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A 10-page

**Special Featuring**

leading Canadian  
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STEWART BECK | CANADA'S HIGH COMMISSIONER

# HARNESSING THE ENGINE OF GROWTH

The diplomat is upbeat about the prospects of bilateral trade zooming. BY SANGEETA SHAUKAND.

## Q What will the Year of India achieve?

The Year of India in Canada was a great Indian initiative. It has helped to raise the profile of India in Canada and that of Canada in India. The month of June was a good example because it began with the global Pravasi Bharatiya Divas and ended with the glitzy awards ceremony of the International Indian Film Academy (IIFA), both in Toronto. In-between, there were other important events like the Innovation Summit, the Education Summit and also a Global Business Forum. These events brought the Canadian and Indian experts together.

For example, Toronto is a dynamic city and the presence of Indian businesses makes a big difference to an event. So when the IIFA awards ceremony was held there, a lot of people in the world saw Toronto for

what it is, but they also saw the importance of Bollywood as an industry for India. This glamorous event held in a vibrant city like Toronto raised India's profile. So, the Year of India is a great occasion for us to celebrate our strong bilateral relationship.

## Q How does Canada see India, business-wise?

Canada sees India as an opportunity for economic collaboration. Canada is a trading nation and the US has been our main trading partner for many years. Not too long ago, it represented 87 per cent of our exports. The Canada-US trade is now down to about 75 per cent. So, there's been a big change in the last five to ten years.

I was in China from 1990 to 2003, in Shanghai. At the time, Canada was exploring the possibility of exporting wood to China. Canadian companies

were just beginning to learn the importance of the Chinese market. Now China is a big market for Canada. In fact, just recently, it became bigger than the US, in this segment.

So, if we take a look at the opportunities here in India, we're just beginning to realise that we can sell softwood lumber to India as well. India has permitted the entry of two pine species. We have sold almost US\$ 200 million worth of softwood lumber to India in the last year alone.

We are beginning to realise that given India's growth rate and that it is a democracy; there is a really good opportunity for us to contribute to India's growth by offering Canadian products and technology..

## Q India and Canada are in talks to finalise the CEPA. How will CEPA change the business

landscape and by when do you expect it to conclude? We call the Comprehensive Economic Partnership Agreement (CEPA) a free trade agreement. CEPA is really fundamental to building the trading relationship. Studies have concluded that it will boost India's annual GDP growth by up to \$12 billion and Canada's by up to \$15 billion. That will have a significant impact. Also, there is a certain optical dimension to having a free trade agreement. Companies will say: "We have a free trade agreement with India, let us explore that opportunity."



**"...we need to bring more companies and engage them in this market, because their success will drive the statistics..."**



**How will it change the business landscape?**

One would assume that the tariff structure going both ways would drop considerably and it will open up opportunities in the sectors where the tariff rates are to change. There will be issues that we would like to see on the table, such as changes in the financial services sector. We have a very active, vibrant and successful financial services industry in Canada. We would like to be able to do more in India.

Another area is mining. We have excellent extractive industry companies and investors and we'd like to see if we can open that up to a degree with our Indian friends. On the Indian side, it is about the movement of people and that is something we will have to discuss.

If we are able to conclude an agreement that is satisfactory to both sides, it is hoped that we will see a more active and vibrant Indian financial services sector—most of Canada's major banks are represented in India in one form or another—and we will have a better way to

manage the movement of people back and forth between the two countries. So, these are some good things that can change the business landscape.

**The India-Canada bilateral trade is worth US\$ 5 billion annually. The aim is to treble it to US\$ 15 billion in the next 5 years. What will make that possible?**

Again, having a free trade agreement will certainly work. As projected, hopefully, it will add US\$ 12 billion to the annual bilateral trade. But realistically speaking, what will really drive trade is having an engagement of companies both ways.

