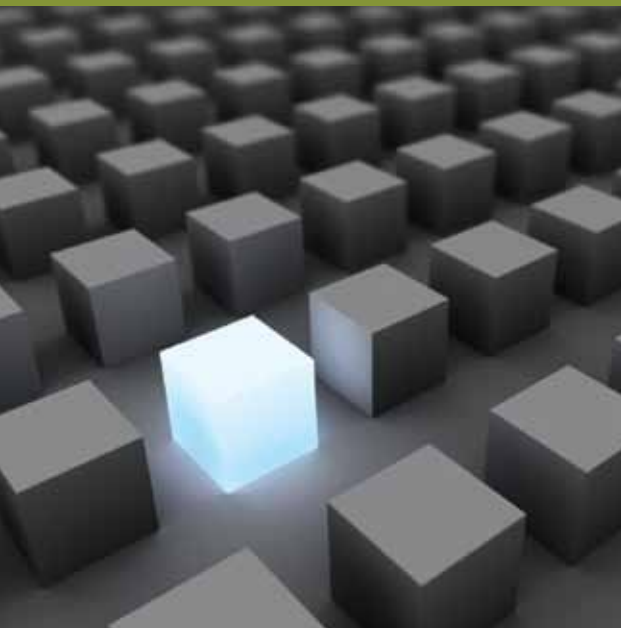




technopak

Management Consultants

Healthcare Credentials



There are a few **minds**
who are in the business
of **unlocking value**

A Leading Management Consulting Firm

India's leading management consulting firm with more than 20 years of experience in working with organizations across consumer goods and services.

Founded on the principle of "concept to commissioning", we partner with our clients to identify maximum-value opportunities, provide solutions to their key challenges and help them create robust and high growth business models.

Drawing from the extensive experience of 200+ professionals, Technopak focuses on six major divisions, which are Fashion & Textile, Retail & Consumer Goods, Healthcare, Education, Food & Agriculture and Leisure & Tourism.

Our key services encapsulate...

Business Strategy: Assistance in developing value creating strategies based on consumer insights, competition mapping, international benchmarking and client capabilities.

Start-Up Assistance: Leveraging operations and industry expertise to 'commission the concept' on turnkey basis.

Performance Enhancement: Operations, industry & management of change expertise to enhance the performance and value of client operations and businesses.

Capital Advisory: Supporting business strategy and execution with comprehensive capital advisory in our industries of focus.

Consumer Insights: Holistic consumer & shopper understanding applied to offer implementable business solutions.

Any product you **wear, eat, or carry** has the touch of a **Technopak** consultant



There are some
 who know the **future**
 even before it has **arrived**

Serving The Entire Healthcare Ecosystem



Concept - Commissioning - Performance Enhancement



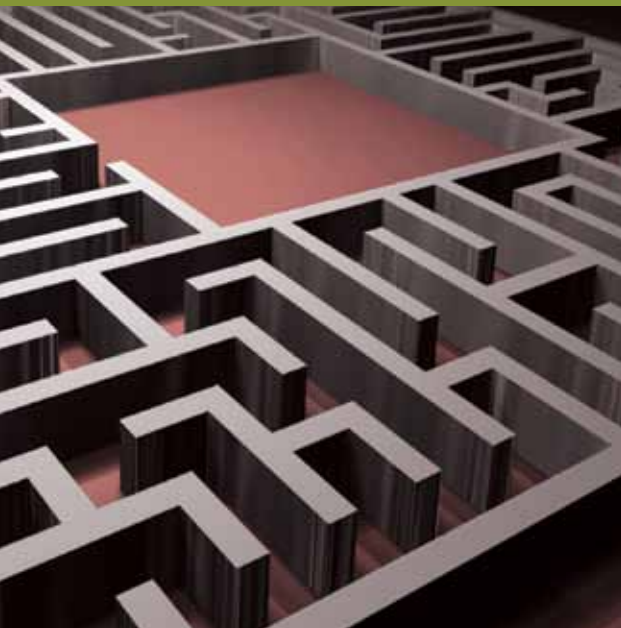
For New Ventures

- Market Assessment
- Competition Mapping
- Feasibility Study
- Business Entry Strategy
- Business & Financial Modeling
- Branding & Positioning
- Investment Facilitation
- Architectural & Engineering Services
- Commissioning & Project Management



