

Last Mile's journey towards success in the Consultancy world

Diwakar Menon
Last Mile Consultants

Evolving from CSR (Corporate Social Responsibility) to CSV (Creating Shared Value)

Meena Vaidyanathan
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Ravi S Ramakrishnan
Founder & CEO

RvalueE:
The Game Changers in Business Process
Transformation



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RVALUE: THE GAME CHANGERS IN BUSINESS PROCESS TRANSFORMATION



India has risen as the preeminent global destination for offshoring of IT and Business Process Services. Leveraging the offshoring experience, Indian corporations have been desirous of reaping similar benefits by adapting practices that suit the local requirements to effectively manage their business processes. This prepared the opportunity for a few expert organizations to draw on their specialist knowledge base and resources to meet the demand for such consulting requirements. 'RvaluE Consulting' is one of the 'game changing' firms in business process transformation that has helped strategize and execute plans for many client organizations, there by delivering value to them since 2006.

RvaluE Consulting is a niche Business Process transformation organization, rendering three major services - Consulting, Capabilities and Operations. Having started a decade back, RvaluE is a team of qualified and skilled professionals and business gurus delivering comprehensive services and solutions. The company renders Redesigning of Business Processes, Leadership and Capability Development, and Industry Expertise for business process strategy adoption, execution, and enhancements across offshore operations, Indian Corporations, and BPS organizations. The 'Team' at RvaluE is the backbone of the company and believes in the mantra of *'transaction to transformation'*.

The Pioneer

Ravi Ramakrishnan, Founder & CEO of RvaluE Group, is a CA, CMA and CS with 35+ years of rich experience in the corporate world, of which 20 years is in business process services, management and transformation. He started his career with Hindustan Unilever Limited, acquired senior leadership experience as Controller/Commercial Manager in Murugappa Group, and later, became the CFO at Eicher Group. In his last role, he was the part of the global leadership team as Vice President and Business Leader at American Express to set up the pioneering off shoring Global Financial Center. He is the first independent consultant in India certified by ITSqc, Carnegie Mellon University, USA to implement eSCM-eSourcing Capability Model, and the emerging global standard for the SSC/BPO/ITO space.

Having set up global centers of excellence and been an integral part of the global and India BPS ecosystem, Ravi Ramakrishnan says, "What started as transaction processing operations in the mid-90s has today moved up the value chain to process and business transformation services, thereby delivering value to corporations across the globe and now, for Indian corporations too."

Collaborative Partnership

Ravi is a well-rounded and multi-faceted expert having a novel blend of exposure to professional, family and global work environments and in various domains of manufacturing and service Industries. He was instrumental in translating the off shoring

expertise into consulting focus on business process landscape through sourcing advisory and shared services. His idea is to empower organizations and people to 'realize business value', having worked with global teams, across multiple functions and business units.

Over the years, RvaluE has a broad range of customized services in business process transformation across the business process spectrum covering all functions like F&A, Operations, Procurement, IT and CLM. Shaping and Redesigning business process services strategy by analyzing and assessing client requirements and business goals, comprehensive sourcing advisory services including innovative operating models and end to end RFP Management, set up, stabilize and even manage captive operations through robust program governance and change management, leveraging shared services as a strategic enabler to business, service/performance management frameworks and process improvement initiatives, all combined to transform the current processes to deliver efficiency and effectiveness. Through the effective use of operational alignment and capability models (eSCM), RvaluE brings in best practices to Clients for improving operational excellence, enhancing customer relationships and proactively adding value.

As Ravi leads the RvaluE team, his passion and goal is to work closely with CXOs in India to make business process transformation a strategic priority in



Rakesh Sinha
Vice President & Business Leader

today's ever changing and intensely competitive world. Simultaneously, connect with multiple global organizations in India and abroad to spot and share best practices in business process transformation. Ravi firmly adds that: *"We believe that business strategy gets executed through robust business processes. Besides aligning these two pillars for all horizontal functions and processes to achieve the business outcomes, we ensure collaborative execution and end to end engagement with clients. Our joy comes from driving metrics based management across levels to deliver efficiency, productivity, cost*

strategy, benchmarking, location strategy etc. Rakesh has made significant contribution to projects in vision planning for globalizing shared services, identifying process consolidation opportunities for over 2500+ FTEs, preparing the business case, leading process migration/people transition and stabilization in SSC operations.

