# BASIC Podcast

# Episode 2

# Interview With Amit Gangly (Blessed IT Solutions)

### Transcribers: Vision In Word

## Preview

There will be failures in life. So, if you will stick to the failure, if you decide to stick to the failures, in that case, you will not go anywhere. So, in the corporate journey, the chances of failure are less in business chances of failure is much higher. So yes, there are failures, there are bad times bad patches, but I consider it as a part of the life and like after night, morning comes. So, after bad time, bad day, tomorrow, there will be a good day.

Layla

Co-hosting this episode with me is Thabo Baseki. I'm glad you are here.

**Thabo**

Thank you so much, Layla. I'm looking forward to a great conversation.

**Layla**

You're welcome! We got into our virtual jet and flew to India, where we conversed with Amit Ganguly. Offering 27+ years’ extensive experience in directing all aspects of human resources, including Organizational Development, Talent Attraction and Talent Management, Employee Relations and Engagement, Budget Management, performance management and many more, he has extensive experience working as all four stakeholders involved into any Training or Talent Attraction. He founded and directs his company Blessed IT Solutions. The company offers a number of training services including fresher training, individual training, and corporate training, more on that later. We warmly welcome you, Amit!

**Amit**

Thank you, pleasure is mine.

**Layla**

why the name Blessed IT Solutions?

**Amit**

Well, the main reason of giving this name, particularly the term or word “Blessed,” is what is our objective, to help people. Be students, be the corporate employees, to move to the next level or navigate to the next level. So blessed is kind of a word which people feel that their people rather extend their blessing when they achieve something. So that's why Blessed IT Solutions.

**Layla**

Okay, then, seven years in this industry is a lot. Take us through the evolvement you have seen in the technology world.

**Amit**

It's a lot actually. So honestly, when I started that time, Windows was not one. So, we were into Doss world. So, no GY no issue and things. Then when Windows came, and also Internet came particularly when public use I would say at that point of time, I still remember if someone had a 14.4 kbps modem, people used to feel them very lucky. And now we talk about Mbps and Gbps of speed. Even if we talk about the infrastructure also, when I started my career, we used to have double sided double density floppy drive each have capacity of 360 KB. If a computer has a hard disk again, that's a luxury kind of. If we talk about the software plant, there are also loads of changes, lot of new things came. And the best part is in those days, I don't know whether the best or worst, but in those days, writing code was a little difficult in the sense we have to write everything from the scratch type everything Now almost all the platforms, all the technologies have a beautiful ID, where most of the things, you can just do the drag, drop date tactic, that kind of thing. And half of the codes are already written at the background by the computer.

**Thabo**

So just to chip in, it's interesting that you talk of kbps and all that. Can you explain those to someone who might not have an idea what that is with a measurement?

**Amit**

Sure! So, kbps is kilobyte per second. If we talk about the computer, network speed, transmission speed, so every second 14 kilobyte data can be transmitted, that is the maximum, though we usually used to happen, get four to five kilobytes per second. And now we are talking…

**Thabo**

So that means it was very slow?

**Amit**

Very slow, very slow. I mean, forget about it is a plain vanilla web page. It used to take some time to three minutes to open.

**Thabo**

Yeah, that was super slow. So, was that before the introduction of Microsoft and these other big companies?

**Amit**

Yeah, I mean, Microsoft came up with Windows 95 First, as far as I remember, and the desktop version. So that changed a lot of things. And before that, as I was mentioning, everything was kind of DOS-based. DOS-based means black screen with white prompt. And for every work, we have to type things manually. And now once Windows came, then everything, which we call as G why, right? What do you see what you get kind of thing. So, it's a visual display much more appealing, it becomes much easier. Working on computer became very, very, very easy.

**Layla**

Okay, a few days ago, we saw a post you made on LinkedIn, about challenges facing computer engineering student, take us through that for a moment.

**Amit**

Sure. See, what happens is, particularly in Indian scenario, and whichever different countries I have interacted with is true for many countries, not only for India, what we teach the students during their engineering, particularly when in the computer science, the syllabus, the curriculum that we have, often becomes outdated, compared to the market need or market requirements. Because if we look at the market side, it evolves much faster. And by the university, it takes longer time to make changes in the curriculum, get the books done, and then get their professors or lecturers taught and trained. And then only they can get into the real full-fledged curriculum. And by when it happens, industry moves up most moves ahead. So that is the gap, which is quite significant. Many of times I found and even the students say that whatever we have learned in the engineering colleges in four years. I mean, when we started working, perhaps 80 90% are not being used, and we need to learn a whole lot of things to become industry ready.

**Thabo**

Yeah, it's interesting, and it makes us want to ask, what can be done to catch up with technology? Because like you're saying, it changes every day.