For Existing Ventures

- Market Assessment
- Competition Mapping
- Feasibility Study
- Business Entry Strategy
- Business & Financial Modeling
- Branding & Positioning
- Investment Facilitation
- Architectural & Engineering Services
- Commissioning & Project Management



There are some
who will **walk** with you
from **start** to **finish**

Services We Offer

Business Strategy & Start-Up Assistance

- Market entry planning
- Competition mapping
- Expansion into new product lines / geographies
- Clinical service line expansion / addition
- Competitive strategy
 - » Vision development
 - » Identification of competitive advantages
 - » Clinical program planning
 - » Mid-term and long-term strategic direction
 - » Action planning & implementation assistance
- Financial modelling
- Resource prioritization and strategic capital planning

• Market Assessment

- Feasibility studies
- Market forecasting
- Location / geographic positioning & network development
- Volume projections & need analyses
- Competitive scenario analyses
- Provider / payer implications
- Clinical business assessments & market positioning

Branding & Positioning

- Marketing strategy
 - » Positioning & communication strategy
 - » Budgeting
 - » Action plan for attracting and retaining customers
- Brand strategy
 - » Brand design
 - » Brand communications
 - » Brand implementation & management
- Customer relationship management
 - » Customer service concepts
 - » Diagnostic review of existing processes
 - » Laying down the processes
 - » Assistance in CRM Systems implementation

Organizational Governance

- Governance & management
- Organizational design & operating models
- Clinical governance
- Nursing leadership
- Physician leadership & ownership
- Medical staff structure
- Physician engagement models



There are some **partnerships**
that are formed
to create a global **impact**

Services We Offer

Transaction Advisory

- Mergers / Acquisitions & Other Assistance
 - » Partner evaluation and selection
 - » Network formation / affiliations / mergers
 - » Group practice formation
 - » Asset divestiture
- Due Diligence
 - » Operational Due-diligence of healthcare providers
 - » Assessment of financial projections and plans

Revenue Management

- Asset Productivity
 - » Optimization
 - » Driving Cost Leadership
 - » Enabling Organic & Profitable Growth
 - » Supporting Capital Allocation Strategies
 - » Creating Shareholder Value
- Revenue Model Restructuring
 - » Revenue Maximization Strategy
 - » Service Line Strategy
 - » Cost Restructuring and Optimization
- Pricing Strategy
 - » Competition based pricing
 - » Cost plus pricing
 - » Value based pricing
 - » Price Sensitivity

Quality Management

- Quality measurement
 - » Benchmarking with national & international standards
 - » Balanced score cards
 - » Customer feedback analysis
 - » E-Measurement
- Quality improvement
 - » Six-sigma implementation
 - » Continual Improvement projects
 - » Sustenance
- Quality accreditation & certification assistance
 - » Readiness for ISO, NABH & JCI
 - » Critical path & continuum of care guidelines
 - » Clinical protocols & evidence based medicine



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even before it has **arrived**

Services We Offer

Operations Management

- Business process reengineering
 - » Service line reorganization
 - » Patient flow optimization
 - » Information flow & management dashboards
 - » Work flow optimization
 - » Service management
 - » Reporting & MIS structure
- Service quality (Benchmarking)
 - » Clinical programs improvement & management
 - » Procurement excellence
 - » Inventory management
 - » Non-clinical protocols establishment (Operational protocols)
- Healthcare IT solutions
 - » HIS (Assessment, procurement etc.)
 - » EMR (EHR) & practice management systems
 - » PACS / RIS
 - » Enforcement of regulatory standards and guidelines
 - » Internal & external integration

Managing Human Capital

- Workforce planning
 - » Workforce requirement analysis
 - » Developing an organizational structure
 - » Physician engagement model
 - » Retention strategy
 - » Developing Job descriptions
 - » Remuneration package development
- Hiring & training assistance
 - » Top management hiring support
 - » Screening of specialists for medical, paramedical & managerial categories
 - » Define training methodologies & training curriculum
 - » Define criteria for evaluation of outcome & e-learning based tools
 - » Formation of training cells & co-ordination of their activities
- Workforce optimization
 - » Performance management
 - » Differentiation by role
 - » Planning and developing the right staffing levels
 - » Employee-specific training modules to close the gaps
 - » Performance Measurement Processes & Schedules



