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# Mentor Learning Services



*Enabling Performance*

*“Give us your people; we’ll transform your business”*

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Mentor is a Learning Management Services Company offering solutions to the IT, Engineering & Manufacturing, FMCG, Banking, Financial Services & Insurance, BPO, Retail and other industries in the area of organizational human capability development and learning management. We are young, mature, growing and see an abundant market for our talents and services.

## ***The Story So Far***

We are a "work in progress organization." We started as a two person team with some ideas, an office and three plastic chairs in Feb 2004. We have since then added a lot more ideas, a few more people & laptops and some better furniture. Along the way, the **Mentor Eco-System** of employees, partners, vendors & customers grew in **five locations**; we added 100+ **satisfied customers**; worked our magic with over **50000 client employees** and clocked over rupees 100 million in revenue. While we are proud of where we have reached, we look forward in anticipation to the distance we still have to cover!

## ***What Do We Do?***

Newton, in a letter to fellow physicist Robert Hookes, once wrote, "If I have seen further it is by standing on the shoulders of Giants." We are in the business of helping our customers develop their people into Giants. We do this by **Designing, Delivering & Measuring Learning aligned to business results and managing the Organization Learning Process end to end**

*We are passionate about helping our clients business align learning activity, measure its impact & transfer ownership for learning to their employees across Technical, Functional & behavioural domains.* Benjamin Bloom called them **cognitive, affective & psychomotor** domains; Maria Montessori described them as the three H's **head, heart & hand** - we call them **Knowledge, Attitude & Skills**. Human capability is a confluence of these **three variables**. We work with these everyday; they are the tools of our trade. We understand how **Adults learn** and we offer to manage it effectively for our Clients.

## ***Business Vision***

We seek to define the Learning Services industry in India, much like Infy, Wipro and TCS defined the Indian IT services industry over the last decade - in that respect, the world is our canvas. We seek to mature our business delivery capability to be able to claim **Give us your people, we will transform your business!**

This vision is obviously supported by some ground realities such as;

- Organizations in India seem to be spending 0.3-0.4% of their revenues on an average on learning & development of their employees. The Learning & Development manager to employee ratio in India stands at 1:1400 approximately. This hardly leaves any bandwidth to manage learning in a scientific, measurable & sustainable manner.
- Every business organization seems to be struggling to deal with what we believe are the three fundamental challenges relevant to learning & development –
  - **Inability to business align learning activity from focus, intensity & timing standpoint;**
  - **Inability to measure effectiveness of learning activity given the quantum of spending;**
  - **Inability to transfer ownership for learning to the employee**
- With the exception of a few very large organizations, no organization seems to be able to attract high quality talent, build & manage their career paths and develop sustainable learning & development infra structure. It continues to be a coordinated & an inefficient out-sourcing activity.

***This scenario gives us adequate space to address these challenges effectively & in a scalable manner. In plain business terms, we intend to be the largest organizational learning brand in India.***



## Business Offerings

Our mission is to deliver **Business Aligned, Reliable, On-demand & Cost-effective** learning programs to our clients. We focus on helping our clients **Business-align their learning activity**; get measurable results and **not spend on training like prayer in the hope of seeing some impact!** They should also be able to **Transfer ownership for learning to their employee** by **making him accountable for demonstrable change**. Mentor Learning's service offerings are carefully structured to address the above objectives and a snapshot of all the offerings is here;

