

► Indian banks, allowing for efficient payment processing, settlement and reconciliation. TechProcess felt that this has been well-received and adopted by some of India's leading brokerage houses, including Angel, Arthashastra, Bonanza and many others.

Clients and employees

Currently, TechProcess provides customized solutions to over 200 service providers and commands a substantial market share in the transaction processing industry in India.

All this is made possible with the help of the strength of its workforce of over 3,000 employees, the break-up of which is 31% with professional qualifications (MBA, CA, ICWA, engineering, software diploma, etc.), 14% post-graduates and 53% graduates.

Educational qualifications are given importance at TechProcess, and they recruit candidates from some of India's best institutions. They aim for people who show a blend of aptitude, soft skills and a cultural fit with the organization. They also make substantial investments in employees through management and technical training, which can either be in-house or in conjunction with reputed institutions like ISB.

Work culture

The work culture of the organization inculcates and espouses:

- An open and informal culture
- Performance-driven philosophy
- Respect for individuals
- Significant opportunities to move across functions; compulsory job rotation before graduating to

Major clients

Retail banks	Asset management companies	Insurance companies
ICICI Bank	HDFC	ICICI Prudential
DCB	DSP	HDFC Standard Life
CBOP	ICICI Prudential	Max NewYork Life
HSBC	JM Mutual Fund	ICICI Lombard
Citibank	Kotak Mutual	Bajaj Allianz
Karnataka	Fidelity	
	Reliance	

senior management

- An institutionalised program to recognise, reward and nurture high performers, and to fast track them into senior positions

The company's proprietary engine has the ability to interface with a variety of bank and merchant systems in a secure and efficient manner

Future roadmap

In a bid to further expand the scope for financial inclusion, TechProcess is also planning to roll out a mobile banking and payments solution, which links a bank account or a credit card account to one's mobile phone, in six months.

Sen stated, "We are trying for partnerships with existing providers in a regulated market like the US,

where electronic financial transactions are governed by the Automated Clearing House. This will help us offshore work and also cut costs. We are also planning to offer integrated online payment process system to banks. Our system will be able to connect a bank to a large number of online merchant firms, thereby facilitating large transaction volumes for e-shopping and e-payment. Besides, we will also be leveraging on our telecom clientele base to offer aggregated mobile payment solutions to individual customers."

Individuals will be able to purchase and pay through their mobile. In six months, they will enter this segment and plan to touch at least 25% of the customers of a leading network.

TechProcess is set to enter the overseas market next year. The company is mainly eyeing the US and Far East regions like Malaysia and the Philippines. ■