We've done some research on our own and realised that when it comes to the amount of bilateral trade, we probably do quite a bit more than just US\$ 2.5-3 billion. A lot of the trade between

**DOSSIER**

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- ▶ **DESIGNATION:**  
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BA, Bachelor of Physical & Health Education (BPHA) and MBA, Queen's University at Kingston in Ontario, Canada.
- ▶ **POSITIONS HELD:**  
Joined the department of External Affairs and International Trade in 1982. Served in the US, Taiwan and China. Most recently, he was consul general in San Francisco, USA.

our two countries is routed through some third countries. That doesn't get translated into statistics. For example, Pratt and Whitney has an engine manufacturing plant in Montreal, Canada. Those engines don't get captured in the statistics of trade coming to India, because they are installed in aircraft coming from the United States or Europe. So, we probably have a larger bilateral trading relationship than what is registered. But what we need to do, and this is why I like to focus on companies, is that we need to bring more companies and engage them in this market, because their success will drive the statistics upwards.

One of the things that we at the High Commission are really working hard at is attracting more Canadian companies, particularly knowledge-based companies, to come and do business

in India, because the opportunities are really quite large.

So, that's the focus and that's where our effort is—client acquisition. The more companies we have in this market, the more the trade will go up.

As I mentioned earlier, we are working on a free trade agreement. We've already had two rounds of negotiations and our hope is that we can have a third in the next few months.

Our prime minister has basically put a timeline for us by saying that he would like the CEPA to conclude by 2013. It's an ambitious agenda and we just have to keep the talks going to achieve that goal..

### What kind of sensitisation is the government of Canada doing to let more Canadian companies understand the opportunities that exist in India?

We have various organisations working on this activity. Firstly, we have regional offices across Canada. In my previous job when I was in Ottawa, I was responsible for those offices. They are out there talking to Canadian companies, educating them on global opportunities, and also opportunities in India. Certainly, India is at the forefront because it is receiving a lot of attention.

We have organisations like Export Development Canada (EDC) which is our Ex-Im Bank equivalent. They have their own domestic clientele and do a lot of education like we do, on market opportunities in India.

The Business Development Bank of Canada (BDC) is another institution in Canada that holds seminars and talks to its clients. They have more than 90 offices across the country and they are interacting with Canadian companies and letting them know what the opportunities are.

When I was in Canada in June, I spent two-and-a-half weeks going across the country. I was in Vancouver, Calgary, Regina, Toronto and Montreal. I talked to more than 200 Canadian companies about the market oppor-

tunities in India. And also, I talked to the CEOs of BDC and EDC, discussing ways to raise India's profile with the Canadian business community.

When I talked about India, I talked about the brand of Canada being a knowledge-based partner of India—it starts with academic research and goes up to high tech IT sector companies. Similarly, there are companies in the clean-tech sector and in the agricultural sector. We support not only the companies that sell Potash and lentils and pulses to India, but also companies that can do food processing and agricultural logistics.

So, we're getting them to understand that there are new types of opportunities here. Biotechnology of course is another big area; infrastructure is a huge one for us and of course, telecommunications and digital media. So these are the types of sectors that we will be focussing on, to help Canadian companies come and do business here..

### Which are important sectors in this context?

Let me give you an example. This is a term that I picked up from the premier of the Canadian province of Saskatchewan, which I think is very relevant to India: "We'd like to be partner in the 'Now' economy." The Now economy focuses on areas such as food security

**"When you talk about biomass, how you use the waste from crops that grow in a renewable way, are examples of the 'Now' and the 'Next' economies together."**

and Canada is well positioned to help in that sector. For example, India generates 70 per cent of the lentils that it requires. Of the 30 per cent that it imports, 80 per cent comes from Canada. We are a big provider on the lentil side. That's the Now economy.

When we partner with India for the "Next economy" we will try to bring additional benefits to the partnership. For example, Canadian lentils are highly nutritious. So we will try to bring in the technology to make Indian lentils more nutritious. We can collaborate with Indian partners, whether at the academic or business levels, to increase yields. Other areas of potential collaboration include radar and satellite information to help farmers in planting and harvesting their crops. Again, it's about using that technology to improve food security for India.

Clean technology is another example of the 'next' economy. Recently, nine Canadian companies attended the renewable energy show here. We have expertise in solar, wind and biomass energy. Again, when you talk about biomass, how you use the waste from crops that grow in a renewable way, are examples of the 'Now' and the 'Next' economies together. This is where Canada has opportunities to collaborate with India, because it's taking technology that we have developed over time, bringing it to India, and collaborating with Indian partners.