<p><b>Managed Learning Services (MLS)</b>  <i>"Give us your People! We'll transform your business"</i></p> <p>Mentor's MLS allows you to worry about your business strategy &amp; processes and we will take care of the organizational learning strategy &amp; implementation. This is an end-to-end learning services model involving Strategy-Planning-Design-Delivery-Measurement-Administration of all learning necessary for your achievement of business objectives.</p> <p>We take accountability for outcomes, help you establish an internal university, business align learning activity, deliver reliable, measurable, on demand &amp; cost effective learning programs. We live our belief "give us your people, we'll transform your business" through this offering. Whoever said that HR is a support function doesn't understand the show!</p>		
<p style="text-align: center;"><b>InnoVersity™</b>  <i>"Let your people own their learning"</i></p> <p>Based on our experience across industry verticals &amp; businesses we have identified the critical clusters of behavioural &amp; functional learning needs.</p> <p><b>InnoVersity™</b> consists of Fifty Multiple Stimuli Model Learning Programs and provides adequate options for an organization to train its employees in relevant functional or behavioural skills across various work levels. We can even customize the courses for you.</p> <p>You can establish your own university. We'll manage it for you!</p>	<p><b>Enabling Organizational Performance</b></p>	<p style="text-align: center;"><b>Performance Enhancement through Learning – Projects (PELP)</b>  <i>"Results matter, not the learning activity"</i></p> <p>This is an attempt to identify &amp; solve business problems that are solvable through capability development.</p> <p>We work with your functional/operational leadership to understand the problem, identify capabilities that can solve the problem, measure current levels design &amp; deliver necessary interventions.</p> <p>Finally we measure changes in capability as well as results. Learning truly enabling business performance.</p>
<p style="text-align: center;"><b>iMentor™ Talent Alignment</b>  <i>"right person, right job, right skills"</i></p> <p>With a suite of behaviour, attitude &amp; competency assessment tools and methods, this is an attempt to help organizations assess talent and align it with roles effectively through hiring or development activity.</p>	<p style="text-align: center;"><b>Learning Metrics</b>  <i>"What gets measured gets Managed!"</i></p> <p>Given our experience in learning effectiveness measurements and the robust processes available with us, we play auditors for our clients in assessing &amp; measuring the impact of learning spends.</p>	<p style="text-align: center;"><b>Learning Process Engineering</b>  <i>"Build learning for Results"</i></p> <p>Using our proprietary learning design process we help some of our large clients build specific learning content or process and build internal learning delivery capacity.</p> <p>We prefer calling it learning engineering since it is a matter of science &amp; precise environment construct!</p>

If you are interested in knowing more about any of these services, please write to us at [info@mentor.in](mailto:info@mentor.in)



## Selecting a Mentor Offering

A quick look at the table below will give you the key elements or process involved in each of our offerings...

Mentor Service	Who might need this service? Why would they need it?	How do we deliver this Service?	How will they realize value from this service?	What is the investment model for this service?
<b>Managed Learning Service (MLS)</b>	<ul style="list-style-type: none"> <li>Mid sized organizations in any industry, with 600 – 2000 employees.</li> <li>They face serious challenges in establishing an efficient L&amp;D set up. Given their growth opportunities, they also need it badly to sustain performance &amp; be prepared for growth</li> </ul>	<ul style="list-style-type: none"> <li>Understand your business objectives &amp; strategy, build a learning management strategy &amp; Policy.</li> <li>Prioritize needs, Plan learning groups, methods and create the learning infra structure</li> <li>Design learning courses &amp; events, administer the process, and deliver learning, measure effectiveness.</li> <li>Report progress, review &amp; implement corrective action, share critical business insights</li> </ul>	<ul style="list-style-type: none"> <li>Single vendor who specializes in learning management.</li> <li>Business aligned, on-demand, cost effective learning</li> <li>Clear measures of ROI on learning spend.</li> <li>Integrating business strategy with learning plans.</li> <li>Archiving &amp; managing large quantum of employee knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Small fixed fee for diagnostics, administration &amp; management support</li> <li>Consumption based charges for each discreet learning activity planned &amp; executed</li> <li>We'll charge you a success fee when we help you succeed.</li> </ul>
<b>Performance Enhancement through Learning – Projects (PELP)</b>	<ul style="list-style-type: none"> <li>Medium or Large organizations of any size</li> <li>When you face a business problem – be it productivity/quality/sales or Customer Satisfaction – any amount of fixing of strategy or process won't solve the last mile problem, People!</li> <li>Building appropriate capability in people is a must. Measurable learning processes are the way out.</li> </ul>	<ul style="list-style-type: none"> <li>Understand your business problem; diagnose possible capability issues causing it.</li> <li>Prioritize needs, Plan learning groups, methods and design the learning process required</li> <li>Complete base measurements through audits or surveys.</li> <li>Administer the learning process, and deliver learning, measure change from base levels</li> <li>Report progress, review &amp; implement corrective action, share critical business insights</li> </ul>	<ul style="list-style-type: none"> <li>Solve the business problem sustainably. Build relevant capability in employees</li> <li>Business aligned, on-demand, cost effective learning</li> <li>Clear measures of ROI on learning spend.</li> </ul>	<ul style="list-style-type: none"> <li>Small fixed fee for diagnostics, administration &amp; management support</li> <li>Consumption based charges for each discreet learning activity planned &amp; executed</li> <li>We'll charge you a success fee when we help you succeed.</li> </ul>
<b>InnoVersity™</b>	<ul style="list-style-type: none"> <li>Medium or Large organizations of any size</li> <li>Need to meet a lot of common learning needs arising out of PMS output requires organizations to work with a variety of training vendors.</li> <li>The challenge of providing standardized, measurable &amp; high quality learning options exists</li> </ul>	<ul style="list-style-type: none"> <li>Provide a competency dictionary &amp; the list of courses for employees &amp; managers to select what they need.</li> <li>Consolidate nominations, Administer the learning process, and deliver learning, measure effectiveness of learning</li> <li>Report progress, review &amp; implement corrective action, share critical business insights</li> </ul>	<ul style="list-style-type: none"> <li>Provides standardized, measurable &amp; high quality learning options from one source.</li> <li>Launching your own university, helps transfer ownership for learning to the employee</li> <li>Helps track impact of learning on business &amp; prioritize spends on the right area.</li> </ul>	<ul style="list-style-type: none"> <li>Small fixed fee for diagnostics, administration &amp; management support</li> <li>Consumption based charges for each discreet learning activity planned &amp; executed <b>per learner</b>.</li> </ul>



