



Dear Partners,

As an organization that has a multi-cultural workforce in various parts of the globe, the term 'glocal' becomes increasingly relevant towards implementing strategies that reflect both global and local considerations. In working towards this strategic goal, the driving thought process has been to empower citizens through the creation and deployment of relevant workforce frameworks.

One such initiative that has been instrumental in the implementation of this inclusive philosophy is the Emiratisation campaign in United Arab Emirates. The UAE Government has taken serious steps towards implementing this program through multiple initiatives. Intelenet's commitment towards Emiratisation has been exemplary with complete adoption of the relevant policies and our contribution towards the larger goal of creating a competitive knowledge economy.

As we progress in this collaborative journey, it was a moment of pride when Intelenet was awarded the prestigious Emiratisation award by the Ministry of Human Resources and Emiratisation (MOHRE), for our commendable role in creating employment opportunities in the UAE. The road ahead will continue to focus on strategies that will empower both the local and global workforce, and ultimately drive client benefits by delivering the best of both!

Best regards,  
**Bhupender Singh, CEO,**  
**Intelenet Global Services**

## INTELENET PULSE

### Intelenet features in India's Best Companies to Work for in 2018

These companies have proved to be exemplary employers in more ways than one.

Featured in *Economic Times*  
[Read Full Story>>](#)

### The FCA Annual Report highlights gap between Banks and SMEs

The FCA's efforts to improve financial services for SMEs will be the subject of the organisation's annual report. SMEs are the lifeblood of the UK economy, contributing more than £200bn a year, but increasingly feel under-served by banks.

Featured in *Financial IT, FinTech Finance, Global Banking & Finance & others*  
[Read Full Story>>](#)

### Idea diversity key to build a culture of Digital Innovation

Rajendra Deshpande, CIO, Intelenet Global Services is a firm believer in design thinking as a process to drive ideation and innovation. He shares his views on how his organisation is building a culture that nurtures ideation, a culture that allows for free thinking and experimentation.

Featured in *Economic Times*  
*Rajendra Deshpande, CIO, Intelenet Global Services*  
[Read Full Story>>](#)

### PE investments in India fall 29% in first half, exits show uptick: Bain & Co

Private equity investments in India have declined 29% in terms of deal volume in the six months ended 30 June, according to Bain & Co. Exit activity was the highest in sectors such as consumer technology, which saw the Walmart-Flipkart deal; IT & ITeS, which witnessed major exits in Global Logic and Intelenet Global and the energy sector.

Featured in *DealStreetAsia.com*  
[Read Full Story>>](#)

## New Wins for the Month

- Integrated Business Services for –
  - ✓ A leading e-commerce payments enterprise
  - ✓ A leading online transportation network company
  - ✓ A leading Indian e-commerce retail major
- F&A services for a multi-national F&B conglomerate

## Awards & Recognitions



### INTELENET WINS THE PRESTIGIOUS EMIRATIZATION AWARD BY MOHRE

Intelenet was awarded the prestigious Emiratisation award by the Ministry of Human Resources and Emiratisation for the exemplary work in creating employment opportunities in the UAE.

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### INTELENET RECOGNIZED BY NELSONHALL AS A LEADER IN CUSTOMER ENGAGEMENT SERVICES

Leading industry BPO analyst, NelsonHall recognised Intelenet Global Services as a leader in Customer Engagement Services within Travel & Hospitality. With its robotics-driven workflow solution iSafe and GDS training academy, Intelenet reduced 20% in back-office costs and reduced up to 50% reduction in revenue leakages.

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## India's Best Companies To Work For 2018

A STUDY BY  
**THE ECONOMIC TIMES**

Great Place To Work.

### THE WINNING STREAK - INTELENET IN TOP 100 OF ECONOMIC TIMES 'INDIA'S BEST COMPANIES TO WORK FOR 2018'

Intelenet won a place in the top 100 prestigious list of 'India's Best Companies to Work For 2018' that was presented by The Economic Times Group.

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