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'Our objective is to achieve the highest level of maturity for a technology services company - to solve our customers' business' problems and help them achieve their business objectives

With a main focus in creating analytical instruments, medical devices and pharmaceuticals service, Mindteck offerings are backed by ample domain expertise and technological skills. **K V Krishnan**, practice head, life sciences, Mindteck shares company's advance technology with **Viveka Roychowdhury**

What is Mindteck's area of expertise and operations?

Mindteck has a strong focus on offering exceptional engineering value to certain specialised industrial verticals like life sciences, smart energy, semiconductors etc. Mindteck offers a precise mix of expertise and innovation to address challenges appearing on the horizon that would reshape the future of technological adoption. We harness our depth of experience in various industries with emphasis on solving business critical issues of our clients through an unconventional blend of engineering capability and an analytical approach. For well over a decade, we have helped many of the world's top 2,000 companies with our end-to-end technology services.



What is Mindteck's play in the life sciences industry? What are key pain points that Mindteck aims to address in today's life sciences industry?

Mindteck has been a technology solutions provider to many companies in the life sciences segment. We offer a suite of engineering services to these companies comprising of software development, electronic and mechanical design services, independent verification and validation services apart from providing managed IT services. interoperability, system integration, compliance related design optimisation are some of the speciality areas that Mindteck has effectively addressed. Instrument qualification is yet another area where Mindteck has made significant contributions. In short, Mindteck is equipped with integrated design capabilities to meet the needs of life sciences industry. Mindteck also has dedicated centres of excellence in the most recent technology spheres like cloud computing and enterprise mobility.

Given your varied experience, first teaching at the post graduate level, then as a research scientist in a national laboratory, before moving to industry as an applications specialist in an MNC instrument manufacturing company, what would you pinpoint as the technologies set to revolutionise these key pain points of the life sciences business?

Life sciences, understandably, is a highly regulated industry since it deals with products/services which directly or indirectly impact the human lives. Many of the companies in this segment are competing with each other in producing devices and solutions that will better the human life. Technology adoption is very rapid and focused in this industry. Enormous business value has been added to the industry by electronics, automation, robotics and Information Technology, to list a few. High throughput and reliable information base are the two major demands of this industry in the past few years. Informatics is a major area where there will be a lot of advancement in the near future and techniques like ELNs and cloud based services will add the required flavour to this. Mobile apps will be another area which is bound to revolutionise this segment. As more and more data is obtained, areas like content analytics and business intelligence will also dominate.

In the life science vertical Mindteck seems to have focused on the niche areas of scientific and analytical instruments, medical devices and pharmaceuticals. What are the products and services on offer? What are Mindteck's initiatives in this sector?

Mindteck has carefully nurtured its service offerings in such a way to benefit these product markets in every possible area. For example, the product engineering service offerings of Mindteck can suit any product environment and can cater to the industry needs irrespective of whether it is a new product under development or an active product in the market and even the end of life products. Starting with developing a proof of concept to supporting a finished product, Mindteck has engineering service offerings in every stage of product development. Value addition has been the main focus in creating these service offerings and they are backed by ample domain expertise and technological skills. In addition, Mindteck has its own in-house solution accelerators for various applications. These solution accelerators reduce entry barriers, shrink development time and mitigate adoption risks, thereby minimising the total cost of ownership. Each accelerator maximises scope of reusability and predictability, ensuring shorter development cycles and faster speed to market for our clients. Mindteck's practice teams keep on monitoring the industry trends and equip the resources to get the appropriate training and relevant skill upgrades in order to meet any new requirement.

Our development centres in Bangalore and Kolkata have state of art analytical laboratories for instrument related testing. These labs are equipped with all analytical facilities and are managed by instrument engineer, compliance specialists and chemists. This initiative has been well appreciated by many clients from medical devices and scientific instrument manufacturing industry.

Having worked in technology production centres in Germany and Dubai before Mindteck, how has this sector evolved in India?

Technology centres in advanced countries are generally much better equipped in terms of infrastructure, support systems and availability of spares, reagents, consumables etc. Indian centres are fast improving in many areas and the availability of affordable skilled technical workers is not an issue in India unlike the west. But the quality of Indian centres is well monitored and is bound to equal to western countries in the near future. Government

initiative by depart of science and technology for accreditation of national laboratories is also an appreciable measure in this regard.

How will these technologies shape the future medical device and pharmaceuticals?

Next generation of medical devices using wireless communications, sophisticated software and cloud computing would deliver health care in the near future. Information technology will become the lifeline of future healthcare. Handheld, simple, convenient, and user-friendly medical devices for measuring and monitoring various healthcare parameters will be on the rise. New technologies like smart pills, cloud based medical image management etc. will soon hit the market. Content analytics and enterprise mobility are expected to play a big role in the pharma sector.

What were Mindteck's revenues from the lifesciences sector in the last financial year and what is the targeted growth rate? What percentage of the company's revenues come from this sector? What is the business strategy to achieve this growth?

Nearly 30 per cent of the product engineering revenue of Mindteck comes from life sciences sector and we expect a 70 per cent growth this year. In FY 2011, Mindteck brought in some very progressive strategies in its business with specific focus in smart energy, BFSI, life sciences, semiconductors and public sector verticals and signing of an MoU with MIMOS, a Malaysian technology think tank. Mindteck also constituted centres of excellence in the areas of enterprise mobility, microsoft technologies and cloud based services. These centres reflect the deep technology expertise and domain strength and are aimed at offering end to end services to the clients across geographies. We have selected specific verticals based upon our prior experience and growth potential and selected specific service horizontals that cut across verticals and can scale tremendously. Our objective is to achieve the highest level of maturity for a technology services company - to solve our customers' business problems and help them achieve their business objectives.

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