Mentor Service	Who might need this service? Why would they need it?	How do we deliver this Service?	How will they realize value from this service?	What is the investment model for this service?
<b>iMentor – Talent Alignment Service</b>	<ul style="list-style-type: none"> <li>• Small, Medium or Large organizations of any size</li> <li>• Usually face challenges of poor employee alignment with roles.</li> <li>• Managers find it difficult to provide scientific &amp; accurate feedback on areas of development</li> <li>• Lack of accuracy in focusing on developing employee capability leaves him de-motivated and creates inefficiencies in business</li> <li>• International tools are too expensive to try.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the business environment, target group &amp; specific business issues</li> <li>• Identify the appropriate competency/behaviour/attitude assessment.</li> <li>• Provide online response forms for employees to complete. Process and report Personal Profile.</li> <li>• Provide online response forms for managers to define the role requirements. Process &amp; report Role Profile</li> <li>• On demand provide Role Vs Person Comparisons, interpretation guidelines &amp; possible development paths</li> </ul>	<ul style="list-style-type: none"> <li>• Provides standardized, measurable &amp; high quality assessment options cost effectively</li> <li>• Helps focus manager feedback, identify accurate development plans &amp; improves employee motivation</li> <li>• Helps create a scientific data base of employee vs. role comparisons.</li> <li>• Get assistance in making informed organization alignment decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Consumption based charges for each discreet report consumed.</li> <li>• Fixed fee for consulting assignments for analyzing &amp; reporting consolidated data.</li> <li>• Usually costs about Rs.500-750/- per employee per comprehensive assessment</li> </ul>
<b>Learning Metrics</b>	<ul style="list-style-type: none"> <li>• Medium or Large organizations of any size</li> <li>• Spend money on learning programs but don't have provisions to measure effectiveness of learning &amp; ROI</li> <li>• Internal capability doesn't exist. Even if it does, there is shortage of band width to take up such initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the learning program, process &amp; contents</li> <li>• Build relevant skill assessments, skill transfer surveys &amp; reaction feedback forms.</li> <li>• Administer online assessments, surveys to assess learning changes</li> <li>• Consolidate and report effectiveness measurements &amp; ROI</li> </ul>	<ul style="list-style-type: none"> <li>• Helps acquire this expertise of measuring learning effectiveness on-demand &amp; cost effectively.</li> <li>• Helps plan learning process or make buying decisions on learning better.</li> <li>• Allows HR organization to sell value for learning effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed fee for design of assessments &amp; surveys</li> <li>• Per unit costing for administering &amp; reporting assessments or surveys.</li> <li>• Usually costs 15-20% of the delivery costs.</li> </ul>
<b>Learning Process Engineering</b>	<ul style="list-style-type: none"> <li>• Medium or Large organizations of any size</li> <li>• Have a large volume training requirement such as induction, product familiarization, managerial capability development or specific skill development issue.</li> <li>• Lack internal capability to design scientific learning process or content based on adult learning principles</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the business needs &amp; target audience.</li> <li>• Build Multiple Stimuli Model Learning content &amp; process including facilitator guides &amp; assessments.</li> <li>• Transfer learning content &amp; process to client through train-the-trainer Models</li> <li>• Provide ongoing support &amp; audit services for effective implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Helps acquire this expertise of learning design on-demand &amp; cost effectively.</li> <li>• Helps develop customized, scientific &amp; standardized learning content/process</li> <li>• Allows flexible use of resources for delivery while assuring quality.</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed fee for design of learning process based on quantum of learning</li> <li>• Per unit costing for delivering TTT programs &amp; certification of trainers</li> </ul>



