ITCAN’s CEO walks the talk

Amit Sujan recognises the hard work and efforts of his employees and attributes the success of the company to their contributions.

By Valerie Cheng Along Hui, Fann Yee Ming, Tan Yee Liang John, and Yan Zu Qing

A competitive entrepreneur, enterprise leader and experienced businessman are just some of the words that have been used to describe Amit Sujan, CEO of tech consulting firm ITCAN.

The idea to establish ITCAN came while Mr Sujan worked at multinational companies such as NTT, JPMorgan and IBM. There, he realised that there was a high demand for quality technology services at competitive prices in the market. Back then, big brands such as IBM and HP were providing good services but their fees were very high, while local providers charged lower fees but were not able to deliver on the service standard. Mr Sujan recognised the opportunity to create a niche and a unique IT service at an affordable price,” says Mr Sujan.

Mr Sujan explains that ITCAN competes on quality instead of price. Today, some 2,000 employees drive enterprise technology solutions across the entire value chain. ITCAN also provides onsite consulting services and bespoke software projects to some of the largest multinational corporations around the world. It is currently working on projects in Singapore, Vietnam, Thailand, the Philippines, Australia and Hong Kong, and is looking to enter the United States and the United Kingdom. Its impressive list of clients includes Fortune 500 companies, consulting firms, as well as insurance and banking companies.

From getting its first client to achieving its first million, ITCAN has achieved many milestones since its inception in 2005. HSI, ITCAN’s parent company, continues to propel the company forward to scale new heights.

Employee-centric approach

Mr Sujan takes an employee-centric approach to management and his first priority is to empower his employees. He recognises the hard work and efforts of his employees and attributes the success of the company to them. In fact, ITCAN’s design of its management processes and policies to accommodate and attract different individuals who can contribute significantly to the company.

For instance, it provides flexible working hours and project submission deadlines. Employees can report later if they had worked overtime and can extend their project deadlines as long as they are able to get the job done within a reasonable timeframe. Employees handle their own projects without close supervision and are encouraged to suggest new initiatives through an internal initiative system.

Mr Sujan’s second priority is to ensure employee motivation. Every month, he presents five “Employee of the Month” with a certificate and monetary incentive.

Furthermore, the company’s recognition policy is performance-based to motivate the employees to do more. Last year, it distributed two kilogrammes worth of gold to reward employees for their hard work and good performance. Apart from the annual performance appraisal, employees are allowed a six-day leave as a gift for their achievements. Mr Sujan notes that an employee’s happiness at the right time can help motivate them to be successful in the workplace. Such initiatives ensure that employees feel valued.

Mr Sujan also believes in investing in their staff so that they want to succeed and perform. Whenever a new staff joins, an assigned talent acquisition manager will work with that person to carefully plan and develop a personalized career advancement programme. Employees are given the flexibility of internal mobility and can quest exposure to different environments, client industries or technologies.

Mr Sujan explains: “If the company grows, everybody grows with the company. I think they have taken care of the growth of the company and have taken care of their growth, and everybody has a good success story to share.”

The culture of ITCAN stems from its values of transparency and inclusiveness as well as its four core philosophies: Encourage Innovation, Value Teamwork, Empower Teammates, and Reward Performance.

“Our values and philosophies create an easy platform that brings everyone together to achieve a common goal,” says Mr Sujan. “For a company that operates in new countries, having a common bond and mission transcends geographical boundaries.”

The company’s culture influences all aspects of the firm, including recruitment, organisational values, development and its social responsibility.

During recruitment drives, applicants are assessed on their technical abilities and qualifications as well as their soft skills and most importantly, whether they have the right attitude.

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