

I am fascinated with the way information technology is shaping and getting shaped by human society. This duality of structure forms the core of my work interest which resulted into various product and process design assignments.

I have about 9 years of academic and industry experience in product design, pricing and process redesign in e-Procurement, customer experience co-creation and social development process domain. I have published a book & research papers focusing on technology in emerging economies, game theoretic analysis and mathematical modeling.

WORK EXPERIENCE

Assistant Professor, Indian Institute of Management, Lucknow (April 2008 – till date)

- a. **Cofounded south Asia's first public procurement observatory** which aims at improving public procurement practices by carrying out research using data visualization and public procurement analysis. This initiative is funded by the World Bank group and located at www.procurementobservatoryup.com
- b. **Served as procurement consultant** for The World Bank Group, Indian Army Supply Corps, Indian Army Ordinance Corps, Tirumala Tirupati Devasthanam, Pradeshik Dairy Cooperative Federation, Uttar Pradesh Power Corporation Ltd and The Office of Sugarcane Commissioner in Uttar Pradesh.
- c. **Chairman of Information Technology and Systems Area** and a member of program committees responsible to take operational decisions for IIML's post graduate programs.
- d. **Designed and delivered courses** for MBA students on business process management systems and doctoral elective on information systems research in emerging economies.
- e. **Designed and directed** a certificate program in business analytics in collaboration with Kelley School of Business Indiana University and SAS Institute.
- f. **Served as visiting faculty** at IIM Rohtak, IIM Kashipur, TISS Mumbai, and XLRI Jamshedpur.

Researcher, Infosys Technologies Ltd, Bengaluru (January 2006 – March 2008)

- a. **Product design:** Developed a method and product concept for process optimization using patterns. We filed a patent and designed a tool to support process redesign.
- b. **Product pricing:** Developed a value based pricing method and created pricing schedule for intellectual properties (IP) in security, data migration, and mobile application area.
- c. **Process design for Customer Experience Co-Creation (ECC):** In collaboration with Prof Venkat Ramaswamy (University of Michigan), I designed ECC offerings for Infosys's clients including a large US bank and two large US retailers. I also designed ECC consultant's toolkit for flat world initiative, which is a key corporate initiative.

Doctoral Fellowship, XLRI Jamshedpur (July 2001- Jan 2006)

My research on game theoretic model to analyze e-Procurement adoption behavior threw interesting insights on e-Procurement. These insights were shared with practitioners through management development program. I drew participants from Ranbaxy Pharmaceuticals, Nagarjuna Fertilizers, Sundaram Clayton, Jindal Steels, Vedanta Alumina, SAIL, Ministry of Steel etc.

RECENT CONSULTING ASSIGNMENTS

- **Pradeshik Cooperative Dairy Federation (2012-13):** I worked on a modernization plan and road map for ailing Milk Unions in the state of Uttar Pradesh. I studied the weakness of existing model of milk cooperatives by analyzing the whole model from the three dimensions of procurement, processing and marketing of the milk. With the de-licensing of milk sector private players exploited weaknesses in the cooperative model and has pushed the existing milk unions to the point of negative net worth. I looked at all aspects of the revival plan including better milk procurement processes, improving production/processing process to ensure better resource utilization, positioning of the finished product, providing financial support in form of grants/ subsidies/ soft loans etc.
- **Tirumala Tirupati Devasthanam (2014-15):** TTD offers free food to millions of pilgrims who visit the temple round the year. To ensure good quality food items, it has to procure various commodities as per government regulations. The team worked on IT driven procurement innovations to bring down inventory carrying costs, reduce stock outs and improve service levels.
- **Indian Army Service Corps (2014-15):** I was engaged by the ASC Centre & College Bangalore to review existing procurement process of Fresh, Dry and FOL items of ration. The team worked with ST directorate at Integrated Headquarters (Ministry of Defence) to understand existing process and bring innovations such as Vendor Managed Inventory for Fresh Ration Items, IT driven decentralized procurement for dry ration, feasibility of branded items procurement, IT driven asset management to improve supply chain visibility. In FOL segment the team suggested using modern inventory management concepts to reduce inventory costs.
- **The World Bank Group (2014-15 and 2015-16):** The team has established **South Asia's first public procurement observatory** in collaboration with the World Bank group. By observing procurement processes and advocating better practices this observatory aims at enhancing public procurement performance in the state of Uttar Pradesh. The team has created a public procurement benchmarking repository that enables comparisons between various Indian states and departments to identify better public procurement practices. (visit observatory's website at <http://procurementobservatoryup.com>). Success achieved in first year ensured continuation of this assignment in 2015-16 with another contract from the World Bank Group. **(Ongoing)**
- **Uttar Pradesh Power Corporation Limited (2014-15):** The team worked with UPPCL to help them procure IT services under RAPDRP scheme. Using QCBS method, team helped in vendor evaluation and selection in an open tender process.

EDUCATIONAL QUALIFICATION

- Fellow in Management (Ph.D.) XLRI School of Business, India
- M.B.A., Devi Ahilya Vishwavidyalaya
- B. Sc. (Mathematics & Statistics) Jiwaji University, India

RECENT RESEARCH PUBLICATIONS

BOOK

- e-Procurement in Emerging Economies: Theory and Cases (Co-edited with Prof Ashis Pani). Published by Idea Group Publishing, Hershey, PA, 2007.

PATENT

- Pattern based process optimizer. Indian Patent Application No. 2668/CHE/2008, US Patent Application No: 20100114632 Publication date: 05/06/2010. (Co authored with Shivi Mithal and Jyoti M. Bhat)

JOURNAL PUBLICATIONS

- Agrahari, A. and Jhunjhunwala, S., "Inventory Management Process: Problems in an Indian Convenience Store," *Journal of Cases on Information Technology*, 2012, Vol.14, No.1, p.1-14.
- Pani, M.R., Agrahari, A., De, S.K. and Sahoo, G., "Literature Review and Research Issues in e-Procurement," *Management and Labour Studies*, 2011, Vol.36, No.3, p. 225-246.
- Pani, A.K. and Agrahari, A., "Managing e-Procurement Solutions Portfolio: Case Study of an Indian Steel Manufacturer," *Journal of Internet Commerce*, 2005, Vol.4, No. 2, p. 81-94.
- Pani, A.K. and Agrahari, A., "e-Market in Emerging Economy: A Case Study from Indian Steel Industry," *Journal of e-Commerce in Organization*, 2004, Vol. 2, No. 4, p. 116-126.
- Pani, A.K. and Agrahari, A., "Group Dynamics in Anonymous Virtual Classrooms", *Management and Labour Studies*, 2003, Vol.28, No.1, p. 54-60.

CONFERENCE PRESENTATIONS

- Gangadharan, G.R.; Jain, A.N.; Rajshree, N.; Hartman, A.; Agrahari, A., "Participatory service design for emerging markets," *2011, IEEE International Conference on Service Operations, Logistics, and Informatics (SOLI)*, pp.68,73, 10-12 July 2011

RESEARCH FUNDING

- Seed money project funded by IIM Lucknow to evaluating role of ICT in rural education (This project is part supported by SAP India Ltd) - 2009
- Article selected for partial financial support from UNESCO to attend workshop on IS research and education in developing countries - 2008.
- Doctoral dissertation selected by Information Institute, USA for partial financial support to attend ISOneWorld Conference- 2005.
- Best Paper-XLRI award at GE paper writing competition-2003.