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# ITCAN is making a name in competitive IT field

**Tech consulting company upholds the importance of innovation and applies new best practices to keep up with the evolving industry**

By **Brigitte Lee Cui Yi, Jeslin Bay Mei Duo and Joyce Bay Mei Feng**

**M**ANY individuals are intimidated by the thought of leaving their stable jobs to dive into the fast-paced tech industry, but not Amit Sujan, chief executive officer of ITCAN Pte Ltd.

He ventured into the tech market in 2004 with the goal of providing a 360-degree spectrum of IT services and solutions. These range from project and systems management, technical consulting services and technical support.

Apart from enterprise client-server/multi-tier and Web-based solutions across the entire value chain, ITCAN also provides business consulting services and turnkey software projects. With his passion and unwavering determination, he managed to grow the company at an average annual growth rate of 30 per cent.

## Leading technology

ITCAN's vision is to be a global pacemaker in the dynamic tech market. It operates under a unique business model whereby projects are not outsourced to low cost countries for development. This is a significant differentiating factor, and is aligned with its fundamental working principle, "Leading Technology, Building Lasting Relationships".

The satisfaction of clients resulted in customer acquisition through referrals. Today, ITCAN has 480 clients from countries such as Australia, Japan, Hong Kong, South Korea, the UK, India, Malaysia and the US. These clients are from a wide range of industries including financial institutions, banks, insurance com-

panies, telecoms, healthcare providers, hi-tech and pharmaceuticals.

## Cultivating human capital

Human capital is fundamental to a consulting business. Manpower accounts for a vast part of the expenses and ITCAN is no exception. Mr Sujan believes in cultivating and empowering his employees. They are assigned personalised quantifiable targets and their only responsibility is to put in their utmost effort to achieve their predefined targets.

Mr Sujan says: "You are not responsible for the profitability of the company or the growth of the industry. You are only responsible for achieving your goals."

An employee's compensation may be revised upon accomplishment of the assignment. It is thus possible to have several salary increments within a year. ITCAN does not

have a salary ceiling. Mr Sujan is aware of the company's growth limitations if he limits the growth of his people.

He is a strong believer that employees' growth is his ultimate responsibility whereby he succours employees to grow and reach their fullest potential. Mr Sujan asserted that his job is to transform any employee into a fully equipped and professional individual by the time that employee leaves the company.

As part of its motivational incentives, ITCAN gifts all employees an Omega watch – the same brand Mr Sujan gifted himself when he first started ITCAN – on their fifth work anniversary with the company.

This is just one of the initiatives that Mr Sujan uses to energise and embolden employees to stay ahead of the curve, and be part of the collaborative success.

ITCAN follows a mantra with the acronym EVER – Encourage innovation, Value teamwork, Empower team leads, and Reward performance. With these values, Mr Sujan has reinforced the foundation of the company and today ITCAN has a workforce of more than 1,200 employees in its Singapore headquarters and multiple regional offices located in markets such as Malaysia, Hong Kong, Australia and India.

## Seeking greater heights

With an ambition to be a groundbreaker and pacesetter in the tech world, ITCAN upholds the importance of innovation and applies new best practices to keep up with the evolving industry.

As the leader of a six-time Enterprise 50 winning organisation, Mr Sujan attributes the firm's success to an amalgamation of elements. "I don't think ITCAN is successful only because of me, but primarily because of the foundations and policies we have been building over the years and the philosophy of taking care of people."

■ The writers are students from NUS Business School.



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Enterprising Spirit 2017*

*This series is part of the Enterprise 50 Educational Project between the E50 partners and the NUS Business School. ITCAN Pte Ltd was among the winners in 2016. The annual E50 ranking is co-organised by The Business Times and KPMG, sponsored by OCBC Bank, and supported by Spring Singapore, IE Singapore, Singapore Exchange and Singapore Business Federation.*

