

PROFILE

DHRUMIL M. SHAH & CO.

Company Secretaries & Trade Marks Agent

Membership Number F 8021, CP Number 8978.

410, A Wing, Neelkanth Business Park, Vidhyavihar West, Mumbai -400086

Email: dhzumil@dmsah.in, Web: www.dmsah.in

Mob: 9820177898, Tel: 022-32555760

Profile of Firm



- ❑ Established in 2010
- ❑ Having 6 years of Practice in Corporate Laws
- ❑ Founder – Dhrumil M Shah
- ❑ Fellow Member of ICSI
- ❑ Registered Trademarks Agent under Trademarks Act, 1999
- ❑ Team Size - 7 members (Two Qualified CS)
- ❑ Team members having more than 2 years of Experience in Corporate Laws
- ❑ Peer reviewed Certificate of ICSI

Brief Introduction of Dhrumil M Shah



- Qualified as Company Secretary in 2007-08
- Law Graduate in 2009 (K.C. Law College)
- Prior to practice, worked as a Company Secretary in BSE and NSE Listed Company Delta Magnets Limited (Delta Corp Group)
- Total Experience in Employment and Practice - more than 8 years.

Specialized Areas in Practice



- Company Law Matters
- Trademarks Law
- Foreign Exchange Management Law
- Securities and Exchange Board of India Act

Professional Services

- Managing day to day Compliances of Corporate Laws
- Listing Compliances of Listed Companies
- Secretarial Audit
- Compliances under Foreign Exchange Management Act (FEMA)
- Joint ventures Formation & Compliances
- Advising in fund raising Strategies
- Formations of Companies/ LLPs/Partnership firms/ non profit Organization
- Public Search of the Companies
- Trademarks Registration and Litigation matters.
- Trademark Watchdog Solutions
- Corporate Governance/ due diligence Audit
- Takeover Regulations Audit
- Implementation of Corporate Governance System
- Compounding proceedings under Companies Act and FEMA
- Appearing before Company Law Board, Registrar of Companies, SEBI on behalf of client under Companies Act and SEBI Matters.

MNCs Profile

(Confidential in nature)

Country	Nature of Business
Austria	Global specialist in heat treatment furnace facilities
Dubai	Biopharma. Industrial biotech
Malaysia	leading Manufacturer and Supplier of Nitrile Examination Gloves
Poland	leading manufacturer of general purpose Gear motors / boxes
USA	Software Company
France	Pharma and Animal feed Supplements
UK	manufacturer of fire sprinkler system

Achievements



- Advisor in the Acquisition deal of Indian Software Company by NASDAQ Listed Company.
- Secretarial Auditor of BSE/NSE Listed Companies.
- Successfully Completed Compounding Proceedings in the matter of FEMA Law.

Accolade

Published Article in "The Hindu" for acquisition deal of Interactive Intelligence.

SEAMLESS MERGER THE HINDU • THURSDAY, DECEMBER 10, 2015

US co buys tech startup Customer360

PEERZADA ABRAR

BENGALURU: US software company Interactive Intelligence has acquired Mumbai-based tech startup Customer360 for an undisclosed amount.

The deal follows a slew of acquisitions led by global corporations such as Twitter, Facebook and Yahoo since the beginning of last year. In January, social-networking company Twitter bought Bengaluru's mobile technology services startup ZipDial.

Customer360 makes software-as-a-service applications. These help 2,500 small businesses globally including Yatra.com and Housing.com enhance customer relations using non-voice communication channels.

It offers a customer engagement platform that includes video chat and mobile app for live chat and helpdesk.

"We approached them (Interactive Intelligence) in September for partnership," said Mitul Thakkar, 30-year-old chief executive at Customer360. "After seeing our product and team, they came up with an acquisition offer within a month."



Customer360 makes applications that help 2,500 small businesses globally

Mr Thakkar declined to reveal the financial details of the deal, but mentioned it as a "very good exit for everyone" at the firm.

This includes its 32 employees as well as investors, Vishwas Patel, founder of online payment gateway CCAvenue and Milind Mody, CEO of digital agency eBrandz. All the employees will now join Interactive Intelligence as part of its subsidiary in Mumbai.

Founded by serial entrepreneur Donald Brown more than two decades ago, Interactive Intelligence provides communication services for BPOs. The firm which competes with Avaya, Cisco and Alcatel-Lucent will now be able to use Customer360's technology which enables contact centre to agents provide personalised and real-time experience to customers.

"This platform, combined with the team's deep understanding of video, chat and mobile technologies, will add tremendous value to our customer engagement and business communications cloud services," said Jeff Swartz, a vice president at Interactive Intelligence, in a statement.

Software product think-tank iSPIRT facilitated the deal, as part of its M&A Connect Program that aims to enable seamless merger and acquisition activity between global corporates and promising Indian startups.

Quality technology

"The Customer360 team has developed high quality technology and we are excited to see them continuing their journey as part of Interactive Intelligence," said Sanat Rao, Partner, M&A, iSPIRT. **Law firm Dhruvil M. Shah & Co. was also a financial advisor to Customer360 on this transaction.**

Customer360 was founded by Mr Thakkar along with his friends Mayuresh Shilotri and Onkar Bhosle in September 2013. An engineer, Mr Thakkar spent five years in the US doing his masters at State University of New York and working at firms such as Yahoo, before returning to India in 2012.

Thank You



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