

## The BPO Pioneer: BM Vaish

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**Ramesh Chopra, Editor & Publisher, EFY Magazine shares his experience of BM Vaish, CEO & MD, Quadrant Infotech India Pvt Ltd, an unassuming man, who can be called the innovative, path leader of the Indian BPO industry**

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Every time we mention BPO trailblazers, we think of Raman Roy or Pramod Bhasin or Pavan Vaish. How many people know that BM Vaish, CEO & MD of Quadrant Infotech India Pvt Ltd, Gurgaon is a pioneer in the field of BPO in India!

I did not realise it either, till I met him recently at his headquarters. Another interesting fact I got to know was that Daksh "now IBM Daksh" was started where Quadrant is located now. Incidentally, Mr Vaish is the father of present IBM Daksh, CEO, Pavan Vaish.

I have known Vaish senior for nearly 30 years. We first met each other when he shifted his first company, Indian Technological Products (ITP), very near our own office (EFY Group) in Nehru Place. Like us, Vaish moved to Okhla Industrial Area from Nehru Place as his operations grew. It was at his Okhla office that Vaish started his outsourcing operations. Then it was under the banner of Prime Products. But as scope of the work grew, Vaish shifted the operations to Quadrant. Meanwhile he started production of wire harnesses under Prime Products.

Today, 16 years later, Quadrant is 350 people strong, located opposite Alcatel in Electronic City, Sector 18 in Gurgaon and spread across 27,000 square feet of area. Quadrant presents a very peaceful environment. But it can rip up a fat, telephone directory, enlarge its pages, and key in the entire data in a day. Further, it keys in the data not once but twice to make sure that all errors are spotted and corrected. That is the only way it can achieve the required 99.9995 percent accuracy, which no OCR software can guarantee. The company today offers services including back office processing, content outsourcing and print and publishing outsourcing.

Vaish started with ITP way back in 1967 after doing his engineering from Roorkee University. He has been working relentlessly ever since. Now he owns at least three profit-making units and is founder of an NGO for educating children in Gurgaon's villages. But his zeal for work has not diminished because he does not work for himself but likes to do it for upliftment of the society he lives in.

There is a lot one can learn from such pioneers amongst us.

Well done! BM. Keep it up.