



MES. INC.

COMPANY OF THE YEAR 2017

COVER STORY

HITEN SHAH, PRESIDENT AND CEO

After receiving a degree in Plastic Engineering from Bhaghubhai Polytechnic in Mumbai, Hiten Shah, a spirited individual in his late teens moved to the United States to attend the University of Massachusetts at Lowell. On arriving in the U.S and completing his master's degree by the age of twenty-one, Hiten Shah started his career as plastics engineer in one of the established companies in the U.S. As time passed, Hiten developed interest in various modules of the supply chain industry and was keen to start a global and manufacturing supply chain management company that could give employees' more freedom to express themselves and treat all workers fairly and transparently. But having started his career as a plastic engineer, Hiten Shah had only very little knowledge about overseeing a global supply chain.

To get a comprehensive understanding of the supply chain industry and its models, Hiten worked with many supply chain management companies in different positions—from the key manager position to the director of engineering and the vice-president of sales to the director of joint venture sales. After gaining a significant experience from these companies, Hiten Shah was ready to take on the challenge of starting his own company. As a result, MES Inc was born; a full-service provider of global manufacturing and supply chain management services built on a culture of trust and integrity.

Delivering Engineered Components at Competitive Prices



KEEPING PACE WITH THE EVER-CHANGING SUPPLY CHAIN MANAGEMENT INDUSTRY

As a metrics based company, the company started out its journey in 2007 and obtained widely recognized ISO 9001 certification in 2009. Under the leadership of Hiten Shah, the company's US Sales has grown from \$1M revenue in 2010 to almost \$80M in 2016. It is not content however, and is eyeing doubling in next 3-5 years with global growth across multiple industries. By using data analysis for accurate decision-making, MES Inc enables its clients to improve processes, efficiency, productivity, and helps them plan their operations efficiently. Also, with this decision-making process, the company helps the suppliers perform better in terms of price and quality, and reduces costs of all stakeholders involved. "In the past 20 years, MES Inc has achieved significant recognitions by working diligently every day and putting our best effort to provide customers with the best products and services," says Hiten Shah, Founder and President, MES Inc



Since the turn of the century, Supply Chain Management, as with every other industry, has been driven by innovation and cutting-edge technologies. With the advent of advanced technologies and new innovation, however, the industry has shifted its focus from logistics, transportation, purchasing, and supplies to integration, visibility, cycle advanced time reduction, and streamlined channels. Moreover, the new integration has also paved the way for new advancements in the industry by including activities such as integrated purchasing strategy, supplier integration, supply base management, and supply chain management.

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The main driving force behind the evolution of supply chain management is the new integration techniques. However, today's supply chain management professionals are expected to possess a great deal of knowledge and capabilities to support the improved efficiency, effectiveness, and profitability of modern businesses, and new integration advancements. While for large organizations the ability to incorporate performance trade-offs across multiple functional areas—both external and internal are critical, small and mid-sized companies must have the ability to deliver a unique value proposition in an increasingly competitive marketplace. As a result, supply chain management professionals are growing in importance across business types, industry sectors, and global regions for improving overall productivity.

Since the global manufacturing and supply chain management industry has a very high market entrance standard, the cost is under extreme pressure to global energy prices, technology, labor rates, government regulations and so on. Even though organizations welcome the new advancements in the industry, operation costs remain much the same. Since operating costs are one of the biggest challenges faced by the new players in the industry, MES Inc addresses these concerns of the new players in the industry by providing best-in-class services at cost-effective prices. Also, the company has developed its own in-house IT solution named MESH, which acts as a one-stop

shop for all departments, and comprises a series of previously envisaged stand-alone applications and platforms. “MESH can help customers to understand each step of our work and track all the information about our working process which makes both of our work easier,” adds Hiten Shah.

“We are constantly searching for the next big opportunity that will come through for our clients in terms of product quality, speed and price even if it takes us across the globe. We also develop suppliers with good quality, cost, and delivery processes, who can make components to our customer’s specifications,” affirms Hiten Shah. Besides, the company manufactures components from India, China, Taiwan, Vietnam, and Malaysia and maintains warehouse facilities in Ohio, California, Texas, and Mexico. With engineers and suppliers spread over all Asian-Pacific countries, MES Inc helps its clients to optimize these suppliers and source quality manufacturing resources.

While the company’s core competency lies in its customer-centric services designed to deliver top-quality components in a timely and efficient manner, its ability to make global sourcing much easier for the US companies has become its unique differentiating factor. Being a full-service provider of global manufacturing and supply chain management, the company manufactures top-notch components from across the globe, maintains warehouse facilities in several locations, ships on a JIT basis and helps many North American OEMs by managing their entire outsourced manufacturing process. “Our clients expect to deliver the highest product quality, the highest reliability at the lowest cost to them. MES Inc promises its clients to reduce component costs over domestic sourcing, reduce inventory levels and develop custom engineered products,” adds Hiten Shah.

In 2016, the implementation of MESH (a self-developed system) allowed the company to scale up the business and increase its revenues, without the constraints of adding resources at the same pace. Increased potential customers, increased dollar amount quoted, new partners and new contracts for projects are the benefits that MES continues to receive after the implementation of MESH. “We have developed two newest products—High purity copper and aluminum extrusions, for serving electrical, transformation and automotive industry,” states Hiten Shah.

Recognized by Inc 500 as one of the fastest growing private companies for 7 consecutive years, Hiten Shah also points out “MES cannot exist without the MES family. We remain focused on building a place to work where people enjoy coming to work and they bring their very best every day to solve our customers’ problems. We want to be a place which is collaborative, efficient, challenging, and exciting. We want to continue growing our engineering capabilities, sourcing capabilities while also building out the global capabilities for warehousing and inspection services.” concludes Hiten Shah.

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