



# INTRODUCTION

Transforming Markets & Customer Experience

Research

Consulting

Engagement

Global KPO

Power | Water | Waste | EVs | LVDC | Solar | Smart Cities | ...

'P' in our name stands for triple bottom line sustainability of people, profit and planet that we want to bring in all our internal functioning, projects we do, and industries we support. It also keeps us prompt, progressive and partnership valuing. **Manifold** represent abstraction of complex problem to smaller dimension, still preserving elements which matters and are available to influence/control and also measure the system dynamics. We are '**small data**' company and take pride in collecting and analysing most relevant data to help our clients with decisions and actions.

# Who we are and what we do?

A **Strategic Research and Consulting** company helping **industries and organizations** innovate and transform their solutions, services and business models, for faster **reforms**, higher **customer experience** and profitable **market growth**

## Research

Create and sell information products for global markets (in EVs and Utilities)

## Consulting

Service custom Management needs around customers and markets

## Engagement

Program Management services for Industry reform Events, plus organize self events & content (online and offline)

## Global KPO

We manage knowledge-based processes including business research, data analysis, reporting, program coordination etc.

# Our Purpose

Our team is passionate and driven by contributing to improved services to broad masses through helping build strong and efficient Utilities eco-system

## Vision

To create better  
everyday **life and**  
**experience** for the  
**masses**

## Mission

To help organizations improve their **reach, services quality and viability** in emerging markets globally,

- by delivering superior **market and customer development solutions**
- that leverage technology to **discover intelligence, define roadmaps, drive stakeholder engagement and assess the impact**

# Areas covered

Leveraging **Sector** and **Functional** expertise in solving real-world problems and delivering change to an ever evolving business and technology landscape...

## SECTOR FOCUS

Diving deeper with multiple services –  
Research, Consulting, Engagement, KPO

### ENERGY & UTILITIES



Deep cross Utilities  
Supply Chain  
understanding with a  
strong Founder  
expertise

### URBAN DEVELOPMENT



Helping re-think the  
future of Cities through  
smart & sustainable  
integration across  
Utilities, Infra and  
Services Delivery

## FUNCTION FOCUS

Extending to focused Sectors and also  
others like Health, Education, others

### CUSTOMER EXPERIENCE



Measuring Customers  
feedback and integration  
into overall Business  
Strategy for improving  
public services delivery

### GLOBAL KPO



Functional expertise & a  
dedicated team solving  
global problems

# Key Industry Focus

We cover various emerging Utilities, Infra, clean & smart Technologies all rolling around **Communities & Cities**



Power



Water



Waste



Solar, LVDC



Cities



Smart Infra



Technology



Citizen Services



Electric Vehicles

# We focus on scaling new emerging **Business Models**

through raising high the **entire industry ecosystem** by doing **different impactful projects** with multiple **influential stakeholders** across the **value chain**, and keeping a **long industry growth** view

## Solar-LVDC

- **Technology & Supply Chain** buildup (Solar Thermal, PV)
- **Feasibility**, buy/sell studies
- **LVDC and Solar integration with rural applications**
- **Grid integration & impact**, Discom **business models**
- **LVDC standards and scale-up** ...

## Power Distribution Reforms

- **Bid advisory** for **Power Distribution Franchisees (DFs)**
- **Vendor opex model development** for DFs
- **CSAT** for monitoring **services quality delivery**
- **DF performance audits; Tariff assessments**
- **Stakeholder Engagement**, Best practices benchmarking and **Policy Advocacy** via IUKAN, World Utility Summit, etc.
- **Loss reduction** business models and POCs – smart metering, smart grid, ESCO, EE motor, DT Active repairs, UDC etc.
- **Policy Advocacy** and Best practices adoption in **Power Quality**
- **POC development** for **Wire & Retail segregation** ...

## EVs

- **Technologies**, **Business Models**, **Players** and **eco-system** coordination and integration, testing and trials, standards & policy research
- **Strategy and road map** design for EVs and charging infra deployment at **cities level**
- **Grid impact study** for EVs with confluence of other changes including **decentralised solar, energy storage and V2G**
- **EV maturity model** development for **countries assessment** and recommendations for suitable EV interventions
- **Industry Outlook surveys** and **syndicate studies** to find scale-up barriers and potential solutions ...

## Cities

- Consulting various **PPP projects** with cities in **power, water, waste, sanitation, transport**, and other social sectors including health and education
- **Holistic assessment** of city on 100 KPIs as recommended under ISO 37120. Other **Child friendly smart city** assessment framework development for Capital city.
- **City stakeholders including its citizens closer engagement** via Annual conference, Awards and Leadership talks
- **Citizen's engagement** and **City deployment roadmap** for EVs adoption and charging infra planning
- **Cross utilities synergy** at city for **improving smart city outcomes** ...

