

Value Creation Model

At TCE, we find infinite ways to deliver customer aspirations and ensure customer satisfaction. Providing best in class solutions using the latest technology and value engineering not only ensures timely delivery it also helps save costs for the customer, thus making us a partner of choice. Creating value for all the Stakeholders and taking actions aligned to our strategic focus areas helps us create sustainable long-term value.

Strategic Focus Areas

CUSTOMERS

- Offer cross business and integrated solutions across customer asset lifecycle
- Trusted advisor to marquee clients
- Customer engagement and customer satisfaction

PROCESSES

- Strengthening processes for operational, technology excellence
- Productivity improvement & cost optimisation

PEOPLE AND LEARNING

ATTRACT, RETAIN AND RETRAIN TALENT

RESPONSIBLE MEMBER OF SOCIETY



FINANCIAL

- Focus on profitability with working capital optimisation
- Acquire business in new sectors; 50: 50 international domestic mix of orders
- Focus on large deals and work with consortiums and partnerships

Resources and Relations

TECHNOLOGY & MANAGEMENT INSIGHTS

- Design Engineering
- Project Management
- Consultancy
- OPEX Optimisation
- Knowledge Management

MATERIALS, TOOLS & EQUIPMENT

- Design suite
- Application licenses
- Hardware

FINANCING

- Equity
- Debt

EMPLOYEES

- For engineering solutions
- At project sites
- Shared services

RAW MATERIAL

SUPPLIERS AND VENDORS



Outcomes

- **Total Consolidated Income of Rs 895 Cr ; New Order Acquisition highest ever at Rs 1948 Cr**
- **39% business from International markets**
- **14.5% of new business from Opex Services**
- **Consortium-based approach established:** TCE a leader in Smartcities and Water projects
TCE bagged High Speed Rail PMC Civil project
- **Bagged some significant pride of India Projects like Ayodhya Temple, Central Vista, CIDCO, High Speed Rail to name a few**

CUSTOMERS

- 15.8% of business orders through cross selling and offering Integrated Solutions
- 64.2% acquisition from larger deals
- 47% Sales Revenues from Key/ Strategic Accounts
- Customer feedback index at 72%

RESPONSIBLE MEMBER OF SOCIETY

- Infrastructure solutions for making tribal villages water positive was successful in the model village.
- Total CSR investment were at Rs 2.28 Cr
- Corporate volunteering clocked 8513 hours

Combating COVID19, the task force of TCE proposed innovative solutions which helped the country tide over the Oxygen Crisis. The details are available on <https://www.tce.co.in/tce-combating-covid/>

LEARNING/PEOPLE

- Focus was on reskilling and training. All-round training was at 16 person-days per employee & technology training was at 5 person-days per employee. Attrition of key talent was curtailed at 9.2%.
- Safety was a key focus on site and in offices. Safety index was 4.08 at sites. Given the Pandemic, remote employee engagement and safety and well being remained key focus areas.

PROCESSES

Processes were strengthened through several automation applications for technology (knowledge management), people process, sales & operations, streamlined deliveries and improved sales process along with long-term relationship with customers. Given the Pandemic and work from home situation, IT and Data Security was strengthened up with world class cloud solutions.