

**Mahesh Krishnamoorthy**  
**Chief Business Officer,**  
**Mahindra Integrated Business Solutions**  
**(A Mahindra Group Entity)**



Over 15 years post qualification as a Chartered Accountant, in the Financial Services Industry with exposure at senior profiles in Insurance, Capital Markets, NBFC, Banking and Captive BPO, Mahesh has been the key resource in setting up the captive contact centre for ICICI Lombard GIC (2013-14), expansion of the captive contact centre for ICICI Bank (2005-06), Private Wealth, NBFC and SEBI regulated portfolio management business for Ambit Group (2009-10), NBFC and Institutional Equities desk for Angel Broking (2008-09), BFSI & REIT fundamental research unit in the US markets for Gridstone Research (2007-08), branch expansion for ICICI Bank (2003-05) and regional branch operations for IDBI Bank (2002-03).

Having understood the challenges faced by Corporates in dealing with multiple service providers for building and implementing solutions, Mahesh transformed MIBS (a Mahindra Group company) to become a “One Stop Shop” for clients who seek support in various areas including Compliance, Budgeting & financial planning, Analytics, Infrastructure, Telecom, Technology, Learning & Development, Process re-engineering where solution designing, marketing and delivery responsibility rests with MIBS and execution is handled by MIBS own teams and through exclusive partnerships for specialized skill sets with leading solution providers. All solutions designed by MIBS have tangible outcomes in the form of revenue enhancement, profit optimization and differential customer experience with flexible models to clients in terms of Build, Build-Operate, Build-Operate-Transfer with participation in the outcome which is a unique model in the KPO & BPO space.

Mahesh is currently engaged with Mahindra Integrated Business Solutions (a Mahindra Group entity) as Chief Business Officer responsible for designing innovative solutions, marketing and delivery.

MIBS has been managing BPM services for Mahindra Group for over a decade and ventured beyond the Group since the last few years sharing its Advisory & BPM capabilities along with industry specific solutions in various sectors such as Banking, Insurance, Financial Services, Telecom, Auto, Media, E-com, Hospitality, Real Estate. MIBS offers “unique to market” value propositions directly linked to revenue maximization, profit optimization and transforming the entire customer lifecycle and business value chain for its clients. Services offered include Business Consulting, Project Management, Outsourcing services, Analytics, Market research through its own team and exclusive partnerships.

Mahesh holds functional specialization is in the following areas – Business development, Customer engagement, Operations & Systems, Product & Channel management, Risk, Finance, Compliance, Training. Specialist in setting up and re-engineering business/operations in Banking, Capital Markets, NBFC & Insurance domain.

Mahesh has been an avid trainer with several man hours of training under his belt. He has been a visiting faculty all through his career in prestigious management Institutions such as MACFAST (XLRI affiliate) and VNBRIMS (Mumbai University affiliate), Chennai Business School, VPM Law College, Bombay Stock Exchange Institute of Management and Direct Taxes Regional Training Institute. Mahesh has also been a corporate trainer on Induction program for Bankers, Retail Banking Operations, Selling skills for Bankers, Customer centricity and Finacle (core banking software).