

# Quess Corp: The Fortress of Virtuoso Business Solutions

By Rashmisree Deb

John C. Maxwell once quoted, “A leader is one who knows the way, goes the way, and shows the way”. This quote precisely reflects the entrepreneurial journey of the seasoned veteran, Ajit Isaac, Chairman & Managing Director of Quess Corp Limited. His professional

to emerge as Integrated Provider of Business Services. The new Quess brand is a reflection of this evolution.

To provide a sense of Quess’ size, it employs about 110,000 people across all its businesses and is approaching \$500 million in annual revenue. It has been growing quite rapidly since

technology and continuous focus on people-driven business solutions have propelled the company to be the largest business services company in the country.

Here’s a look at each of the business verticals:

## Global Technology Solutions

MFx is based in New Jersey and is one of the largest vertical system integrators for the insurance industry, providing support for customers’ core insurance applications, infrastructure, and business processes.

Brainhunter is based in Toronto and has about 600 employees in offices across Canada. The professional IT staffing firm has been in business for almost 20 years and has annual revenues of almost \$65 million.

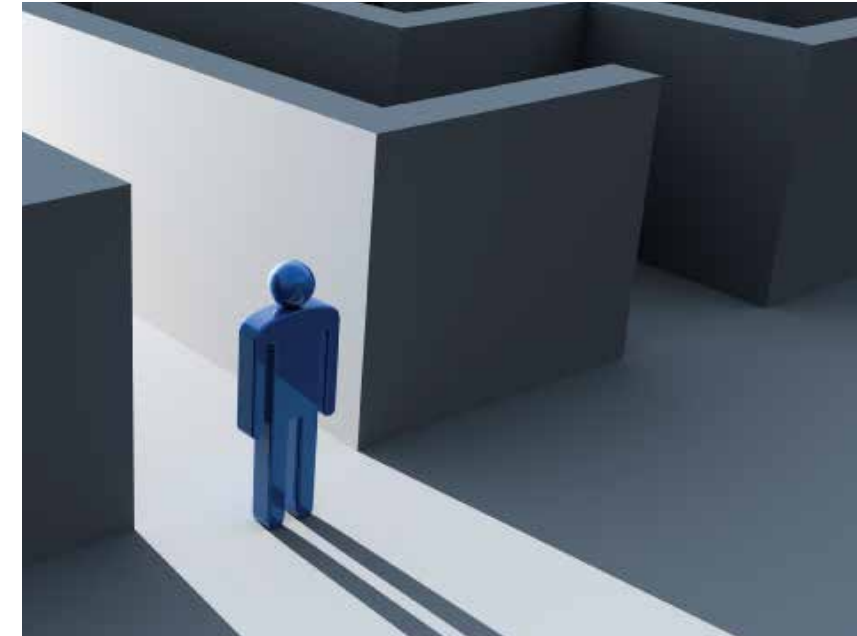
Magna Infotech is India’s largest IT staffing company with about 11,000 employees and an expanding presence across India, Philippines and Malaysia in South East Asia.

## Industrial Asset Management

Under this business vertical is the Hofincons brand, which is an industrial asset management provider (comprising of industrial operations and maintenance services) and has operations throughout India and the Middle East since 1978. With almost 6,000 employees, it is a leading brand servicing segments such as power, metals, oil & gas, petrochemicals and engineering fields. Hofincons also provides technology and consulting services.

Fairfax invested in the company through its subsidiary - Thomas Cook India in 2013, with a compounded annual growth rate of 84 percent over the last seven years and completed eight acquisitions.

The customers of Quess have endorsed this journey by reposing their faith in the organization year on year as they believe in the company’s dexterity to transform their IT, HR and facilities services as its own business. World-class services, finest



experience in managing people spanning more than two decades has driven him to transform Quess as a leading Business Services Provider, a new industry sector added by Quess.

The organization was established in 2007 as ‘IKYA’, which started out specializing in HR services, has added several businesses (including IT products and services, Industrial Asset Management, Facility Management, Telecom & Utility, and Education) to its portfolio over the years

## Integrated Facility Management

This vertical’s business focuses on providing integrated facility management services covering everything from pest control to electro-mechanical services to building maintenance. It operates under two brands: Avon and Aravon.

Avon specializes in providing facility management solutions to the manufacturing, retail, residential and educational industries and Aravon’s focus leans more towards healthcare support and food & hospitality sectors.

## People Services & Logistics

This vertical comprises Quess’ human resources business, which consists of two brands: IKYA and CoAchieve.

IKYA focuses on recruitment, staffing, HR process outsourcing, hiring, training, retail solutions and logistics. It works with large firms across India and helps more than 80,000 professionals enhance their careers every year. With a network of 49 offices across India, IKYA provides a comprehensive suite of staffing services to more than 500 clients.

CoAchieve provides HR solutions for statutory compliance management, payroll management, and employee background verification.

## Growth Businesses

This vertical encompasses services in the Government, Utilities, Infrastructure (telecom), Defence and Education sectors. It operates under two brands: Maxeed and Excelus.

Maxeed provides telecom network deployment services, operations and maintenance as well as site audits and quality assurance services.



**World-class services, finest technology and continuous focus on people-driven business solutions have propelled the company to be the largest business services company in the country**

Excelus focuses on training and skill development providing custom training programs for private businesses and works in partnership with the Government of India. With over 61 training centers and training over 17,000 students annually, we are among the largest partners to the Indian Government in its skill development initiatives.

Let’s take a look at one of the businesses of Quess in Detail:

## Magna Infotech:

Magna has emerged as India’s largest technology & ITES staff augmentation and solution company with a clear focus on professional contract staffing in the IT/ITES space. It started operations in 1997 and is the only staffing company of its kind with industry focused verticals namely automotive, BFSI, e-Commerce, Engineering, FMCG, Healthcare, IT products, IT services & consulting, retail and telecom.

Magna offers quality solutions that cover the entire spectrum of business models in the IT professional staffing industry, which includes build-operate-transfer, contracts process outsourcing, fixed cost contract model, reverse partnering, pay rolling, master service provider (MSP), hire-

train-deploy, IT Manpower managed services, neutral vendor model and pyramid model.

Recognised as a pioneer in the IT contract staffing sector, Magna has a large portion of the Fortune 500 companies in its impressive list of clientele. As leaders and concept creators of the IT contract staffing arena, the kind of service that Magna provides, is innovative and unique with a high percentage of customer retention (some of the clients that the company services, have been with Magna since its inception). Magna is also regarded as the most compliant partner company with over 250 client audits a year.

Magna also believes in equal opportunity employment and is a gender diverse organisation. Majority of the employees in Magna are women, many of who are in mid-management and upper management levels. More than half of the employees in the organisation have been in the system for more than five years, which clearly shows the employee growth potential in the company which in turn reflects directly into Magna’s growth.

TS Krishna Kumar, Magna’s CEO, says, “We service more than 250 global clients from Europe, UK and APAC, especially Australia and North America. We possess the largest delivery engine with 400+ recruiters scanning around 30,000+ potential candidates and on boarding close to 1000 experienced IT workforce every month. We have been growing at 25 percent for last 6 to 8 years with a quantum jump of 98 percent last fiscal”.



T.S. Krishna Kumar