## **The Mentor Performance Guarantee**

Mentor takes responsibility for measuring effectiveness at all levels and seeks to deliver positive results for our clients. There shall be four levels of measuring learning effectiveness

- **Level-1:** Participant Reaction measured through a 15 parameter feedback form. Key measurements are – Overall evaluation of Satisfaction (Scale 1-5) & Orientation Index for measuring delivery consistency between facilitator & process.
- **Level-2:** Skill Change through the learning process measured through a Skill Testing Instrument which measures understanding & application of skills learnt through the program. This is measured as a change between pre & post class room assessments. Key measurements are - % of learners showing significant improvement (>10% on absolute scale), Average % improvement on base level, Average % improvement on Potential Change Possible
- **Level-3:** Skill Application & Transfer to work place is measured through Quality of Learning Application Projects submitted graded on a 100 point scale and a Skill Transfer Survey administered to the Managers of Learners scored on a 100 point scale. Key measurements are – Average LAP Grade Score, Average % Skill Transfer
- **Level-4:** If you identify some key organizational performance metric relevant to the learning group, such data can be correlated to the L1, L2 & L3 measures done as above.

## **This enables us to propose the following result linkages to our performance**

- **Level 1** - We will offer to achieve a minimum score of 4.2 on a 5.0 scale in all classroom sessions on the parameter of 'overall effectiveness' of the mentor feedback process. For any score below 4.2 on this metric, Mentor will not raise charges for the conduct of that specific classroom session.
- **Level 2** - We will offer to achieve a minimum improvement of 25% on the parameter of "percent participants showing significant improvement" in the post-training test of learning. For any score below 25% on this metric, Mentor will waive 25% of the charges for the conduct of that specific classroom session. This is the first time we are proposing such a service level to any client.
- **Level 3** – we propose a success fee at this level. In any course, if greater than 50% people attending a course achieve "acceptable behavior change" on the Mentor audit framework, then Mentor would be paid a success fee of 50% of the design charges for that course. This is the first time we are proposing such a success fee to any client and we are open to iterate this element.
- **Level 4** – we propose a success fee at this level. In any course, if we are able to achieve significant change in business results correlated to the course performance, then Mentor would be paid a success fee of 20% of the delivery charges for that course. This is a complex metric and hence we will be more than willing to iterate this element and agree on a mutually acceptable model. This is important to instill a spirit of co-creation & complete collaboration in ensuring client objectives is met.