Our technologies tend to be expensive, they work in the North American environment. We have to find ways of bringing them into the Indian environment and converting those technologies so that they are affordable here. But more importantly, Canadian companies can work with an Indian partner and take those technologies into a third market where such opportunities exist, as well.

### Elaborate upon the Canadian aim of investing in small and medium-scale enterprises.

Canada is a country of small and

medium enterprises (SMEs). I think more than 90 per cent of the Canadian economic fibre is made up of SMEs. To be successful in a place like India, the companies have to come and partner and invest.

EDC, for instance, has financing tools and programmes that assist companies to come into India and set up. When we talk about investing in this market, it's about encouraging companies to come here, find a partner and invest in an office in the beginning, depending on the type of product.

How do we try to encourage companies to consider the Indian market? It's a long way to come to India and it's expensive for an SME. A ten-day exploratory business trip can cost at least US\$ 5,000, maybe more. What we want to be able to do is use technology—webinars, teleconferences and a variety of tools which will educate Canadian companies about the opportunities here.

Referring back to the renewable energy conference, after a very successful networking reception, I requested my staff to follow it up with a webinar and other communications. We have to find ways to go out and approach other companies in this particular sector so as to build on some of the successes of the companies that are already here. If you are a company in Canada and have never been to India, what you want to hear is from a company that has been here and has had a successful experience.

We are building a programme so that we can carry out education of companies on a sector by sector basis. Some of it is general but then you have to dig down deep into that particular sector.

#### **Q** What is the potential for collaboration in the manufacturing sector?

Canada has a very large automotive sector. We have the Big Three carmakers resident, all having assembly facilities in Canada. Honda and Toyota also have facilities in Canada. We have a large tier 1, 2 and 3 manufacturing



**“If you are a company in Canada and have never been to India, you want to hear from a company that has been here and has had a successful experience.”**

base. Now we see a lot of those companies coming to India and setting up facilities here. So, in that particular sector there is a lot of room for collaboration. The Indian automotive market is also growing dramatically.

We specialise in agricultural equipment in Canada. As crops develop and change and farming methods change, specialised equipment will be required.

These are two sectors where manufacturing opportunities exist.

I'd say it's probably a little more difficult for Indian companies to go and start manufacturing facilities in Canada but that too depends on what the sector is and what the capabilities are. Take a look at Jubilant Lifesciences, as an example, that is an investor in

Canada in the biotechnology sector and is developing products in a different type of manufacturing.

In terms of a policy framework, we have the North American Free Trade Agreement (NAFTA) and that gives Indian companies access to the large North American market. We are in the process of negotiating a CEPA with Europe and that will open up the European market, too, for Indian companies that invest in Canada. You are not just looking at a market of 34 million Canadian people, you are looking at a much larger market. And the advantages you have in Canada are that we are economically stable and have a banking system that's made it through the financial crisis unscathed..

#### **Q** What about opportunities in the educational sector?

We've doubled the number of MOUs in one year between educational institutions of Canada and India. And it's not just Canadian Universities, it's also community colleges. These colleges are a very important part of the educational system in Canada, with training at different levels.

Let's take a look at the growth in educational visas that we have issued. In 2008 we issued 3,000 visas, last year, we issued 12,500. There was growth in all categories but the really big growth was at the community college level. There is a requirement here that can be satisfied by the Canadian educational institutions and one of the things I am encouraging in my outreach across the country is that these community colleges should come and take a look at what they can do here in India. A lot of that work can be done here with the right kind of partner.

Again that would go back to what I would call the intellectual property and infrastructure combine—infrastructure can be provided by the Indian side, intellectual property, the course curriculum and a lot of the teaching, can come from Canada. It's really a good opportunity. ■

## FEATURING EIGHT OF CANADA'S HIGH PERFORMANCE COMPANIES THAT HAVE BEEN OPERATIONAL IN INDIA FOR THE PAST SEVERAL YEARS.