"We have carried out over 30+ advisory and transformational assignments and set up over 14+ Shared Service Centers (SSC) within India and overseas, with tailored operating models like Captive, BOM, BOT, Managed

"RvaluE stands for 'realizing business value' and we have created an accomplished team in the BPM & SS space to bring 'Best in Class' to 'Best in Context' practices of global offshoring services and India domestic organizations, and build what we passionately call as *Global India*," says Ravi Ramakrishnan.

saves and decision support analytics."

Innovative Leaders for Transformational Solutions

Ravi brings together leaders with rich professional expertise in business processes and constantly innovates to find new solutions and practices.

Rakesh Sinha, Vice President is with RvaluE since inception and is a founder member for the growth and expansion of RvaluE and **Anand Maheshwari, President - Strategic Initiatives** is a veteran from American Express and has been associated with RvaluE over the years in many roles, and now leading couple of big transformational initiatives.

Rakesh Sinha possesses a strong strategic leadership and execution capabilities with 15 years of experience in the Business Consulting and IT/ITeS Industry. He is an IT graduate and acquired business management skills from IIM Calcutta. He has played vital leadership roles and has successfully led many customized business transformation initiatives such as sourcing model

Captive etc. We have pioneered and demonstrated 20-25% cost saves for India corporations, which others even now find it hard to achieve," says Rakesh.

Anand brings three decades of extensive work experience to RvaluE to create the next generation waves in the industry like Value Exchange as a platform for consolidation of BPOs to enhance the scale and Managed Captives as a business model to provide improved services to their clients in India and Overseas. He is an accomplished CA/CS with a blend of senior management and entrepreneurial roles, within India and UK. After having worked at Jubilant Organozys and Kanorias, Anand joined American Express as part of the first set of leaders to set up the Financial Center and has handled multi billion dollars' business transactions, pioneered transitions and management of customer sensitive/time critical finance and operations processes, mentored young professionals and led multiple global projects like Y2K and BPR. Post his well- rounded experience at Venture Infotek, he has

been a serial entrepreneur in technology, business process services and energy domains.

Anand has a natural flair for business, is commercially sound with a legal bent of mind and brings excellent technology connect to the New Strategic Initiatives. **Anand says, “Based on the successful track record of RvaluE, in the next 5 years, we see greater opportunities for growth in business process services when clients in India and overseas are provided with a unique combination of exclusive**

captive-like operations, ably supported by on-demand availability of capabilities and enhanced automation/tools to transform business processes.”

Team - The Strength

The team is the most valuable asset of RvaluE, and comes with high skill and rich experience across shared services and BPO operations. For RvaluE, so far the whole journey in the consulting space has been nothing less than a success story, and the most important factor behind this success is the RvaluE team.

“RvaluE stands for ‘realizing business value’! We have created an accomplished team in the Business Process & Shared services space to bring ‘Best in Class’ to ‘Best in Context’ practices to clients in offshoring operations as well as India domestic organizations, and build what we passionately call as *Global India*.” says Ravi Ramakrishnan.

The rich gamut of clients served by RvaluE includes Fortune 500 and BS 1000 companies in India, US, UK, Sri Lanka, Malaysia, Indonesia, and the Middle East confirms their expertise and stronghold in business service domains.

Plans to Reshape the Consulting Services

To sustain the current record of success and continuous knowledge exchange, RvaluE has laid out plans to strengthen adoption of Shared Services & Business Process Transformation through leadership roundtables, process journals, visits to other global/Indian SSCs and networking interactions for companies at various regional locations. With all these comprehensive offerings and a multitude of services, strong accomplishments of the past ten years and concrete future plans, RvaluE is scaling greater heights to become the **game changer** in the Global India Business Process space! 📌



Anand Maheshwari
President Strategic Initiatives