



From the desk of the Managing Director



Dear Friends,

As the financial year comes to an end, I am sure all of you must be expecting good growth! With favourable market conditions, I am optimistic about the industry in the near future. Central and state governments are focussing on developing infrastructure on a large scale, which is propelling the economy and will benefit the industry as a whole. Also, the housing sector is on the rise in major metros with large housing projects coming up.

In particular, Adept is contributing to government missions such as 'Har Ghar Jal' and in the creation of irrigation and power infrastructure across the country by supplying our Flowmeters. On the other hand, our group companies are bridging the automation gap in domestic water networks by providing smart water metering solutions to smart cities and township projects. We are rapidly progressing on the exports front with large orders from GCC countries and are also exploring new avenues by partnering with global companies in allied fields. **A recent project that we executed for a hydroelectric plant in Uganda in partnership with a Sri Lankan company** is a testimony to our efforts.

Adept is a team of like-minded people committed to developing the latest technology flow instrumentation solutions that will benefit customers across the world to measure, control and conserve the precious resource – water. But along with work, we also actively promote sports, culture and art among our team members. As a part of this initiative, we recently held a cricket match, which witnessed the enthusiastic participation of our team members.

In all, the Adept factory and office were buzzing throughout the year and we are happy that we will achieve remarkable growth this year. As always, we look forward to your support in our progress. Wishing you a prosperous new financial year!

Sincerely yours,

Vinayak Gadre
Managing Director



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Now, experience more hassle-free service!



ONE CALL, THAT'S ALL!
CALL +91 9272 00 9393

In our ongoing commitment to enhancing customer satisfaction, we are excited to share the **next step towards elevating our service efficiency**. Our recent implementation of the Service Module –Salesforce, which is more than just a technical upgrade, is a testament to our unwavering dedication to our customers.

With a focus on bettering the service experience, we are streamlining our service operations, which will ensure timely resolution of customer issues. By leveraging **Salesforce as our CRM platform**, we want our customers to be attended to promptly at every step. We have now introduced a **Call Ticketing System** where each service request will be treated with the utmost importance, assigned a unique identifier for easy tracking, and managed promptly for resolution. This approach ensures that our customers receive the attention they deserve, leaving no query unresolved.

At Adept, we understand that customer satisfaction is not just about fixing problems; it's about our journey together. By embracing Salesforce for our service operations, not only are we optimising efficiency, we are also nurturing trust and loyalty.

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Proving our prowess in the Power sector



Adept has established a significant footprint in the power sector through its several installations and by handling large and critical projects. Recently, we received a prestigious order from a renowned PSU, which is executing a project for Tamil Nadu Generation and Distribution Corporation Ltd. (TANGEDCO).

The **order is for 53 Electromagnetic Flowmeters from sizes DN 65 to DN 700** and is to be executed in a challenging time frame. Not only is the scale of the order challenging but the site conditions too demand Flowmeters of very high quality with special features. The project site is located in the saline atmosphere of Thoothukudi district where the Flowmeters are expected to work in a corrosive atmosphere and with saline water. This calls for a **special construction with IP 66 protection** for the electronics and corrosion resistant coating for the Flowmeters. We recommended a **customised solution** for the entire project, which helped us in bagging this prestigious order despite a highly competitive bidding process.

The order underlines our commitment to providing high quality, customised solutions for a variety of requirements.

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EXPORTS Supply to hydroelectric power facilities in Uganda



We are always working on expanding our operations by introducing new products, technologies and reaching out to new markets. **Welcoming new partnerships in allied businesses** with open arms is also one of our recent strategies. Such partnerships open up new opportunities and experiences for our team.

Recently, when a **leading renewable energy company in Sri Lanka** approached us for a Flowmetering solution to be provided as a part of their **hydroelectric power plant** project being set up in **Uganda**, we welcomed the opportunity. We provided them with **customised UFM 6730 Insertion type Flowmeters**. This installation is a testimony to our competence to think beyond catering to traditional requirements and providing contemporary solutions for newer applications. **Well done, Adept Project Team!**

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56 IWWA ANNUAL CONVENTION Adept's success at IWWA 2024

Adept recently participated in the **56th IWWA Annual Convention 2024**, on Sustainable Management of Water and Wastewater, held in Coimbatore, Tamil Nadu. This event provided a pivotal platform for us to showcase our cutting-edge technology to industry leaders and stakeholders in the water sector. We experienced genuine interest and positive engagement from the visitors, which further reaffirmed our steadfast commitment to making a meaningful impact in the industry.

Our regular presence and the warm reception we receive at such prestigious events **reflect our dedication to innovation and excellence**. It is gratifying to receive recognition from both industry peers and valued customers for our unwavering dedication to quality and sustainability.

As we look forward, Adept remains resolute in its mission to drive positive change and contribute towards a more sustainable future for generations to come.



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Pitch Perfect: Adept's Cricket showdown strikes a chord!



In January 2024, Adept hit a six with its employee engagement initiative – a Cricket tournament that bowled over participants and spectators alike. The event wasn't just about cricket, it was a celebration of teamwork, camaraderie, and the hidden talents of our workforce.

From seasoned veterans to fresh recruits, everyone stepped up to the crease, showcasing their skills and passion for the sport. But beyond the boundary line, it was the spirit of togetherness that truly shone bright. Laughter, high-fives, and the occasional victory dance echoed across the field, forging bonds that go beyond office walls.

As the sun set on the final match, it left behind memories that will be cherished for years to come.



STRIKES CAPTURED

Write to us for more information, and also for letting us know how we can serve you better.

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