## ***What differentiates Mentor...***

In order to deliver these offerings and meet our core promise to clients, we have carefully built processes & models that have differentiated us from other discreet learning services companies. They are;

- **Mentor Multiple Stimuli Model:** Without translating learning in the classroom to skills or habits at work, it does not profit both the individual employee & the organization. Hence we have perfected this blended learning process. **Multiple Stimuli Model** ensures that we engage the learner before, during & after the class room experience effectively and help convert learning into demonstrable habits visible at the work place.
- **Building a Business Aligned Learning Strategy:** With the help of our co-creation process involving our clients we have developed a process for developing business aligned organizational learning strategy. This consists of our proprietary methods of Role-Result Linkage Analysis, Role Task Competency Analysis, Role Competency Rating Process & Organizational Learning Planning. With the help of this pack, we help our clients deploy an effective learning management policy that addresses business capability needs cost effectively and in a timely manner.
- **Mentor Eco-System:** Given the wide range of skills and expertise needed in managing end-to-end learning needs of an organization, we have successfully built an eco-system consisting of delivery partners, design & subject matter experts, technology vendors, service providers who are aligned to Mentor. The eco-system allows us to draw on the necessary capability whenever required while variabilizing costs. This helps us manage learning for our clients in the most cost effective way for a given quality standard.
- **Measuring Effectiveness:** Six years of working on this area has allowed us to perfect methods to capture data and analyze effectively measurements in all the four levels of the Kirk Patrick model – Learner Reaction, Learning Change, Skill Transfer to the work place & Impact on Business Results. We have also developed critical Organization Development indicators such as ***Learning Climate Index, Organizational Professionalism Index, Personal Competency Index, Employee Engagement Intensity*** among others. We are always willing to take up a measurement challenge!
- **Mentor Learning Portal:** Such an extensive & measurable learning process needs to be supported effectively with technology. We have invested along with an eco-system partner to develop **our custom Learning Management Portal**. This helps in effortless administration of the wide variety of learning processes & methodologies apart from providing real time information on progress to the learners as well as our clients.
- **Organizational Learning Planning:** Adults primarily learn through trial & experience. All learning cannot be done the same way. It is not economical or effective to address all learning in the class room. Hence the Mentor model of Organizational Learning Planning effectively & appropriately uses a blend of **Learn & Try, Try & Learn and Share & Learn** modes of learning. Apart from optimizing resources & employee effort in learning, this helps build an effective university construct, deploy the right mix of learning options and helps in transferring ownership for learning to the employee. The Mentor OLP construct is given below;



## Mentor Organizational Learning Plan Construct

Mentor Organizational Learning Plan Construct				
A typical Organizational Learning Plan will consist of most or all of the following components				
Mode	Components	Work Levels applicable to	Process	Credits on Successful Completion
Formal Class Room "Learn & Try!" (50%)	Pre-Work + Class room + Testing	All	Course design based on identified learning needs. Invite participants, administer pre-work, test pre & post class room for skills, conduct class room,	200
	Learning Application Project + Self Learning Project	All	assign & grade LAP, administer SLP & closure activity, complete performance audits	
On the Job, Learning Application "Try & Learn!" (30%)	Work Place Projects + Presentation	Sup, Mgr	Announce Guidelines for Projects & Themes/Areas where it can be done, invite proposals from employees, approve projects, interim reviews, submission & presentation, acceptance for credits	200
	e-Learn Modules	All	Identify the learning need, design/source the e-learn module, announce availability, learners use & complete assessment	100
Informal Learning Options "Share & Learn!" (20%)	Webinars - 90 min	Sup, Mgr, Strategists	Announce Webinar, invite registration, conduct webinar, record & post it in the portal & share link for ongoing viewing, complete online closure activity.	50
	Specialist Talks - 90 min	All	Announce talk, invite registration, conduct talk, record & post it in the portal & share link for ongoing viewing, complete online closure activity.	50
	Ezines	All	Identify themes, develop the ezine, send it to employees, online follow up Quiz	25
	Polls/Quizzes - Online or Mobile	IC, Sup	Identify themes, develop the Quiz, send it to employees, on completion online they get access to answers or reference material, reward good perf through prizes.	25
	Learning Community	All	Identify theme, announce learning community & calendar, invite participants, facilitate meetings (90min), promote blog for online sharing, report progress & closure after six monthly meetings.	100
	Learning Events	All	Identify themes, Design the event, announce event, invite participation, conduct event, closure quiz	100
	Video discussions or special workshops	Sup, Mgr, Strategists	Identify themes, select video/theatre format & facilitator, announce session, conduct session (show video + facilitate discussion), follow up online test.	50
Book Reviews	Sup, Mgr, Strategists	Identify themes, provide guidelines for reviewer, invite reviewers, schedule review, facilitate the review (presentation by reviewer + discussion), place the review document in the portal & share link, follow up online quiz.	100 for Reviewer 25 for participants	