# Select Clients

Spanning sectors, value chain, geography, size, countries

Utilities	               
Institutions & Think Tanks	                 
Consultants	      
Financial Institutions	   
Service Providers	             

# Executive Team

Globally connected, Locally immersed, functionally diverse, Knowledge driven ...



**Rahul Bagdia**

Co-founder, Managing Director  
19+ years of work experience



**CA Uma Bagdia**

Director, Finance & HR  
12+ years of work experience



**Ankit Agrawal**

Principal Consultant, EVs  
8+ years of work experience



**Kunjan Bagdia**

Principal Consultant, Energy & Utilities  
10+ years of work experience



**Ekta Bartarya**

Sr. Consultant, CX  
15+ years of work experience



**Yamini Keché**

Lead, EVIS Research  
4+ years of work experience



**Richa Rughwani**

Consultant, Global KPO Business  
6+ years of work experience



**Snehal Gadre**

Lead, New Opportunities  
6+ years of work experience



**Nilofer Memon**

Lead, Digital  
10+ years of work experience



# Advisors



## **Dr .Ashok Jhunjunwala**

A Professor of the Department of Electrical Engineering, Indian Institute of Technology, Chennai, India. Dr Jhunjunwala leads the Telecommunications and Computer Networks group ([TeNeT](#)) at IIT-Madras.



## **Dr. Mathukumalli Vidyasagar**

A world-renowned expert in control systems. With 130+ journal publications and several books, he has 20+ years of strong academic background as a tenured and visiting professor at universities in USA, Canada, Australia, Japan, and Europe.



## **CA Anil Parekh**

A reputed CA is Partner at VKSCA, one of biggest integrated Chartered Accountancy firm in Central India with 26+ years of experience.



## **Faiz Wahid**

Co-founder of pManifold with global expertise in Strategy and Consulting 18+ years of work experience

Building Global Databases in EVs and cross Utilities

# **RESEARCH (PRODUCTS)**

# Electric Vehicle Database

Electric Vehicles and City Interaction & Aggregation **Global Digital Portal**

## Coverage

- City EV attractiveness index
- Charger Deployment Tracker
- User reviews and perception
- OEM and Dealer reviews
- EV and Charger City level Forecast and impact
- EV related Projects Tracker
- EV Innovations & Org Tracker

## Cities to cover


- 10 Indian cities
- Global EV Capital 20 cities
- 100 India smart cities
- Others...


## Raising Global EV Content & Community


- Pointed EVs data, insights, and benchmarking
- Interactive Workshops, Webinars, Conferences
- Syndicated reports
- Others...


# Utility Best Practices Database


Learning Management & Benchmarking Tool with repository of global best practices in all areas of Utility business


 Best Practices

 Implementation Case Notes

 Organizations

 Awards

 Metrics

 Standards

## Operations & Maintenance

- Asset Management
- Loss Reduction
- Theft Control
- Vigilance

## Metering

- Smart Metering
- Pre-paid Metering
- Meter Reading

## Supply

- Power Purchase
- Power Quality
- Reliability

## HR

- HR Management
- HR Development

## Business Strategy

- Operations Takeover

## Customer Service

- Complaint Management

## Business Models

- PPP
- Power Distribution Franchisee
- Interim Franchisee

## Electric Grid / DER

- Renewable Energy Grid Integration
- Energy Efficiency
- Energy Storage
- EV Charging