**Amit**

Yes. So, what is required for here is what we are proposing to various colleges and universities out here, a closer connect between the academics and the industry, which means people from the industry they need to come forward and invest some time I'm not saying that organization per se yes organization or at the organization level, they come up nothing like that. But at the individual level also, it is better to come up and extend support. Now what kind of support they can extend? One is helping the students to understand what is there in the market today and what is going to come in next, say three or four years, and then help them to upskill into some of those areas, so that they become job ready. So, I'll donations are will not have to spend a lot of money to get these students trained after they absorb them, or students also will get much better opportunities to get jobs.

**Thabo**

So, would you say it's easy to predict the future of technology, so as to try and solve this?

**Amit**

May not be very easy, but people who are in the industry see the people who are in purely on the academic line for them, it is very difficult, honestly speaking, now, people who are in the industry for them, it's not that difficult, I will tell you why. Suppose I am working in an organization, particularly services organizations, and I will have a visibility of the projects in the pipeline, which might start after a year, year and a half kind of thing. And at that point of time, I'll be knowing that what will be the technology Similarly, people who are working as a tech-arch technology architect kind of position, they should be able to think and see what is coming in the future. What is there in the future? Wow,

**Thabo**

I agree with that.

**Layla**

What has been your best moment in the history of technology?

**Amit**

It's very difficult to say one moment, as a best moment. But if I really have to choose one moment, in that case, I will say this. Almost a year back or little more than that. Actually, I had a pressure Demand Pressure requirement from two of my clients, a bunch of pressures. So, when we put the job posting, we have received huge number of applications. And then finally, we could place them not only to meet these demands, but beyond that, also, I am using my personal contact, I connected with few of the big MNCs, who does off campus recruitment, and kind of help them to get placed without any monetary benefit, I would say. So that kind of give gave me a lot of satisfaction from the bottom of my heart, there is I could do something for these guys who were kind of searching for a good job for last one year, one and a half years.

**Thabo**

Just an interesting question, a bit off topic. How were you able to do that without any finances involved? Because, you know, that's the challenge that we would usually face when we try to invite guests on the podcast. Some would say, is there any funding involved? How would you advise people to not always think of money in everything?

**Amit**

Well, that depends on the mindset. So, what I personally feel is yes, of course, money is important. Without money, we can't live. We need money to get our food, leaving and all these things. But there is a certain limit. Now, if we keep on extending our wish, or kind of, I will say, demand, I will say that, okay, today, I'm driving this car tomorrow, I want to drive a luxurious car today after tomorrow, maybe I want a private plane or something like that. Yes, in that case, there is no end. But if we can restrict that, what exactly is our need to survive and survive properly? Then beyond that, we can always do something for the society, we can always give something back to the society. Money is not everything.

**Thabo**

Well, we couldn't agree more!

**Layla**

Yeah. In this 27 years period, What have you accomplished?

**Amit**

Well, in my corporate world, corporate Journey I have close to 25 years, yes, got a lot of our reward. But keeping those aside, if I talk about accomplishment, in that case, I always tried to bring my team member especially ever since I started playing the role of a manager. Having some people under me, I always tried to work with them identify the stronghold areas and giving the partial responsibility which, I was handling guide them, code them mentor them, so that they can move to the next level. And I can proudly say that most of them could achieve something which initially they have not thought of achieving and As a result of that, yeah, they got promotion, they moved in the organization ladder. And those things makes me happy. Yes. I mean, I could bring someone up.

**Thabo**

Well, congratulations!

**Layla**

Earlier on, we spoke about different training services you offer, take us through each of them.

**Amit**

So, training services in the sense, we offer an array of training services, I meant starting from as basic as Excel and as complex as maybe data science, data engineering, or cybersecurity, or even project management. But if I talk a few about those areas, those particular technology a particular segment, in that case, what I will say is, right now we are trying to work or rather, we are mostly working on data science, data engineering, cloud technology, mostly, again, predominantly AWS and Azure, cybersecurity, and project management. And all these cases, the differentiating factor is unlike many other organizations, we do not believe in giving the readymade kind of solution, we always believe in tailoring the solution based on the exact needs of the customer of the client, what they want to achieve out of this training, and make sure that the trainings become productive immediately after the training.

**Thabo**

So, tell us what's the difference between the fresher, individual and corporate training services,

**Amit**

Huge difference again. So, if we talk about the freshers, unfortunately, as I was mentioning that, because of the gap between the academics and industry, the fresher training need to start from very basic thing. So, there we often need to teach them the basic technologies, sometimes even how to code along with that a lot of soft skills need to be taught when people were coming out of a university or university environment and stepping into the corporate. So, this corporate etiquette communication, email, etiquettes listening skill, those things are very important. So, these are the pressure pack. Now, while we are coming to the experience, folks, corporate employees per se, for them, what is required is they are mostly upskilling themselves. So, they are working in an organization for a while. Maybe they want to move up in the technology stack, they need to learn something new. So, at that point of time, it is very important that we put the training or craft the training so well, that it has the proper labor of implementation part as well, not just teaching the technology, but how to implement it, how to use it in their project, at their work. So, how the trainer is delivering, it's completely different. Many of times we work if the client or the client or the corporate once many of times we work on their lives during the training on their live project, live environment trainer has actually helped them to develop or learn on their live environment itself.