# 1

**Company:**  
McCain Foods (India) Pvt Ltd  
**Areas of Operation:**  
Frozen foods like potato fries. Also vegetables, desserts, pizzas, juices and beverages, oven meals, entrees and appetisers like chicken wings, chili-cheese nuggets, onion rings, rising crust pizzas and vegetable burgers



Interview with **KS Narayanan,**  
**Managing Director, McCain Foods India.**

### Q What prompted McCain to enter India in 1997?

A Today, we find growing usage and acceptance for convenience foods in India. Also, potatoes form a significant staple in the diet of Indian families and there is huge consumption for both snacks and meals. The growth of organised grocery retailing and cold chain infrastructure further strengthened our plans for India.

### Q How do your India operations fit into your global plan?

A McCain is the world's largest producer of French fries and potato speciality products. It is a global leader in the frozen food industry with 53 operating facilities worldwide and generating annual sales of over US\$ 6.8 billion. McCain produces a wide range of frozen products that includes chips, pizzas, deserts, vegetables, fruits and beverages. Our products are marketed in more than 120 countries worldwide. In 1998, we began working with potato farmers in India under an extensive agronomy programme to identify the areas with best the potential for growing French fry quality potatoes (high on solids, low in sugar and the right size). We decided to focus on the potato growing areas in north Gujarat. In 2007, McCain Foods India set up a US\$ 25 million potato processing plant in Gujarat's Mehsana district. The plant manufactures our international range of products including Smiles, Super Wedges and French Fries, and India-specific products like Mazedar Aloo Tikki, Tandoori Vege Nuggets,

and Crunchy Potato Bites. McCain Foods India operates in three distinct segments:

Institutional sales – catering to quick service restaurants, hotels, restaurants, caterers and canteens. Retail sales- at modern trade outlets and shops selling frozen food products. Exports- our 'Made in India' products are well accepted in China, South Africa and South-East Asia.

Introduced in 2008, Aloo Tikki is the most popular of our local products. It is also gaining good acceptance in the retail and foodservice channel. We have also launched the McCain 3-minute Rice Idli which marked our foray into non-potato based frozen products in India.

### Q Do you see an expanded role for your company in India in the next few years?

A We are continuously evaluating growth opportunities in India. And today we are servicing customers in International and Domestic Quick Service Restaurants, Hotels, Restaurants, canteens and also Retail consumers. Further, we are constantly evaluating opportunities in Exports as well.

### Q India has a vast agrarian practice, with opportunities in every stage, from ploughing to harvesting to marketing to transportation and financing. How do you plan to harness that opportunity in the years to come?

A We would like to concentrate our efforts on building a sustainable potato supply chain and expanding the frozen food category in India. ■

## 2

**Company:**  
**SCOTIABANK**

**Areas of Operation:**  
Corporate and commercial services; trade finance and foreign exchange, facilitating exports and financing



Interview with **Sabi Marwah**,  
Scotiabank Vice-Chairman & Chief Operating Officer

### Q How has Scotiabank's engagement with India evolved?

We're the largest and most active Canadian bank in India, with a 30-year history here – we opened a representative office in 1982 in Mumbai, and now have a branch each in Mumbai, New Delhi, Coimbatore, Bengaluru and Hyderabad. We offer corporate and commercial services to major local and multinational customers, including trade finance and foreign exchange, facilitating exports and financing.

ScotiaMocatta, our precious metals division, is one of the country's largest dealers serving the domestic and export jewellery industry through a special licence granted by the Reserve Bank of India. In fact, we were recently recognised by the Bombay Bullion Association as Best Bullion Bank for the third year in a row.

### Q What opportunities is the bank looking to tap in India?

The Canadian government has named India a priority market and is working with the Indian government to boost bilateral trade. Scotiabank is in a great position to facilitate this. We've been in Asia-Pacific for almost 50 years, and have good relationships with regulators and government officials. Our international network is a competitive advantage, and we have built a reputation as a stable, well-managed bank. Consulting firm Oliver Wyman named us as one of the top 10 most stable banks in the world during the 2008-09 financial crisis, and the World Economic Forum has just ranked Canada's banking system as the soundest in the world for the fourth year in a row.

### Q Given the diversity in India, how does Scotiabank see itself catering to this diverse market?

Diversified business lines, geographies and people are at the heart of our business strategy. We are Canada's most international bank, with operations in more than 50 countries, and Canada is a diverse, multicultural country with large Chinese, Asian, Caribbean – and, of course, Indian communities.

