

FINTECH



Dear Partners,

Financial institutions worldwide are revamping themselves to keep pace with the digital wave and adjusting their business models accordingly. The accelerating pace of technological change is the most creative force in the financial services ecosystem in the recent times. Intelenet has played a key role in empowering its financial services sector clients to embrace this digital disruption to drive more positive business outcomes.

And as a testimony to its efforts, Intelenet has now been recognized by the Everest Group as a major contender in its "Banking BPO - Service Provider Landscape" PEAK Matrix Assessment report for 2017. It is an objective and empirical comparative assessment report based on business process outsourcers' (BPO) offerings and value creation for banking sector clients. As one of the disruptors in this space, Intelenet has been recognized for the scale, scope, technological solutions and innovation, delivery footprint and buyer satisfaction categories.

Likewise, Intelenet's capabilities were again recognized when it won two awards at the UK Financial Services Experience Awards ceremony for 2017.

With more and more financial services sector companies wanting to leverage the technology disruptions to rethink their current business models and to reimagine themselves digitally, we are well on our way towards delivering next generation, cutting-edge digital solutions to our clients to ensure they retain their competitive edge and drive financial success.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

INDUSTRY ALERT

"For a long time, new market entrants found it difficult to break into the financial services industry. But FinTech disruptors have been finding a way in. Disruptors are fast-moving companies, often start-ups, focused on an innovative technology or process. They have been attacking some of the most profitable elements of the financial services value chain. A quarter of the business, or more, could be at risk of being lost to standalone FinTech companies within 5 years.

Global investments in FinTech more than tripled in 2016, reaching more than \$17.4 billion. In comparison, banks spent an estimated \$241 billion on IT worldwide in 2016, including hardware, software, and internal and external services. This is a material number, and because it is so highly targeted, the FinTech spending will really make an impact."

Source: PWC.com

New Wins for the Month

- Integrated Services for an American Travel & Hospitality Major
- Technology Services for a Global Credit Bureau
- Workforce Management for a Leading Ecommerce Enterprise
- Accounts Receivable Management for a major Financial Services conglomerate
- Compensation Management for a Consumer Products company

MONTHLY HIGHLIGHTS



INTELENET GLOBAL SERVICES RECOGNIZED AS A MAJOR CONTENDER IN EVEREST GROUP'S PEAK MATRIX ASSESSMENT 2017 REPORT



Everest Group has recognized Intelenet as a **major contender** in its "Banking BPO - Service Provider Landscape" with PEAK Matrix Assessment 2017 report. It is an objective, empirical comparative assessment of service providers based on their overall delivery capabilities and market success.



INTELENET GLOBAL SERVICES WINS 'BEST CUSTOMER CENTRIC ORGANIZATION' & 'BEST MORTGAGE & LOANS' AWARDS



Intelenet has won the following awards at the UK Financial Services Experience Awards 2017:

- **Best Customer Centric Organization** award
- **Best Mortgage and Loans** award for setting new benchmarks in the Mortgage Process Solution



INTELENET GLOBAL SERVICES CEO BHUPENDER SINGH'S ARTICLE FEATURED IN GLOBAL BANKING & FINANCE REVIEW



Automation can help create an agile financial ecosystem

Finance executives and CFOs are increasingly looking for solutions to spearhead financial transparency to gain a more holistic overview of their performance.

Automation tools can lead to better and more informed decision-making and process improvements to drive positive financial outcomes.

Read full article here:
<https://www.globalbankingandfinance.com/automation-can-help-create-an-agile-financial-ecosystem/>