**Thabo**

Yeah. Well, you know, I truly love how you explain all of these things. And it really goes out to showing that you are really a good teacher.

Amit

Thank you!

**Layla**

Can anyone have interested access this training, regardless of their location in the globe?

**Amit**

Oh, yes. The only thing here I want to mention is we are not in to the b2c segment. That is, if anyone X is living in Botswana or London or anywhere in the world wants to get trained, that will be difficult for us. But any organization anywhere in the world if they want to get their employees trained, definitely we can support because again, thanks to COVID Thanks to pandemic. We are now pretty habituated and adapted on the online kind of work. Now everything is online. So even online teaching is very effective these days. So yes, absolutely!

**Layla**

How do you make it your business to new potential clients? And how do you keep the existing ones?

**Amit**

That's an interesting thing. So, for new potential client, I personally use two, I would say tools. One is, of course, LinkedIn. And through these LinkedIn posts and all these things, sometimes people get attracted. And the second channel which is very, very effective is, I'm a member of a forum or referral organization called BNI Business Network International. And it has presence across the globe. And just to give you a big, bigger Amman member, the business transacted in last 12 months is close to $19.3 billion. So yes, I am part of that network, and we get a lot of referrals. We get a lot of connects through those channels. I went through that channel as well. Now retaining the customer is easy, because it's quite obvious, if we do a good job, if we meet the clients or customers requirement if they we can give what they are looking for. In that case definitely they will come back to us, and they come back to us.

**Thabo**

it's really providing good services

Amit

Yes, absolutely!

**Layla**

We are talking about technology today. How can folks listening use social media to expand their business market share?

**Amit**

Yes, I mean, social media, to expand business market share is important. It depends on how our which social media Shall we use, say for example, in our case, my case, since we are into b2b, LinkedIn is a good platform for me compared to Facebook, or Instagram or Twitter or those platforms, while people who are into b2c kind of segment where the consumers or individual other customers or individual entities and individual folks, for them, even Facebook, YouTube and any other I mean, all other social media channels are also very, very effective,

**Layla**

Why should people choose Blessed IT Solutions over your competitors?

**Amit**

Interesting question! I'll answer this question in two folds. We call it as I would not say USP (unique selling point), but rather I will coin it as UBP (unique buying point). Why? Somebody will buy us, right? So, the reason is number one, I actually started as a trainer, and then Training Manager. I have worked for a pretty long time. So, the club that experience I have seen that if the trainer is a professional trainer in the sense, he or she is doing the training, delivery or teaching throughout his or her career. In that case, that person is very good in technology knowledge, but unfortunately, they do not know the implementation part, how the technology can be used in the project. So, what we do is we provide the trainers, who has a dwell expertise, who are working or have worked in the industry for significant time and pretty well versed with the technology part or the implementation of the technology part. They know the technology very well, they know the implementation and they are keen, are interested and has the pleasure of teaching. So, they make wonder. I will give a simple figure from my experience. I have seen this kind of trainer which we have deployed to our clients to various different training programs. We found that for every participant or every student from that organization, there is a saving of at least close to $700 $2,500. Now if you have a time talking about USD so if you have 10 participants from your organization getting trained, then easily you will get a savings of thinking, I mean, it was dollar 10,000 which is definitely not possible if it has been done by the professional trainers simply because after training, they need to spend time on companies as or rather as a company overhead to learn how to implement it, while they are not billing to the end customers. So that is number one and not too many organization training companies do this very, very, very, very few. And second reason is my personal experience. As I was mentioning, I have worked as a trainer then worked as a training manager, trainers, eight years training manager as eight years, then business lead as close to seven and a half years and training vendor for last two and a half years. So, these are the four folks who are associated for any training. So, I have worked in all these four stakeholders as all these four stakeholders for significant time. So, I understand what the need is, what they want, and what would be the best for them. And it worked very well. So far.

**Thabo**

Yes, surely people must choose you over your competitors, you know, there's so much value

**Layla**

what should people consider when choosing a technology company to work with on their project?