We established a multicultural banking team in 2007 to strengthen relationships with Canada's diverse communities by connecting with immigrants and offering them customized products, multilingual services and special offers.

Cross-cultural leadership is also a unique competitive advantage for us, and a core competency for our leaders. It's important for our leaders to understand and effectively manage the different cultural elements that shape and support our working environment, our strategies and processes.

### Q Talent and youth power are recognised factors integral to India's growth story. Could you share your views in the context of Scotiabank's experience in India?

The former CEO of Infosys, Nandan Nilekani, has commented on the unique "demographic dividend" India offers through its large, youthful population. The Indian government is investing in education by expanding and improving primary and secondary school facilities, and creating technical training institutions to channel this talent. Education is a pillar of Scotiabank's Bright Future programme, where we focus on enriching the communities we serve, and we support Canadian educational institutions' efforts to enhance learning opportunities for youth across our two countries.

From a business perspective, India's young, growing population makes it an extremely attractive market for us, particularly if we are eventually permitted to offer retail banking and wealth management services. In Canada and the Caribbean, we have many products and services specifically designed for youth and students, such as low-fee banking accounts and credit cards, and mobile banking apps. ■

## 3

**Company:**  
Bombardier Transportation  
India Ltd

**Areas of Operation:**  
Business aircraft  
Delhi Metro engines

SOURCE: WWW.BOMBARDIER.COM

**B**ombardier of Montreal, Canada, is a global industrial giant and one of the world's foremost manufacturers of aircraft and railway systems. The US\$ 18 billion company has two distinct lines of business: aerospace and transportation. Bombardier Aerospace is the

world's largest producer of business

and regional aircraft, including the world famous Learjet and

Challenger series. If you

have travelled by train you have probably enjoyed

the comfort of one or more of the company's

100,000 rail cars and locomotives worldwide.

Bombardier Transportation covers the full spectrum of rail solutions,

from complete trains to sub-systems, maintenance

services, system integration and signalling. At 69 centres in

23 countries, it employs more than

65,000 people to design, manufacture, sell and support its operations.

Bombardier Transportation has been in India for more than 35 years, supplying hi-tech electric engines to the Indian Railways. But it moved into the limelight two years ago, with the arrival of its sleek, highly reliable and hi-tech Metro rail engines and cars that criss-cross the New Delhi landscape. After the first batch of 36 from Germany, the rest have been manufactured at Bombardier's plant in Savli, near Vadodra in eastern Gujarat. Built for INR 200 crore (US\$ 48 million), it manufactures complete bogies from the ground up.

Bombardier has launched an environment friendly range of technologies that it calls ECO<sub>4</sub>—for its concerns about energy, efficiency, economy and ecology. ECO<sub>4</sub> products halve the expenditure on energy, meeting the industry's demand for environmentally-friendly and reliable, yet cost-efficient products. From engines to traction mechanisms to power, fuel and air monitoring systems, these technologies make Bombardier's offerings highly eco friendly. ■



## 4

**Company:**  
CUMMINS WESTPORT INC.

**Areas of Operation:**  
Heavy duty truck and bus engines that run on eco-friendly natural gas

SOURCE: WWW.CUMMINSWESTPORT.COM

**B**ased in seaside Vancouver, in Western Canada's picturesque British Columbia, Cummins Westport Inc. is a company focussed on the environment. It makes extremely high performance heavy-duty engines for trucks and buses that run on eco-friendly natural gas, instead of diesel. The quiet, low emission engines run on compressed and liquid natural gas as well as on the renewable biomethane. Made from organic waste, biomethane is highly purified methane and is said to be among the cleanest of biofuels.

According to Cummins Westport Inc., 30,000 of its engines are already in use worldwide. These engines power refuse, vocational and dump trucks, city buses, shuttles, school buses, street-sweepers, and delivery vehicles, among others. The engines meet the toughest emission regulations such as those of the U.S. Environmental Protection Agency (EPA), California Air Resources Board (CARB), and EURO.

Almost a decade ago, Delhi converted from diesel for its commercial vehicles to clean compressed natural gas (CNG).