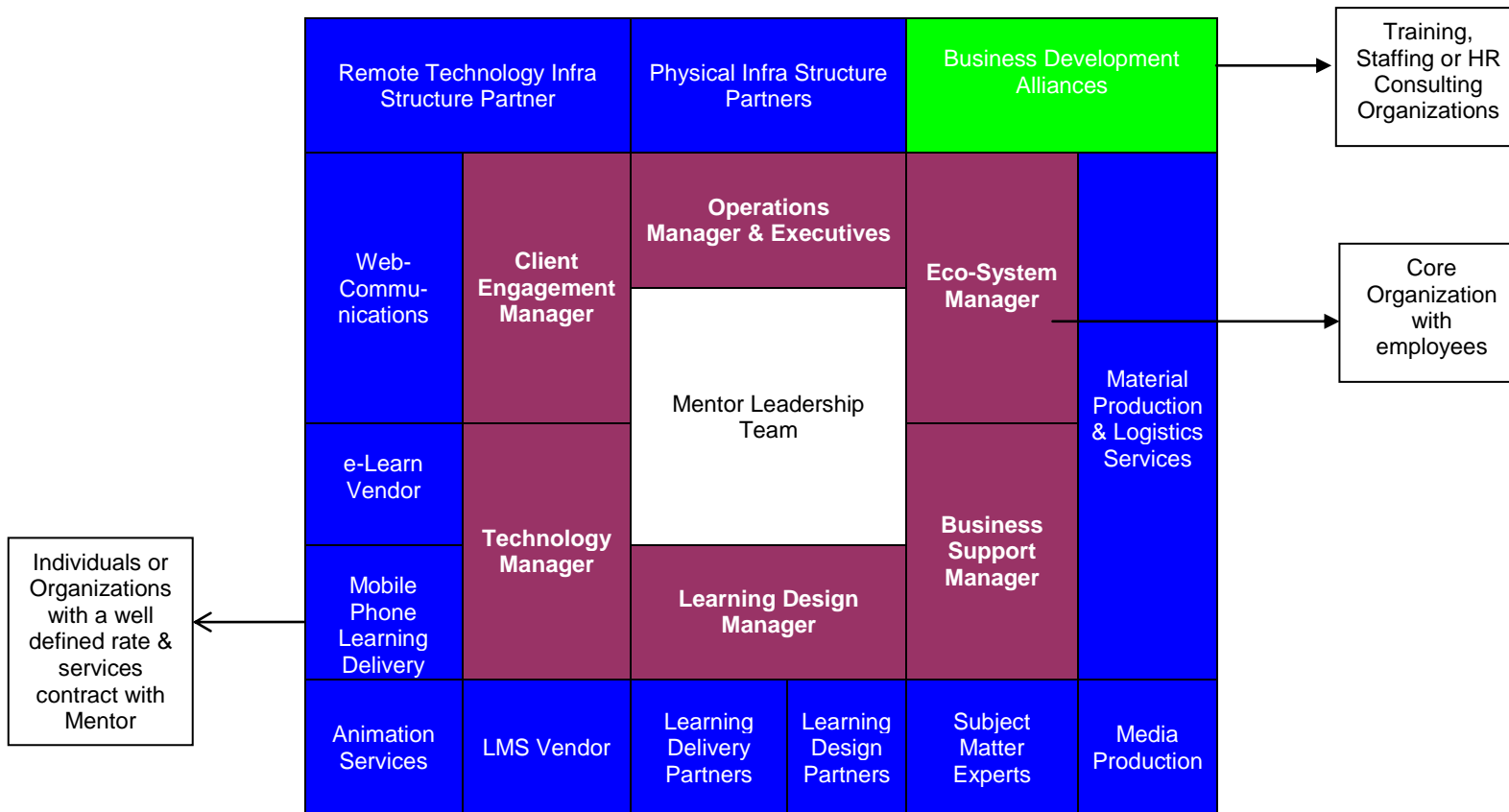
From a policy stand point, employees may be mandated to achieve a certain minimum quantum of credits – our recommendation is 800 credits for the year - to fulfill their performance requirements and they get to choose the activity that best suits their needs. With adequate manager involvement, an optimal business aligned learning agenda can be evolved for the organization.



