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MY STORY

SEED OF THE DREAM

I have been very fortunate to receive the opportunity to embrace entrepreneurial leadership very early in my career. Over the last 15 years as part of RvaluE leadership, I was fortunate to lead 100+ advisory & transformational engagements for global and large Indian corporations. Interestingly, the Shared Services set up, managed and handed over were of scale ranging from 30+ FTEs (Full Time Equivalents) to 500+ FTEs. We gained full understanding of Parent companies who were keen to set up their own captive centers (and did not want to outsource) even if the scale was small, along with their stated/unstated strategic context, needs, challenges, capability limitations and requirements in managing and transforming their consolidated business services operations and business.

This led us to spotting the underserved 'Sub Scale' segment i.e. captive consolidation potential from 50 to 500 FTEs, not only for India but also for Overseas corporations, including sub scale offshore centers already set up in India. We evolved an alternative solution to this segment, D-CapTM (Dedicated Captive & Capability), a unique and innovative operating model, in a way, a disruptor model.

D-CapTM is a 'global first' transformation centric model to drive enterprise services transformation and co-create value, providing benefits much beyond the Captive & Outsourcing Models. Transformation mindset involves a conscious and committed journey from the current state (point of departure - POD) to a future state (point of arrival - POA).

This mindset is woven into the D-Cap Model and the Transformation Journey is continuous to enable agility and sustainability, the two pillars for businesses in the post Covid World.

PANDEMIC PIVOT

Though still unfolding, the implications of the Covid19 onslaught on the economic environment, as most relevant to QG's business, are emerging in many areas. Given the suddenness, intensity and impact of the current scenario in 2020, we carried out a 'zero-based' approach to relook and revise the 5 Year Business Plan as compared to 2019, revalidate the strategic principles, key drivers and assumptions, and evolve the bottoms-up Business Plan 2.0 that will be robust enough to withstand the impact and also consciously leverage few changes as an advantage.

MY BIGGEST LEARNING

One of my biggest learning of my entrepreneurial experience is always to focus on how to achieve the 'escape velocity' in every situation/ times of turbulence.

- Combining entrepreneurial mindset with professional mindset - be passionate, resilient and innovative
- Break free from challenge - focus on and convert each of them into opportunity
- Shifting mindsets to deliver value - achieve beyond commitments, co-create value
- Besides being a respected

partner, become an extension of the client's organization for the Business Services space

- People become co-owners to the business, to walk that extra mile and make each other successful.

COMMUNITY CONNECT

As part of the social responsibilities, I devote time to mentor young professionals from leading Management Institutes, invest time/energy to social projects along with like-minded people, think beyond the present, for creating Think Tanks for 2030 and make India a better place to live, in the global village!

Knowledge sharing through thought leadership & research papers, exchange of learnings and success stories across the industry leaders, building the entrepreneurial ecosystem, creating a collaborative environment and encouraging Indian start-ups are the few specific activities I am engaged in, to support the Govt of India's mission of 'Aatmnirbhar Bharat'!