There are some **bonds**
that are founded
on mutual **respect**

Services We Offer

Architectural Services

- Master / Site Planning
 - » Clinical program capacity requirements, current & projected
 - » Site assessment, development planning & clinical capacity analysis
 - » Alternative facility scenarios
- Functional & Space Programming
 - » Program vision development
 - » Program capacity requirements
 - » Detailed functional programming, including development of operational concepts
 - » Detailed space programming
 - » Transition to schematic design (gaming exercises)
 - » "Second Opinion" analyses of proposed projects
- Clinical Space Planning
- Architecture Planning & Design
- Interior Design
- Landscape Design

Medical Equipment

- Medical equipment planning
 - » Technical objectivity
 - » Functional & operational feasibility
 - » In-synching to clinical and medical plan
- Selection & procurement assistance
 - » Technical comparison
 - » Vendor selection
 - » Capital expenditure & budget preparation
 - » Assisting commercial contract liaising with vendors
- Installation & commissioning
 - » Site preparation
 - » Auditing pre-installation & commissioning readiness
 - » Assisting installation
- Maintenance, biomedical engineering & accreditation
 - » Assisting with OEM and third-party vendor for equipment maintenance
 - » Commercialization of maintenance contract (AMC / CMC)
 - » Remodeling biomedical department in-terms of SOPs
 - » Accreditation assistance for JCI, NABH & ISO standards

Engineering Applications

- Structural Design
- Electrical Design & IT Communication
- Mechanical (HVAC) Design
- Plumbing & Fire Fighting Design
- Water Supply & Sanitation
- Piped Medical Gas System
- CSSD, Kitchen & Laundry



There are a few **minds**
who are in the business
of **reading** the world's mind

Services we offer through our Group Companies

foleydesigns

Insights and innovation led product, packaging, space and strategic design, including design research, concepts, engineering and prototyping. A blend of unique, contemporary and relevant concepts and solutions. www.foleydesigns.com



Planning, implementation and project management of plants, warehouses and entertainment centers with a focus on modernization, process improvement, technical valuation, power & water audit and environmental engineering. www.arvana.in

t e c h n o p a k Financial Advisory Services

Technopak Financial Advisory Services (TFAS) is the financial and transaction advisory services arm of Technopak . With its team of experienced transaction professionals located in India and across US and Europe; TFAS offers its clients a global transaction ability, deep understanding of its industries of focus, and an efficient negotiating platform for stakeholders. www.technopak.com/tfas

VERTEBRAND

Strategizing, planning and managing creation, development and growth of brands through a scientific, transparent and process-driven methodology. www.vertebrand.com



There are some **partnerships**
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to create a global **impact**

Our leadership team



Arvind Singhal

Chairman & Managing Director
arvind.singhal@technopak.com

Arvind founded Technopak in 1991 and has led the company to be the thought leader in our sectors.



Gurjyot Singh

Associate Vice President
Gurjyot.singh@technopak.com

Gurjyot has over 14 years of experience, wherein he has also worked as State Administrative Officer with Government of Himachal Pradesh on special development projects like Integrated Wasteland development and Divisional Watershed Development. Gurjyot has done his Post Graduation from Indian Institute of Management, Ahmedabad and Bachelor of Engineering from NIT, Allahabad.



Rang Emei Gonmei

Vice President
rang.emei@technopak.com

Emei has over 21 years of experience in planning, design & implementation process of Healthcare Architecture projects all across the World with global healthcare architectural service providers. Emei hold a Masters in Architecture from School of Planning & Architecture, New Delhi



Arnab S. Raha

Principal Consultant
arnab.raha@technopak.com

Arnab has over 8 years experience in Healthcare Industry related to Strategy, Operation, Projects, Information Technology, Developing and Streamlining system, Human Resource, Business Development, Revenue and Cost Management. Arnab hold a Master in Hospital Administration from TISS, Mumbai along with Bachelor of Pharmacy.