## Business Delivery Model

Given the wide range of skills & expertise we require to fulfill our business promise, the need to be cost effective to our clients and still be profitable to count as an enterprise we learnt to build an eco-system the hard way. It was difficult, will continue to challenge us to keep it going but very rewarding in terms of its creation itself.

Mentor Eco-System is spread across all key geographies in India & selectively overseas. It schematically looks like this...



With a business delivery model like this where Mentor owns the client & the eco-system delivers services within a Quality system established by Mentor Learning, it is critical to demonstrate guiding values & beliefs such as Transparency in all transactions, Integrity in meeting commitments & taking responsibility, Respect for the Partner & Adding Value to the Partner's business – keep investing in the relationship. We sure do!



## Clients

# Mentor Learning

We have worked with over 110 clients over the last six years. A partial list of Mentor's clients includes;

ACCENTURE INDIA PVT LTD  
CAVINKARE PRIVATE LIMITED  
DELOITTE TAX SERVICES INDIA PVT LTD  
COGNIZANT TECHNOLOGY SOLUTIONS  
TATA COMMUNICATION TRANSFORMATION SERVICE  
HOME SOLUTIONS RETAIL (INDIA) LIMITED  
HEWLETT PACKARD INDIA  
ALCATEL LUCENT PVT LTD  
BHARTI AIRTEL LIMITED  
COMPUTER SCIENCE CORPORATION  
MINDTREE  
BHARATH OVERSEAS BANK  
ODYSSEY INDIA LIMITED  
LOGICA INDIA PVT LTD  
IREVNA RESEARCH SERVICES LIMITED  
EXXONMOBIL LUBRICANTS PRIVATE LIMITED  
SCOPE INTERNATIONAL PVT LTD  
APPLIED MATERIALS INDIA PVT LTD  
ITC LIMITED  
HCL TECHNOLOGIES LIMITED-BPO SERVICES  
GOLDMAN SACHS SERVICES  
VIRTUSA INDIA PRIVATE LIMITED  
CONVERTEAM EDC PRIVATE LIMITED  
PIONEER WINCON PVT LTD  
CARBORUNDUM UNIVERSAL LIMITED  
PEROT SYSTEMS  
FLEXTRONICS SOFTWARE  
ICICI PRUDENTIAL LIFE INSURANCE CO  
RAMCO SYSTEMS LIMITED  
STERLITE INDUSTRIES (INDIA) LTD  
AAMC TRAINING GROUP, AUSTRALIA  
AMAZON DEVELOPMENT CENTRE INDIA PVT LTD  
SIFY LIMITED  
GENERAL MOTORS INDIA PRIVATE LIMITED  
VEDANTA ALUMINUM LTD