In 2008, Cummins Westport procured its biggest order to date: 3,125 engines for the Delhi Transport Corporation (DTC). For its fleet of buses, DTC had

ordered more than 3,000 CNG-

powered buses. Naturally,

they would need CWI's

B Gas Plus engines.

Cummins Westport

licensed the manu-

facture of the

230 horsepower

engines to its

Indian subsidi-

ary Cummins

India Limited

(CIL), the coun-

try's leading

manufacturer of

diesel and natural

gas engines for

power generation

and industrial and

automotive markets

nationwide. ■



PHOTO BY PHOTOS.COM

# 5

**Company:**  
**MAGNA STEYR India (Pvt) Ltd**  
**Areas of Operation:**  
 Full vehicle development, from sports cars to off-road vehicles, flexible assembly of vehicles, fuel tank components, modules and complete fuel systems, among others.

SOURCE: WWW.MAGNASTEYR.COM



PHOTO BY PHOTOS.COM

**W**hether you drive a Porsche, Mercedes, Audi, or any other vehicle, you can be sure that Magna Steyr has played an important part in ensuring your drive is smooth. There isn't an automobile company, anywhere in the world, that doesn't use parts, systems and assemblies designed, manufactured and integrated by Magna Steyr. Its list

of customers is the virtual who's who of the global automobile industry—from Mercedes to Mahindra, from

Toyota to Tata. It can make parts to complete vehicles, and from just a few cars to hundreds on the assembly line.

Magna Steyr's customers include Aston Martin, Audi, BMW, Ford, General Motors, Mercedes-Benz, Porsche, Volkswagen, Volvo, Tata, Mahindra and Mahindra, Ashok Leyland and the TVS group. Part of the Toronto-based 24 billion dollar global automotive parts giant Magna International Inc., Magna Steyr was formed in 2001.

Magna Steyr has established itself firmly in not just supplying automobile systems and sub-systems like body and trim, electronics, chassis and powertrain, door modules, fuel systems and roof systems, but also in manufacturing complete vehicles on contract. The company's services range from development to production, from the concept to the assembled vehicle.

In India, Magna is developing emission-compliant power train engineering, engine areas, rear axles and gear boxes. It has signed a business development and technical assistance agreement with Hindustan Motors Limited for developing drive train assemblies for the global recreation market. ■

# 6

**Company:**  
**OpenText**  
**Areas of Operation:**  
 Enterprise content management, from document creation to presentation to publishing.

SOURCE: WWW.OPENTEXT.COM

**I**n these times of information explosion, it is said that content is king. In the world of enterprise content management (ECM), OpenText is no less than king.

In this age of all-digital and increasingly all-online content, everything must be sorted, grouped, tagged and stored for online access, sharing, integration and broadcast—all these are what OpenText does, and so much more.

Set up in 1991 in Waterloo in southern Ontario, Canada, OpenText has become a global leader in ECM, helping organisations in 114 countries manage their business content. Last year, it earned a little less than a billion dollars in revenue. Through nearly 4450 employees, the company captures and preserves corporate memory, increases brand equity, automates processes, mitigates risk, manages compliance and improves competitiveness.

Its flagship product OpenText ECM has committed users across the globe, from car manufacturers to banks to the media to real estate giants to law firms. It helps companies deliver improved services, programmes and outcomes.

Mumbai's Chhatrapati Shivaji International Airport is India's busiest—it not only handles thousands of flights but also hundreds of faxes each month. As a result, there weren't queues just for taxiing planes, but even for sending and receiving faxes. But ever since the airport has implemented OpenText's RightFax paperless fax solution, "I don't see anyone standing around fax machines anymore," said Pankaj Srivastava, the airport's Information Technology manager, in an OpenText customer case study. Documents are now delivered directly to authorised users and fax machines and fax-related expenses have been eliminated. ■



PHOTO BY PHOTOS.COM

# 7

**Company:**  
**SNC-Lavalin Engineering & Technology Private Limited**

**Areas of Operation:**  
 Engineering, construction, agri-food, pharmaceuticals, biotechnology, chemicals, petroleum, environment, heavy construction, mining, power and water management.

