

CONTENTS

■ VOLUME 43, ISSUE 24 ■ 21SEPTEMBER 2024

Sushant Das



Rahul Jain



Samayesh Khanna



COFFEE CAPTAINS



Anirudh Sharma



Ayush Bathwal

Sushant Goel



Wait continues for GST relief for insurance; Uptick in rural demand likely; Muted growth, unmuted margins; Five decades in politics, and more

26 Columns

Minhaz Merchant (p. 26); Vikas Singh (p. 28); Amit Kapoor & Nabha Joshi (p. 30); Srinath Sridharan (p. 34); Krishan Kalra (p. 36); Kiran Karnik (p. 42); Srinath Sridharan & Steve Correa (p. 44)

46 BW Dialogue

Tech entrepreneur Saket Modi, in the latest edition of BW Dialogue, shares with Annurag Batra, Chairman & Editor-inChief of BW Businessword his views on mentorship, strategic pivots and how passion, agility and thoughtful mentorship can drive business success

50 Deep Connect

A look into how revenues have remained almost stagnant for telecom operators despite the massive surge in data consumption and what the industry can do to stay sustainable

56 In Conversation

Philips CEO Roy Jakobs on global economic outlook, the company's strategic focus on leveraging India's innovation and AI capabilities, and more 60

The Heady Rise Of The Coffee Economy

How coffee connoisseurs are fuelling India's coffee renaissance across the metros and smaller towns, and ushering in an era of diverse brewing experiences and innovative cafe concepts

Covers design by DINESH S BANDUNI

SEPTEMBEI 2024

94 Gadgets

A review of the NikonZ6111. Find out if the latest in the Z6 series does justice to Nikon's reputation

66 Star of the Lot

If How Starbucks India's CEO Sushant Dash is credited with crafting experiences with a glocal touch, and pioneering personalised coffee culture in a tea-loving nation

68 Interview

Third Wave Coffee CEO Rajat Luthra on how they are navigating the competitive landscape, going beyond retail and tapping changing consumer preferences

70 Brewing Ambition

Rajat Agrawal, CEO, Barista Coffee, on the company's current market position, expansion strategies, and its response to growing competition

72 Fresh Brew

How Beanly's Samyesh Khanna and Rahul Jain are boosting India's coffee culture by making freshly brewed coffee a daily delight

74 Tata Coffee

Sunil D'Souza, MD & CEO of Tata Consumer Products, on the company's strategic growth in India's booming coffee market, its focus on premiumisation, innovation, and expanding consumer experiences, at home and in cafés

82 Coffee Goes Desi

As coffee brands and cafe chains expand into Tier-2 and Tier-3 cities, a look into what will work for them and what will not



92 Pixel Perfect

The story of how Vivo graduated from a brand once known for selfie cameras to a leader in smartphone imaging technology

96 Personal Finance

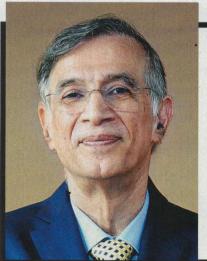
How Al technology is becoming increasingly integrated into personal finance, streamlining processes and enhancing customer experiences

100 Lifestyle

How virtual try-on technology, 3D printing, and enhanced customer service are some of the ways in which India's jewellery industry in looking to enhance its offerings to suit modern tastes

106 Bookmark

A review of Verghese Kurien – The Man Who Brought Milk to a Million Homes, a book authored by M.S. Meenakshi



108

Last Word
Niranjan Hiranandani, Chairman,
Hiranandani Group on
the importance of
emotional, social, and
intellectual intelligence for effective
leadership in a VUCA
world

TOTAL NO. OF PAGES INCLUDING COVER 110

The pages in *BW Businessworld* that are labelled BWi or Promotions contain sponsored content. They are entirely generated by an advertiser or the marketing department of *BW Businessworld*. Also, the inserts being distributed along with some copies of the magazine are advertorials /advertisements.

These pages should not be confused with *BW Businessworld*'s editorial content.