

## Rides on innovative after-sales initiatives

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### RANK 19

In a span of five years, the company has done 150 installations and has rolled out initiatives to provide focused service support to customers

**Revenue** 35 Crore

**Christ Nishotech**

**CEO:** Mr Shoeb Kurawadwala

**Business:** Executes turnkey projects in the pharma sector ranging from process water to highly purified water

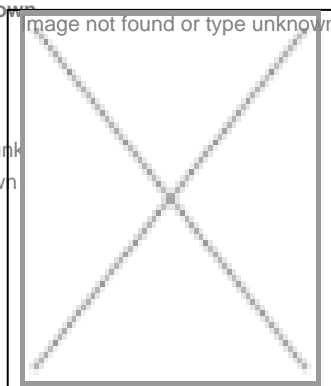
**Start-up Year:** 1966

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Christ Nishotech Water Systems Private Limited (CNWSPL) carries out turn-key projects in the pharmaceutical sector from process water to highly purified water. During the FY 2010-11, the company reported a total turnover of 35 crore as compared to last year's

In a span of five years, the combined entity in India has done more than 150 installations in India and abroad. Some of the important clients of the company include major pharmaceutical, biotech and healthcare companies such as Wockhardt, Serum Institute of India, Lupin, Dr Reddy's, Ranbaxy, Cipla, Orchid, Panacea, IPCA, NNE Pharma Plan, Glenmark, Reliance Industries, Biocon, Roche and Pfizer. Christ Nishotech also handled turn-key projects for the Indian units of global biopharma companies like Sandoz, GSK, Eisai, PPIL, Ratio Pharm and Watson. The company has a full-fledged office in Hyderabad and also boasts of an office in Chandigarh. Some of Christ Nishotech's products

include RO, UF, EDI+RO and other water treatment units.

The company also rolled out a new initiative called the CN Tech Engineers, which provides services to the company's

customers. CN Tech Engineers has its sub-divisions, which provide focused service support to the clients. CN Care is an annual maintenance contract (AMC) package provided to ensure trouble free operation of the water treatment plant. This includes prevention of breakdowns or output quality deviations. CN Care (CAN Care) is an operation and maintenance package that takes over the task of running the water treatment plan. Intelligence capture (ICAP) assembles all intelligence captured from the service reports of its service engineers under various operating conditions, analyzes them and uses the intelligence gain to improve the design or suggest corrective operational methodology to eliminate the problem.

Some of its alliances include Christ Pharma Life Sciences Group, Switzerland and Inge Water Technology AG, Germany.