Murali Rao

Associate Vice President
murali.rao@technopak.com

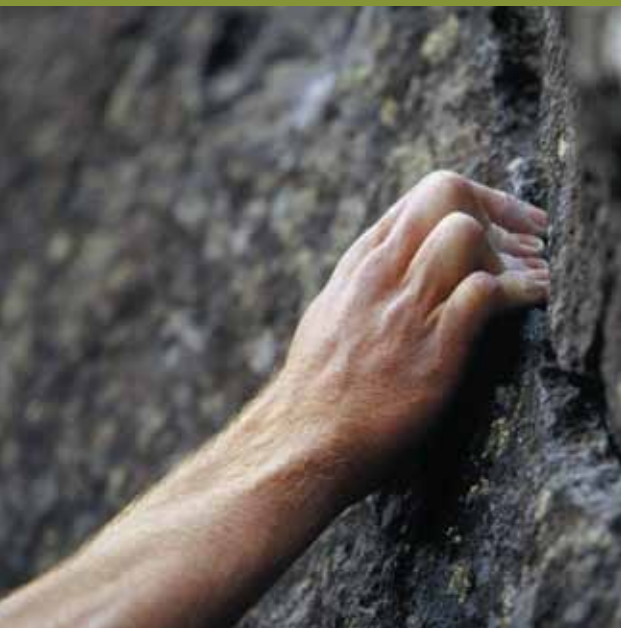
Murali has over 16 years of varied experience in managing responsibilities related to Strategy, Planning, Operations, Sales, Projects, Information Technology, Human Resource Management, Training and Business Development. Murali is a Masters in Hospital Administration from Apollo Institute of Hospital Administration, Hyderabad



Manas Tripathi

Principal Consultant
manas.tripathi@technopak.com

Manas has 7 years of work experience in managing the hospitals, including planning, execution and operations management activities. Manas is a Masters in Hospital Administration from IIMR, Jaipur



There are **some** who will **assist**
you in **reaching** where you
aspire to be

Key Sample Projects

Market Assessment, Strategic Business Planning, Architecture Planning and Assistance for 200-bedded multi-specialty hospitals in Siliguri & Ludhiana for a Growing Network of Corporate Hospital

Market Assessment, Feasibility Report & Strategic Business Planning for a Medical College with 500-Bedded (With the Scope of Expansion up to 1000 Beds) Teaching Hospital in Ranchi

India Entry Strategy, Market Assessment & Strategic Business Planning for a 100-Bedded "MedSurge and Women & Child Care" Hospital in Gurgaon

Commercial Due-Diligence of 3 Healthcare Chains in East, South & West India

Business and Financial Due Diligence of Existing & Proposed 100-Bedded Secondary Care Hospitals of a Multinational Hospital Group in India

Transaction Advisory for a Tertiary Care Hospital in Mumbai

Pricing Strategy, Revenue Model Restructuring and Financial Forecasting for a 100 Bedded Upgraded Secondary Care Hospital in Gurgaon

Business Process Re-engineering & Performance Improvement of a 140-Bedded Multispecialty Hospital in Mumbai

Operational Review of two 100-Bedded Multispecialty Hospitals in Gurgaon and Panchkula, of a North India-based Corporate Hospital Network

Operational & Quality Due Diligence across the Central Lab, Satellite Labs and 10 Collection Centers, to Assess the Existing Operational & Quality Standards of a Leading National Diagnostic Chain

Architecture Planning and Assistance of 4 Day Care Centers in New Delhi, Indore, etc. for a Pan-India Chain of Eye-care Hospitals

Architectural & Engineering Design for New Construction and Upgradation of an existing hospital in Panipat; and for a 100 Bedded Women & Child Care Hospital in Gurgaon (Extension of Strategy Project by Technopak)



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Representative Clients List - Healthcare

Aditya Birla Group
AIPL Ambuja
Alchemist Hospitals
Althea Life Sciences Limited
Amina Bie Charitable Trust
Apollo Health & Lifestyle Limited
Apollo Pharmacy
Asian Development Bank
BD India (Becton Dickinson India Pvt. Ltd)
Biotavia Labs Pvt. Ltd.
BUPA Piramal's Healthcare
C&C Alpha Group
CBCI (Catholic Bishop's Conference of India)
Chaitanya Projects Pvt. Ltd.
Columbia Asia Hospital
Dr. Lal Path Labs
Elbit India Imaging
Elbit India Healthcare
GE Commercial Finance
GE Healthcare

