic, including Staffing Hub and HR.com and was named among the "Top Staffing Leaders to Watch in 2022" by the World Staffing Awards.

WHAT ARE SOME OF AGREEYA SOLUTIONS INDIA PRIVATE LIMITED'S KEY VALUES AND BELIEFS? HOW IMPORTANT IS CUSTOMER'S SATISFACTION?

AgreeYa's core values "I-CARE" are driven by our respect for our employees, our customers, and our partners. We endeavor to practice these values in all our interactions. We take immense pride in a value system, which is built on the pillars of: I- Integrity, C- Commitment, A- Advocacy, R- Respect, E- Excellence. I was passionate about building an organization that had customer at the centre of everything. The whole idea of 'Customer First' was and continues to be, the prime fabric of AgreeYa's DNA. Our motto as a business also stems from this very idea i.e., Building OUR future on YOUR success.

Below shared steps help us do meaningful work for our customers with highest satisfaction.

1. Offer challenging & meaningful work – We believe that all of us need to be challenged continuously to bring the best out of us. It is a philosophy that is driven and adopted by our leaders and flows right down. All employees of AgreeYa (otherwise known as AgreeYans)

thrive on challenges and love their work which they find exciting, interesting, and meaningful. Our employees take pride in what they do and keep raising the bar.

2. A culture of care – We are focused on building a culture of care. It is an attribute that we promote and appreciate immensely. We show employees that they are valued by recognizing and rewarding them. Our employees care for each other, and this culture also transcends into the way we interact with clients. We all care for the success of our client's business and that is also reflected in our motto i.e., 'Building our future on your success.'
3. Led by exceptional leaders - AgreeYa is led by its founders. Their unwavering passion and dedication to AgreeYa is infectious and inspires others to excel and exceed. They act as 'compass' and guide AgreeYans for what's ahead through clear communication. Additionally, their accessibility to employees, instituting an open-door approach, ensuring regular organization-wide engagements (all hands, town hall meetings, etc.), identifying &



communicating a shared vision that is authentic and consistent, is what makes them true leaders who AgreeYa's stand behind.

4. Provide flexibility - We care for our people and understand their immediate priorities. AgreeYa is flexible to employees' work-life needs and encourage work-life balance by offering flexible schedules, providing generous paid time-off, accommodating individual requests and needs, and creating a supportive work environment that is understanding of personal and family obligations.
5. Have fun – Having fun is key! Whether is it is dancing the night away at a Speak Easy themed Holiday party, throwing color at each other for Holi, building houses together in downtown Sacramento, competing in a Lip Sync battle or cheering each other on while traversing a ropes course in Lake Tahoe, we are always having fun together! We are always working together to come up with new and innovative ways to foster teambuilding and reinforce a collaborative environment.
6. Serve the community – At AgreeYa, we all are tied with the common philosophy of giving back to society. We all are

committed to making the world better than we found it. We are connected with many social causes and love devoting our time to those collectively as a team. We are proud to be associated with Habitat for Humanity of Greater Sacramento's "Build for Unity" Program and Sacramento Court Appointed Special Advocates (CASA) who support the foster youth of Sacramento County.

WHAT DO YOU THINK SETS YOUR BUSINESS APART FROM ITS COMPETITORS?

While many organizations have a narrow niche, AgreeYa's expertise spans a wider range of technology categories. What sets us apart, the answer to this question lies in the very fabric of our DNA i.e., building our future on our customer's success. While many organizations today are too focus on 'delivering solutions to problems', thereby making the entire engagement more like a transaction, we at AgreeYa believe in working towards building a smart future for our customers. The three cornerstones of our success are:

- **Technology** – At the core, we are a technology company and therefore we continue to invest in training and developing our staff to be tuned to the latest in

technology. This helps us in preempting business problems and being prepared with the best suited solution to our customers. We have partnered with technology leaders like Microsoft and by the virtue of this association, we get exclusive access to work and test market some of the newest and emerging technologies. This helps us with key insights and experience of implementing newer technologies for businesses and implement them for our customers when they are released. Thus, keeping them ahead of the curve and their competition.

- **Innovation** – We are a team of 1700+ enthusiastic technologists and thought leaders who are committed to building the best solution for our customers, every single day. Our 20+ years of experience in consulting, implementation, integration, product engineering and more has helped our people understand the industries and business from very close quarters. Our software products have been awarded for their innovation and they continue to deliver transformational business value to our customers
- **Excellence** – We believe that



achieving excellence is a journey and not a destination. Hence, we give very careful consideration to our processes, methodologies and people. Our SUMMIT framework brings together leading practices to provide our customers high value and high-quality services. We make committed efforts towards creating a substantial pool of experienced functional and technical experts, ready to support some of the most complex digital and IT transformation needs of organization across industries and type-public, private and government. And finally, our value system, that has helped us in, not only completing two decades in business but also maintain the highest standards of Customer Satisfaction. The fact that, our first customer is still a customer, is a reasonable testament of our approach, commitment and integrity in everything that we do.

Our thought leadership articles have garnered over 5.1 million views in 2021 alone and we have published many insightful content pieces on the AgreeYa website. We have advocated the use of leading-edge technologies, such as Microsoft Teams, Power Platform, RPA, BPA, No/Low code, test automation, AI and ML and more to overcome the challenges of remote working.

HOW HAVE YOU FOUND THE IT INDUSTRY IN INDIA?