SATYAM COMPUTER SERVICES  
SANMAR ENGINEERING  
MAHINDRA HOLIDAYS & RESORTS INDIA  
VERTEX CUSTOMER SERVICES INDIA  
FOSTER WHEELER INDIA PVT LTD  
MASTEK-DC OFFSHORE DEVELOPMENT CO PVT LTD  
INFORMATICA BUSINESS SOLUTIONS PVT LTD  
AVIVA GLOBAL SHARED SERVICES  
AMRUTANJAN LIMITED  
CHOLAMANDALAM INVESTMENT AND FINACE CO LTD  
TI CYCLES OF INDIA  
INFINERA INDIA PVT LTD  
TEMENOS INDIA PVT LTD  
INTEL TECHNOLOGY INDIA PVT LTD  
IFLEX SOLUTIONS LIMITED  
INAUTIX TECHNOLOGIES INDIA PVT LTD  
GMR INFRASTRUCTURE LTD  
HOME STORES INDIA LIMITED  
FUJITSU  
TAFE ACCESS LTD  
BAXTER (INDIA) PVT LTD  
ADAYANA LEARNING SOLUTIONS PRIVATE LIMITED  
ISOFT R & D PRIVATE LIMITED  
GREAT WHOLESALE CLUB LIMITED – RPG RETAIL  
NORTHERN TRUST  
ARICENT TECHNOLOGIES  
OPTIMUS GLOBAL SERVICES  
PRICEWATER HOUSE COOPERS PVT LTD  
THE NIIT INSTITUTE OF INFORMATION TECHNOLOGY  
VOCATIONAL ACADEMY INDIA PVT LTD  
SUTHERLAND TECHNOLOGIES LTD  
INTER CONTINENTAL HOTELS GROUP  
INFOTECH ENTERPRISES LIMITED  
VOLVO CONSTRUCTION EQUIPMENT

CONTINUUM SOLUTIONS PVT LIMITED  
MOBIUS KNOWLEDGE SERVICE PVT LTD  
WIPRO INFOTECH  
SPECTRIS TECHNOLOGIES PVT.LTD.  
SEVENSTRATA IT SERVICES PVT LTD  
HCL FINANCIAL SERVICES  
HTMT GLOBAL SOLUTIONS LIMITED  
SPAN OUTSOURCING PVT LTD  
CATERPILLAR INDIA PRIVATE LIMITED  
FARNELL ELECTRONICS INDIA PVT LTD  
SCICOM TECHNOLOGIES PVT LTD  
CISCO SYSTEMS  
CADILA HEALTHCARE LTD  
IHG IT SERVICES (I) PVT LTD  
ANNIK TECHNOLOGY SERVICES PVT LTD  
RANBAXY LABORATORIES LIMITED  
THERMAX LIMITED  
MORGAN STANLEY ADVANTAGE SERVICES  
JOHNSON & JOHNSON  
DEUTSCHE OPERATIONS INTERNATIONAL  
SKOL BREWERIES LIMITED – SAB MILLER  
ADEA SOLUTIONS  
PERSEC TECHNOLOGIES  
SIEMENS  
HT MEDIA LIMITED  
TATA CONSULTANCY SERVICES  
MENTOR GRAPHICS (INDIA) PVT LTD  
BHARAT PETROLEUM COPORATION LTD  
CHENNAI PETROLEUM CORPORATION LTD

If you need any of our services, please  
Write to us at [info@mentor.in](mailto:info@mentor.in)  
Call us at 044-22433404



### **Corporate Leadership**

**G Desikamani** – Director at Mentor has worked in the Learning & Training space for the past 15 years. He has extensive training & content development experience in the entire range of functional and behavioral skills. He also has significant experience in developing and use of psychometric & skill testing. Before founding Mentor, he worked with NIS Sparta at Chennai, growing the career education business of NIS and spearheading the company's transition into the first Indian corporate training operation. Mani is a metallurgical engineer from NIT, Jamshedpur and prior to entering the training industry he worked in manufacturing and industrial product sales with companies like Widia, and Carborundum. He left NIS in 2002 to found Mentor. You can view Mani's detailed profile [here!](#)

**Vijay Iyer** – Director at Mentor started his career at Procter & Gamble, growing with the company to lead its sales operations in south India. He also headed the India Modern Retail team at P&G, where he developed a deep understanding of the sector. Vijay left P&G to enter the then sunrise industry of modern retail in 2000. He founded Single Window – a provider of aggregated sourcing & other backend services to small & medium retailers. Having piloted the new concept, he divested his holdings in the company in 2003 and moved to pursue his interests in consulting, joining Mani in early 2004 to found Mentor. Vijay has extensive sales & marketing experience coupled with a keen sense of enterprise & financial understanding. Vijay is a postgraduate in Business Management from XLRI and an industrial engineer from NIT, Jamshedpur. You can view Vijay's detailed profile [here!](#)