Godrej Properties
Gujarmal Modi Hospital
Guru Nanak Hospital & Research Center
HCA (Hospital Corporation of America)
ICICI Bank
ICICI Venture
IFC (International Finance Corporation)
IL&FS
Ivy Apple Blossom
Kishinchand Chellaram (India) Pvt. Ltd.
Kurinji Super Specialty Hospital
Max Healthcare
Metro Group of Hospitals
Milliman
NEC Energy
Panacea Biotec
Pratiksha Hospital
Prem Hospital - Panipat
Pushpanjali Crosslay Hospital

Quest Diagnostics
RJ Corp
Rajiv Gandhi Cancer Institute
Rakindo Developers Pvt. Ltd.
Ranbaxy Labs
Raptakos Brett & Co.
Ritesh Industries
S. L. Raheja Hospitals
S. S. Innovation
SRIMS Holding
Thuasne Orthopedica
Vasan Healthcare



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Representative Client List - Other Divisions

India

Adidas
Aditya Birla Group
Alchemist
APEDA (Ministry of Commerce)
Arvind Mills
Asian Paints
Avery Dennison
Bacardi Martini
Bajaj Auto
Barista Coffee Company
Bharti Airtel
Bombay Dyeing
Britannia Industries
Channel [V]
ChrysCapital
Coca Cola
Confederation of Indian Industry (CII)
Dabur
DCM Shriram Consolidated
DLF Limited
Du Pont
East India Hotels
Essar Group
GMR Limited
Godrej Group
Grasim Industries
Guardian Lifecare
H&M
Hewlett Packard
Hindustan Unilever Limited
Honeywell Corporation
ICICI Bank
ICRIER
Ikea
Indian Cotton Mills Federation (ICMF)
Indian Oil Limited
ITC Limited
Ispat Industries

Johnson & Johnson
J P Morgan
Kansai Nerolac Paints
Landmark Group
Larsen & Toubro
Levi Strauss
Madura Garments
Mahindra & Mahindra Group
Marico Industries
Microsoft Corporation
Ministry of Food Processing Industries
Ministry of Textiles
Mother Dairy Foods
Nestle
Nokia
PepsiCo
Philips
Piramal Group
Platinum Guild
Proctor & Gamble
Raymond Limited
Reliance Industries
Samsung
Sequoia Capital
S Kumars Nationwide Limited
Shoppers Stop
Tetra Pak
The Blackstone Group
Timex
Titan Industries
Tishman Speyer
Triburg
United Colors of Benetton
UB Group
Visa International
Videocon International
Viveks Limited
WL Ross
Walt Disney
Wal Mart
Warburg Pincus

Welspun Group
Wipro Consumer Care & Lighting
Yum International

International

Alliance Boots, United Kingdom
Al Razi Holding KSC, Kuwait
Apparel-Tech, China
Argos plc, United Kingdom
Asian Development Bank, Malaysia
Atraco, UAE
Board of Investment, Sri Lanka
Boyner Holding, Turkey
Caleffi SpA, Italy
Celio, France
Clarks Shoes, UK
CLSA, Hong kong
Cotton Council International, USA
Crystal Group, Hong Kong
Escada GmbH, Germany
Esprit GmbH, Germany
Esquel Group, Hong Kong
Fernwood Women's Health Clubs, Australia
GIC, Singapore
Giorgio Armani, Italy
Gloria Jeans Coffee, Australia
Groupe Carrefour, France
Hospital Corporation of America, UK
HMV Group, UK
John Keels Holdings, Sri Lanka
Jumbo Group, UAE
KKR
Lagadere Services, France
Lenovo International, China
Marks & Spencer plc, UK
Mothercare plc, UK
Oak Investments, USA
Okaidi Group, France
Sabanci Group, Turkey
Shoptite, South Africa

Societe BIC, France
Soktas Tekstil, Turkey
SEDF, World Bank Group, Bangladesh
Thuasne Group, France
UNDP, Pakistan
Vision Express, The Netherlands

innovationsolutionstrategydesign
consumerinsightsbrand
capitalsystemsprocessesperformance

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