## Finance

- Bid Management
- Collection
- Tariff
- Billing

Covering **Power | Water | Waste | Gas | Transport**

Completed 200+ projects with 90+ clients, since 2010 inception

# CONSULTING

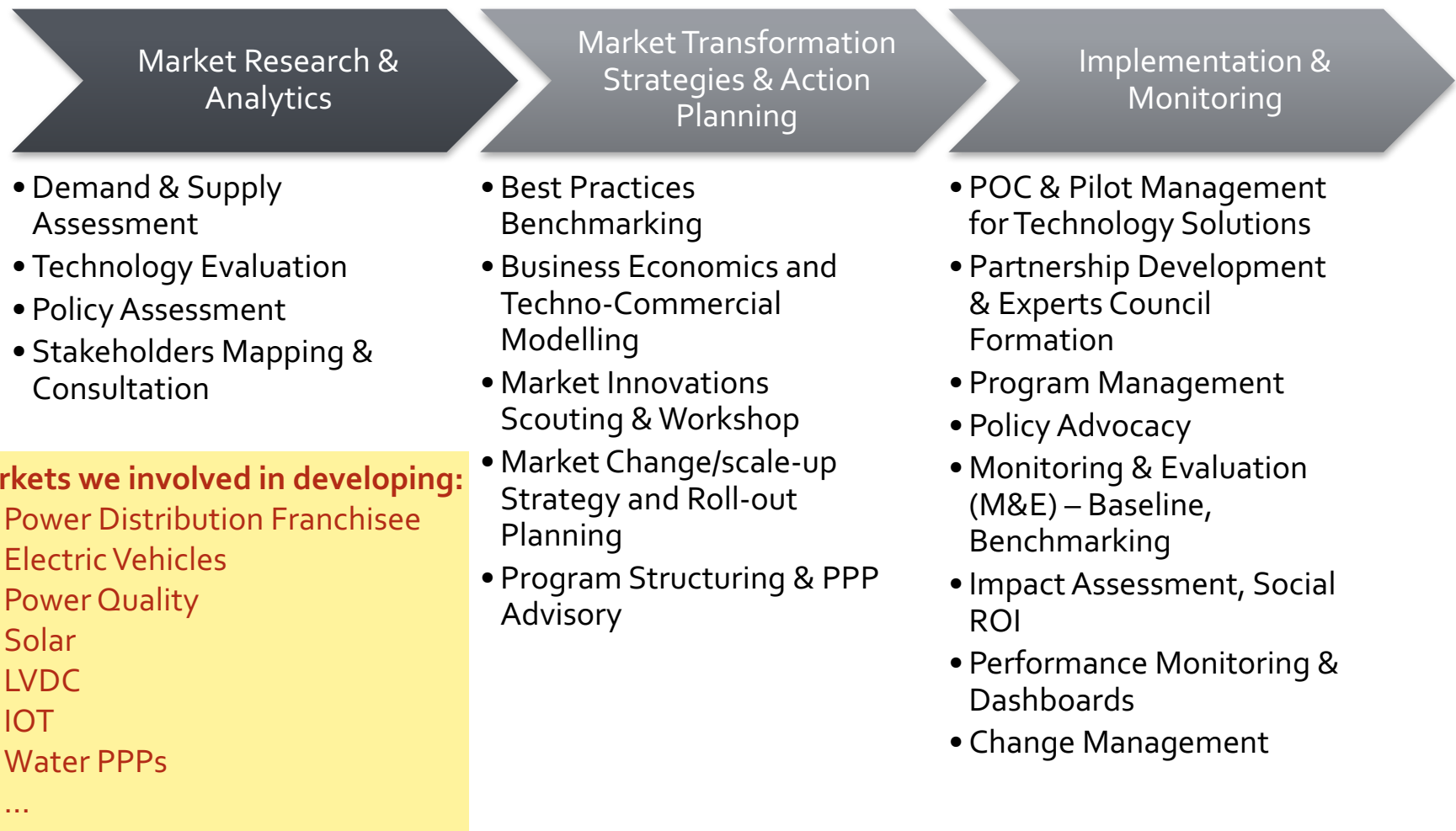
# Consulting Services

Impacting Market Transformation, Business Transformation and Customer Experience



# Market Transformation

Helping build new and efficient Markets – from ideas to business modeling to executing pilots to doing impact monitoring, policy advocacy and capacity building



# Business Transformation

Helping assess and improve overall business performance and growth – managing better and scaling-up existing businesses, entry into new businesses



