

wrench**VARGHESE DANIEL***Co-founder and CEO***Wrench Solutions**

**W**rench Solutions is one of the few technology creator companies that is still thriving after twenty-five years, operating as a bootstrapped company. I didn't start Wrench Solutions just to make money. I started it to make life better, solve problems, deliver value, and enjoy the journey as much as possible.

### Q. Could you brief us about your company?

Wrench Solutions is an ISO 9001:2015 software solutions company that provides products and services to the EPC sector under the brand name 'SmartProject'. Wrench currently has fully owned subsidiaries in 6 locations; US, Canada, UK, Middle East, India, Singapore and Australia. The founders have a background in engineering and we used the knowledge of engineering to solve customer problems, whether in manufacturing where we started or in construction where we are now. We're always trying to maximise the efficiency of our customer's process, in design to build or design to market and the value we provide is not just at the organisation level but at the industry level because we impact the entire ecosystem - owner, consultant, PMC, contractor. Our mission is to make the engineering process as efficient as possible through the intelligent use of digital technology.

### Q. How Wrench Solutions empower customers to move forward and move society forward?

As the industry grows we're seeing customer expectations going higher and higher. In response, we have adopted a "Zero Tolerance To Delay" policy with the goal of bringing in a culture where projects are managed without any delays at all. To that end, every three months we release a new upgrade or feature, because this is a field where technology is evolving rapidly and we've only scratched the surface of what is possible when it comes to adapting new technologies to the engineering and construction process.

### Q. As Problems are a part of life and Wrench solution has a big

### mission to achieve, how you overcome the issues while raising the company?

Wrench Solutions is one of the few technology creator companies that is still thriving after twenty-five years, operating as a bootstrapped company. I didn't start Wrench Solutions just to make money. I started it to make life better, solve problems, deliver value, and enjoy the journey as much as possible. The key principles of focusing on customer value, ensuring profitability, operationalizing the business, and building a sustainable model through references have been the pillars of our growth. As the business matured, I transitioned to a role where I'm not directly involved in day-to-day activities, allowing me to focus on strategic thinking and new initiatives.

### Q. How Wrench Solution is contributing in Aatma Nirbhar Bharat?

We develop our solutions in India because the cost of development is far lower here but our market is mostly global because project costs are extremely high overseas, and the need for our system is higher over there. 30% of our business is in India with 70% abroad. But I hope that will change soon. With new investments in Indian infrastructure increasing the demand for technology, we are ready and able to meet that demand with a high-quality domestic product. The technology already exists, no need to import it, so we'll be saving money going out of India in that sense.

### Q. What plans are you planning to take your products to the global level?

We're already in 37 countries. During the pandemic many were keen to buy our product, but only if we had a local office so we set up new offices,

and we still retain six subsidiaries. As of now we don't intend to open up any more because clients can now evaluate the product online, they can get the implementation done online, and even get the support online. So we're sitting in India supporting our customers globally, with local offices at different places.

### Q. Which new services you have recently launched? What is the key features of the new launched product?

We recently launched the Wrench AI Advisor (WAA) which helps organisations use their past experiences to work more efficiently in the present and improve outcomes in the future. WAA is a digitized library of all your problems and solutions, we pass this to the AI engine, it interprets the data to give you the most suitable options, hence the name 'advisor'. Then we have a feature called Workfront-based planning to help you plan work holistically, keeping in mind the various prerequisites that need to be addressed if you want to avoid stalling the work. So these are some recent examples.

### Q. What are the company's hopes in 2024 and 2025?

We're looking at rapid growth in the next two years, globally of course but especially in India where there seem to be huge infrastructure investments. As long as there are infrastructure projects, our market will keep growing, because we are one of the few, if not the only ones, who provide a proven solution for the problem of finishing projects on time and on budget. As the saying goes, if you don't control what you're doing it will go out of control. So the industry needs our system. ●●●