**Amit**

Oh, well, from that aspect, if I talk, what they should choose, many of times we will choose money, that is the salary package, but for my what I suggest to people that you choose an organization where you have the scope of learning, where you have scope of growth, because money today you are getting from one company, but if there is no growth, your technology knowledge, technology expertise will get stagnant. As I was mentioning at the very beginning, technology or the technology plant moves very fast. So, if I do not get a chance to keep on upskilling myself, use my expertise or get exposed to the new technology. After a few years, my knowledge will become kind of useless. Given a very quick example. Say 15/20 years back, there was a huge demand for people who have good in mainframe technologies ,used to work in mainframe technology, they used to get very handsome salaries, and everything used to happen. Now, today, all these mainframes or technologies are almost obsolete, very, very, very rarely few pockets is being used. So, if I have not upgraded myself, and if I decide to stick to the same technology knowledge, in that case, I'll be redundant for the organization and as simple as that I'll be losing the job.

**Thabo**

That's absolutely right!

**Layla**

What security measures should we take to protect our businesses on the virtual world?

**Amit**

That's a difficult question, actually. security measure in that sense? I mean, if we're talking about being duped by the con people in that case, yes, before what I always do is I always insist on a proper contract to be signed. Before start delivering the service or even start working on the service itself, a proper contract and a legal document basically. So that nobody can cheat me. That is one and secondly, I would say some level at some level, we need to trust each other as well. There are incident at the very beginning when we had started this company are an entrepreneurial journey. There are a few people organization has actually cheated us. So, I we learned the hard way that okay, making contract making agreement is important. But why now there will be few bad people but there will be a lot of good people around us.

**Thabo**

Yeah, you know, the world we live in is very unpredictable.

**Layla**

Four final questions, mister. Amit! Tell us about your business in just 30 seconds

**Amit**

so, we provide two services. One is training as I was mentioning for corporates as well as for universities, And the reason for choosing as I have already mentioned, we are different from most of our competitions, and we provide value driven services. We make the employees productive for the college or university student, we ensure that they are job ready, and another vertical is placement in the sense it recruitment, but that is restricted only within India. We add a lot of value compared to any other sourcing.

**Layla**

What’s the future of Blessed IT Solutions?

**Amit**

Honestly, I see the future is pretty bright in the sense that we are providing the services which are way better than most of our competitions. So, I'm sure people will keep on trusting us, will keep on engaging with us, new people, new organization will come to us. Many of the organization came to us after having some bad experience from other vendors. So, those kinds of things keep on happening. And once they will come to us, they will go back with a very happy note.

**Thabo**

a bright future!

**Layla**

Who has the biggest influence in your business?

**Amit**

influence in that sense, I will say one of my corporate leaders with whom I have met and not particularly in the business, but always used to say that there will be failures in life. So, if you will stick to the failure, if you decide to stick to the failures, in that case, you will not go anywhere. So, in the corporate journey, the chances of failure are less in business chances of failure is much higher. So yes, there are failures, there are bad times bad patches, but I consider it as a part of the life and like after night, morning comes. So, after bad time, bad day, tomorrow, there will be a good day.

**Thabo**

Yeah, that's the everyday process

**Layla**

Where and how can people access your courses?

**Amit**

Our courses are not available as such in the market. So again, I will put it in this way. Since on the business front, our programs are on the b2b segment. So, it's a pure client driven or client centric thing. However, I have two courses on the leadership development, my personal courses on the active listening and overall, throughout leadership development, which are available in Udemy.

**Thabo**

How about you tell us about these two leadership courses?

**Amit**

I mean, these two courses, one is on active listening. So, if I talk about active listening today, if you notice, observe people around us, most of us, we are keener to speak rather than listening. Even when we listen, most of the time, the tendency is, I would say to how to revert back waiting for our chance to give it back kind of many of times, because thanks to our smartphone, and so on and so forth, when someone is speaking, we keep on busy with the smartphone. So, these are the few things which we need to avoid becoming a good listener. Once we are good listener, not only in our professional life, but in our personal life also, we will gain a lot of respect and our relationship with people will go to the next level. So, this is the active listening course. And the second one is complete leadership development, which includes active listening emotional intelligence, how to become a leader how to have a proper communication, what do we mean by communication and all these things? So, it covers all a much bigger segment.

**Thabo**

Yeah, and it's actually interesting because Layla and I were talking yesterday that you know, even if a person gives you, you know, an advice that is not rich, but if they give you an ear to listen, you know, it makes a difference. You feel better that you've opened up to someone.

Amit

100%, 100%

**Thabo**

Yeah, so really, it's a skill that people need that we are really all need to know and we can make the world a better place.

Amit

Anytime.

**Thabo**

Yeah, and thank you so much, Amit. We really appreciate your time. We really appreciate you being here and sharing with the audience this rich information.

**Amit**

Thank you so much for giving me the opportunity and thanks for getting up so early for me.

**Thabo**

We’re happy to do that, and we couldn't wait to connect with you.