## Businesses we have helped transform:

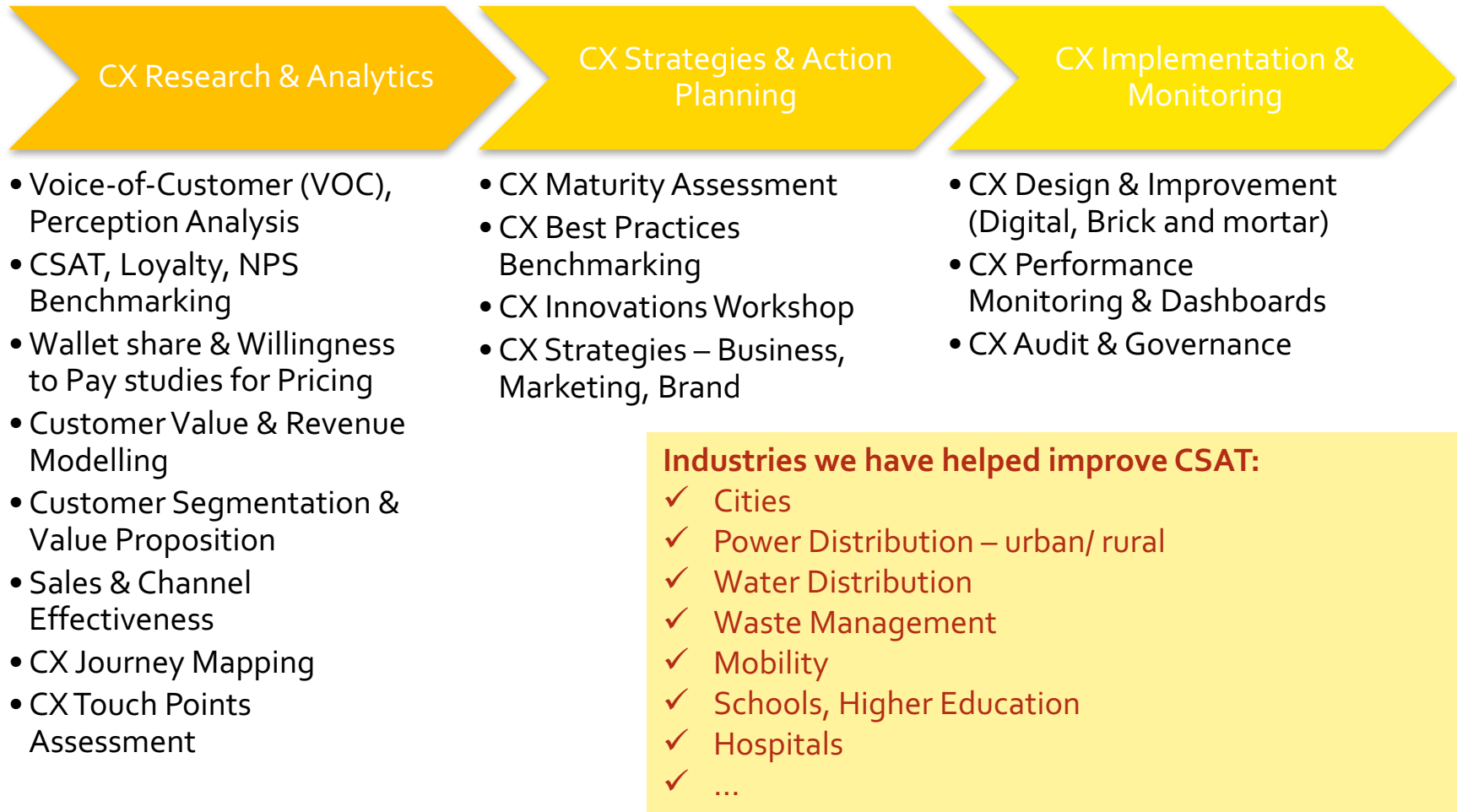
- ✓ Power PPPs, Franchisees
- ✓ Energy Exchange
- ✓ Water & Waste PPPs
- ✓ Infra cos.
- ✓ Technology Provider cos.

- ✓ Retail cos.
- ✓ Education Groups
- ✓ Healthcare cos., Hospitals
- ✓ IT/ ITES cos.
- ✓ Manufacturing cos.
- ✓ ...



# Customer Experience

Helping improve customer experience and services delivery across business processes and touch points – from measurement, analytics, design, strategy, to implementation and monitoring



Building **Communities** – Knowledge and Network

# **ENGAGEMENT**

# Stakeholders Engagement

Helping engage stakeholders and drive co-creation and industry reforms – through developing researched content, delivery via online and offline mediums and executing strategic initiatives



## Topical coverage we have engaged stakeholders:

- ✓ Utility PPPs (Power, Water, Waste, Transport, Smart City)
- ✓ LVDC, Solar, Smart Grid
- ✓ EE, ESCO, DSM
- ✓ Electric Vehicles
- ✓ Power Quality
- ✓ Life Sciences and BioTech
- ✓ IOT
- ✓

# Some supported Events



WUS Conference  
2016 and 2018



India Copper Forum  
2017 and 2018



ISUW Awards  
2017, 2018 and 2019



India Utility Knowledge & Network  
Conference & Awards since 2013



Global Nagpur Summit (GNS)  
since 2014



**INDIA CHARGING AHEAD**  
EV Webinar Series



Monthly EV Webinar series  
since 2018

# Charging your Utilities, EVs, and CX Journeys



Strategy	Reports	Business Plans
Feasibility	City EV Charging Infra	Workshops
Industry Outlook	Pilots Management	Policy

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