

LEAGUE OF HIS OWN

With over 16 years of service in Oman, S Durgaprasad, CEO of Bahwan CyberTek, has a vision



S Durgaprasad

Durgaprasad, the co-founder and global chief executive officer of Bahwan CyberTek, is a man who started his career in January 1994 with the Bahwan Group, Oman. And he has continued to serve the people of this country since then. Bahwan CyberTek has existed as an autonomous entity since 1999 when the Bahwan CyberTek Group was formed by the second-generation entrepreneur Hind Bahwan.

Durgaprasad started his career in the SSB Computer Division of the Bahwan Group, doing System Integration work representing IBM, AT & T, Compaq, HP, Oracle and Microsoft, just to name a few top companies in the league. "Initially we started operations in the United States and India for exposure to state-of-the-art technology and availability of good quality talent. Chennai, India, is our global centre of excellence. Later, we started operations in Oman and the UAE and have continued to grow since then," says the CEO.

Of course, for the past few years, the identity of Bahwan CyberTek has been synonymous with its new systems solution known as Cuecent. It is a product research and development division of Bahwan CyberTek and stands for CUser Enterprise CENTric solution. It is a leading provider of Business Process Management (BPM) solutions designed to drive business process agility in dynamic business environments. As Durgaprasad puts it, "Cuecent is the

intellectual property of Bahwan CyberTek. Bank Muscat was the first user of Cuecent, about five or six years ago. We had the Integrated Channel Management done for them. That was followed by Bank Sohar and the government organisation Public Establishment for Industrial Estates (PEIE). We are slowly building up with the participation of Bahwan DHL and Petroleum Development Oman (PDO)."

He very proudly informs that "Cuecent is a very good initiative by the corporate. It was built by a team of committed people – a team with sound business knowledge and technology exposure, both in the US and this part of the Middle East".

Cuecent currently targets four sectors. "We have built applications for four industry verticals – the government sector; banking and financial services; energy and utilities; supply chain management and logistics."

The work of Bahwan CyberTek and Cuecent, however, doesn't end there. The CEO explains that Bahwan CyberTek's success story is its work in e-Governance and the Payment Gateway. Starting with Dubai, in the Middle East, to Egypt, the company has served people around the world. "We have done some work for Dubai e-Government. The country's payment gateway is built on our solution and 240 services are being delivered through it. Similarly, there is e-Finance in Egypt. We have got a contract

where 7.5 million pensioners are being paid through this engine. And the Ministry of Finance's bill settlement for the corporate is done through our payment gateway. We have also got a contract with Dubai Municipality. And there are five banks in India that are using our offerings for inward remittance. A huge number of government organisations have done business with us as well, like the Electricity Holding Company, Dhofar Power Corporation, Haya Water and also Oman Aviation."

Durgaprasad sees the day when Bahwan CyberTek will play a major role in e-Government services in Oman. "We are working with them (Oman government) on multiple levels. One is to bridge the digital divide through community knowledge centres where we impart training for citizens

have had two companies which participated in assessing our organisation and our product positioning. In the year 2005 we got an award from Red Herring to be ranked among the top 100 private technology companies in the Asia-Pacific region. We also got assessed by an independent group (Data Monitor-Butler Group) that rates products based on the study and tests they conduct. They have rated us to be among the emerging leadership quadrant for this product – which is a combination of the BPM tool and the Enterprise Services Bus."

The unique selling point of Cuecent is that Bahwan CyberTek has taken systems solutions a step further. "We have not just built the platform and left the people to build the application. We have built the applications for them."

Looking at groundbreaking solutions, Bahwan CyberTek has a vision in mind. "We have a new project for the Health and Safety sector. PDO is very conscious about health and safety and we have a joint venture with Bahwan DHL. We have built a solution for 'track and trace' where you can fit a device into the vehicle and find out the level of acceleration, deceleration, instances of sudden braking, and even check if the driver is steering away from the normal route."

With his vision for Bahwan CyberTek, Durgaprasad confesses that although he drives a BMW X5, he doesn't really have time to explore his passion for cars or gadgets. With offices in India, the US and the Middle East; joint ventures with the Oman government; and being the director on the board of Bahwan DHL and the managing director of Infoline, his plate is not just full, but overflowing.



for usage of IT-enabled government services. This has been going on for the last year and is likely to go on for the next three years at least. We have done a number of enterprise application implementations for the companies here, including version upgrades. We also participated in the initial stages of the Sanad programme with the Ministry of Manpower, where we aggregated services and delivered them through the Internet cafés."

The CEO is proud of how far they have come since the inception of Bahwan CyberTek. "We