SOURCE: WWW.SNCLAVALIN.COM

**S**NC-Lavalin is a group of companies with global leadership in engineering and construction services. The 100-year old Montreal-based company builds airports, bridges, container ports, ferry terminals, flood control systems, health care facilities, mass transit systems, railways and roads worldwide. It also provides engineering, procurement, construction, project management and project financing services to companies in agrifood, pharmaceuticals and biotechnology, chemicals and petroleum, environment, heavy construction, mass transit, mining and metallurgy, power and water management.

Its core expertise is in making bridges of all kinds. Its services cover a bridge's entire life cycle, from concept to design, construction, service and eventual demolition. A division of the SNC-Lavalin Group, the highly diversified SNC-Lavalin India specialises in all major disciplines of engineering, instrumentation, materials and stress analysis. It employs 1,100 people nationwide. Its pharmaceuticals

division provides solutions to pharmaceutical, biotechnology and other life science projects in India and South Asia. The company's mining and metallurgy division provides technology, engineering design, project and construction management services. C Lavalin Power India is executing projects varying in size from 17 to 4,000 MW. It's developed major hydo electric projects in Himachal Pradesh and Kerala and helped restructure the electricity boards of Andhra Pradesh, Kerala, and Madhya Pradesh. ■

# 8

**Company:**  
**Wesley Clover Communication Solutions**

**Areas of Operation:**  
 Internet-based communication solutions for the hotel industry, transportation, and call centres. Voice and data solutions, video surveillance and teleconferencing.

SOURCE: WWW.WESLEYCLOVER.CO.IN

**I**ndia's 15 billion dollar business process outsourcing (BPO) industry rides on lightning fast data and information highways. It needs cutting technology and thousands of solutions—both in hardware and in software.

There are many Canadian companies that have excellent and affordable solutions to a host of the industry's technological needs. But since they do not have a presence in India, they can't capitalise on the opportunity. Enter Wesley Clover Communication Solutions Pvt. Ltd. (WCCS), a Canadian company that connects the two markets—a sort of business bridge between the Indian industry and the Canadian solutions providers. Based in the IT city of Gurgaon, Haryana, WCCS is a subsidiary of Tara Span that has created the Unlock India platform to help Canadian technology firms gain entry to the Indian market. With deep inroads in the local market, WCCS works as an Indian sales, distribution and service agent for the firms.

Specialising in solutions based on the economical and reliable internet protocol (IP) technology, WCCS represents companies which range from start-ups to multinationals. Its partners include Canadian IT solutions companies such as Mitel, Ascentify, Bridgewater Systems, BelAir Networks, March Networks, Sandvine and Dragonwave.

WCCS has solutions for enterprise voice and data, security and video surveillance solutions for small, medium and large enterprises, mobile personalisation for telecom carriers, telepresence products for enterprises, e-learning solutions for contact centres, stock market analysis solutions for online financial institutions, and emergency notification solutions for enterprises, education and hospitality markets. ■



PHOTO BY PHOTOS.COM

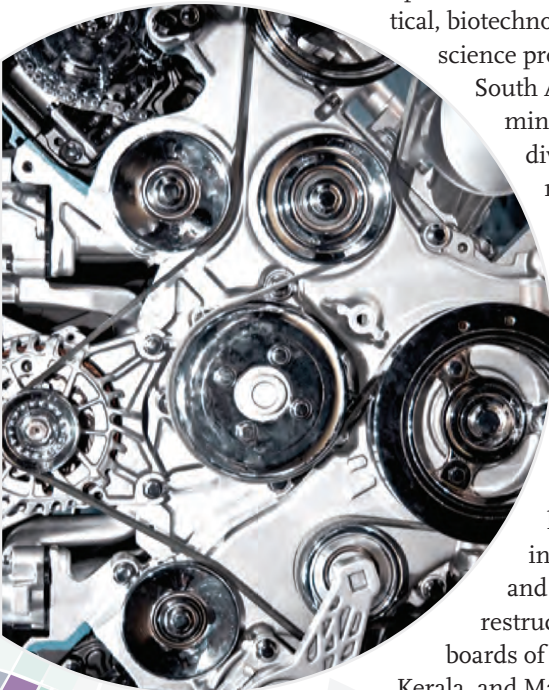


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