The growth of the Information Technology Industry in India has taken quantum leaps since the 1990s. Most of the Indian IT companies have set-up more than 1,000 global delivery centers in around 80 nations across the world. With such consequential rise in numbers, India has no doubt become the World's IT hub and secures around 75% of the global talent. Assessing growth at this rate, the IT industry will reach more than

\$350 Billion by the year 2025.

In the future, major areas of investment under the IT and ITES umbrella lies in Artificial Intelligence (AI), Blockchain, Internet of Things (IoT), Business Intelligence, Robotic Process Automation (RPA), and other disruptive technologies.

HOW IMPORTANT IS CULTURE TO THE BUSINESS? HOW DO YOU INSTILL THIS IN YOUR EMPLOYEES?

We strongly believe that organizational culture is critical to its success. As an organization, we consider employees as the foundation stone of everything we do, and our focus is to create an environment that fosters innovation and excellence. As a company, we strongly believe in creating a positive impact through technology in organizations and community at large. We take immense pride in our value system, which is built on the pillars of Integrity, Commitment, Advocacy, Respect & Excellence ("I-CARE"). It is through our value system that we have continued to deliver on our promises for over two decades to our customers, employees and partners.

Individually and as an organization we strongly believe in diversity, the inclusion of people, and different perspectives. Our central purpose is to bring together synergies from creative and talented people to drive innovation and growth to our customers. Our commitment & efforts in the direction of diversity and inclusion has helped us deliver quality and value to our customers while providing employment opportunities to underrepresented groups.

AgreeYan's, as we endearingly refer to ourselves, are tied with the shared philosophy of giving back to society. We all are all committed to making our communities better than we found it. We support many social causes and love devoting our time and resources to those collectively as a team.

Some of the philanthropic organizations we support are listed below -

- Court Appointed Special Advocates
- Children's Charities of Sacramento
- Society to Create Awareness towards Life and Environment
- St. Jude Children's Research Hospital
- American Cancer Society
- Habitat for Humanity of Greater Sacramento's "Build for Unity" Program

7. What are the plans for the future in terms of expansion and growth?

The rate at which innovations are happening, organizations are transforming, the expectations are evolving, the future looks interesting overall. For us at AgreeYa, the future looks promising and exciting. As we speak, we are servicing 500+ customers across the globe and this number have been increasing at an exponential rate. Our customers include small size organization to large enterprises, therefore presenting us with very diverse and unique business problems to solve every day.

Our team of solution architects and software engineers are building and revamping many leading-edge solutions and software products. We are working on some very exciting solutions in the emerging technology areas like IoT, AI, Machine Learning & BI. We are confident that in the months ahead, we will be able to support are customers even better.

From an organizational growth and expansion standpoint, AgreeYa has been experiencing double digit growth for many years now. We have opened new offices at Dallas and Atlanta and a few more in India where we have our Global Delivery Center. We will be soon announcing more news about our expansion.

We are doing some strategic partnerships that, we believe, will help us reaching out to more

customers and provide stronger and comprehensive solutions together.

8. What strategies does AgreeYa Solutions India Private Limited have in place to improve your supply chain and build long term relationships with key partners?

Not Relevant

9. What are some of your key learnings in the past few years?

Last few years were full of new learnings or should I say unlearning. Last two years proved that technology reigns supreme. As an entrepreneur it taught us many new things and at the same time it made us shun some of the unnecessary habits and processes.

It also made us realize that there is a dire need to come up with a new and evolved way of doing business. Businesses globally, adopted new and better technologies and were able to come up with better alternatives to maintain business as usual where even survival was a big question.

Through every hardship, battle, and trial humans have faced while on this earth, I feel there is a lesson to be learned.

Some of my learnings from this past year are –

- It is ok to slow down, but it is not ok to stop.
- Embrace digitalization; make technology your best friend
- Be an agile organization; adopt flexible business models.
- Giving freedom and trusting your team will pay off.
- Believe in the values your organization is standing on; nothing can stop you.
- Achieving business goal is always a team effort.
- Set boundaries; maintain balance between work and personal life.
- Celebrate all successes, big and small

Pandemic forever changed us all; it forced us to slow down in some way, give up on certain things

(willingly or unwillingly). But one thing that has helped us keep afloat is the undying spirit to continue.

10. How do AgreeYa Solutions India Private Limited collaborate with and develop relationships with key suppliers and what benefits as a company do you see from this collaboration?

Not Relevant

Looking to the future, what are your plans for the company's growth in the medium to long term?

Our main goal in 2022 is accelerated growth and expansion. We will continue to focus on executing digital transformation and growth initiatives for our customers. Our domain experts will closely assess the potential of the business for different technologies, transform the company's portfolio, and reallocate efforts and resources accordingly.

We will continue to redefine our business strategy on customer-facing actions to serve our customers better. This will include adding more value to what we deliver to them, and the ways in which those actions will assist in achieving our revenue objectives.

Another very important step will be laying out potential contingencies that we may face in the coming year and use past experiences to be better prepared for them. We plan to build out strategies for each of them using our experience, especially from last 2 years.

I am confident that as we move ahead, we will take plenty of actions with confidence by keeping our focus on moving our organization forward with resilience and a positive outlook of a bright future.

ANYTHING ELSE YOU WOULD LIKE TO ADD OR EXPAND UPON?

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