

FINTECH



Dear Partners,

As Intelenet's financial year came to a close, it was signified by the 'Intelenet Top 100 Global Awards' ceremony and our annual business goal-setting exercise, culminating into the collective vision of digital transformation for the future.

Meanwhile, the BFSI industry is abuzz with the stage firmly set for digital disruption at every level in the face of rapidly changing customer buying behaviors and preferences. We at Intelenet ensure that technology is key to the transformation strategies that help clients reimagine their business and stay connected with their customers in today's no-boundaries world.

In this pursuit, we're delighted to share that Intelenet has been recognized as the most admired financial services provider at 'Stevie Awards 2018', 'UK Complaint Handling Awards 2018' and 'ET Now : MODI Awards 2018'. As hi-tech continues to be the unprecedented harbinger of change, we look forward to an exciting journey ahead in enabling disruptive transformation for all our clients via Digital, AI and Robotics, just to name a few.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

INTELENET PULSE

Business Process Outsourcing and the Digital Revolution

Having seen huge developments in the business process outsourcing industry and experienced various company mergers, acquisitions and name changes, Intelenet CEO Bhupender Singh reflects that his actual job title hasn't changed in over 15 years, despite having been "under four different logos".

Featured in *BusinessChief.com*
- Bhupender Singh, CEO, Intelenet Global Services

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Online Banking Is Great – But Offline Customers Shouldn't Get Left Behind

According to a survey by UBS, online banking has now overtaken in-branch banking, with 52 per cent of transactions now happening online.

Featured in *Finance Digest*
- Bhupender Singh, CEO, Intelenet Global Services

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Bots could replace humans in parts of Mortgage Process, says tech firm Intelenet Global Services, which works with a UK mortgage lender and others in India, and has been in the mortgage business for over 12 years.

Intelenet Global Services featured in *Mortgage Introducer*

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Intelenet Global Services ties up with Ek Peהל for Youth Skill Development

Intelenet announced the launch of yet another CSR initiative "Project Empower" with an objective to enhance and upgrade the skills of the youth.

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New Wins for the Month

Integrated Contact Center services for –

- A leading e-commerce enterprise
- A leading banking and financial services major

Awards & Recognitions



INTELENET WINS '2018 STEVIE AWARDS' FOR EXCEPTIONAL CUSTOMER SERVICE

- Gold for 'Front-line Customer Service Team of the Year in Financial Services'
- Bronze for 'Customer Service in Financial Services'

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INTELENET HONORED AT 'THE UK COMPLAINT HANDLING AWARDS 2018'

- Team of The Year (Financial Services)
- Proactive Complaint Handling

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ET Now : MODI Awards 2018 (MAKING OF DEVELOPED INDIA)



INTELENET WINS 3 AWARDS AT 'ET NOW : MODI AWARDS 2018'

- 'Most Admired Service Provider in Financial Services' – For Corporate Banking
- 'Most Admired Service Provider in Housing Finance Sector' – For Mortgage Services
- 'Fraud Prevention Initiative of the Year' – For FATCA Initiative (Corporate Banking)

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INTELENET TOP 100 GLOBAL AWARDS 2018

Intelenet's Top 100 performers from across the globe were facilitated for their stellar achievements at a glittering ceremony held in Mumbai.