



Dear Partners,

Let me begin by wishing you all a wonderful and happy Holiday Season ahead. As we approach the end of 2017 and reflect back, it has been a year of growth owing to the unprecedented focus on innovation as well as our robust operational delivery driven by operating rigor across all functions. 2017 also signified large, key wins for Intelenet, with expansions in diverse markets and geographies.

On this note, I would like to express my gratitude to our clients and partners for constantly motivating and challenging us in setting new benchmarks and in achieving long-term success, together.

And as an organization, the last 2 years have exemplified a culture of brilliance and innovation winning us numerous accolades during these years. I extend my thanks to our colleagues across our global operations for their incomparable contribution to doing things differently and delivering exceptional value for our clients.

The Intelenet family sends warm greetings for a festive holiday season and a rewarding 2018!

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

### **Global Outsourcing Industry – A Glimpse into the Future**

2017 has been an interesting year for the BPO Industry to say the least. At the start of the year, there was both excitement and cautiousness over what the perceived trends would bring with major concerns related to increased skill shortages, increased trade protectionism, and political gridlock. With 2018 fast approaching, the industry is clearly showing increased optimism overall about market growth and reduced regulations.

Businesses are increasingly encouraged by the benefits gained through innovative technologies such as cloud computing, and process automation. 2018 will witness global outsourcing service providers using new technological innovations to effectively address market challenges, enhance product and services, and manage talent shortages – while helping keep operating costs low. Growing competitiveness of global markets and the ensuing pressure on businesses to run efficiently and cost-effectively will provide opportunities for accelerated growth.

The industry is expected to reach \$262.2 Billion by 2022 driven by cost benefits achieved by outsourcing back-office administration, and the development and availability of new generation technologies, big data analytics, cloud services such as BPaaS, and embedded analytics-based BPO.

*Global Industry Analysts, Inc.*

### **New Wins for the Month**

- Integrated Contact Center Services for:
  - A leading public sector utilities corporation
  - A public sector banking conglomerate
- Email Services for a banking & financial services major

## **Awards & Recognitions**



Intelenet recognized as a High Performer in Travel & Hospitality Customer Engagement Services segment. [Read more...](#)



2017 IDC FinTech Rankings - Intelenet recognized as a leading Global Financial Technology Provider. [Read more...](#)



Intelenet recognized for innovative methodology in driving process excellence with Business Process as a Service supported by RPA. [Read more...](#)



Shared Services Excellence Awards & Recognition 2017 for effective business process transformation in financial, mortgage & travel services. [Read more...](#)



## **Corporate Social Responsibility Because We Care...**

### **Intelenet MANILA**

The Intelenet Manila team has won four consecutive Global Awards for their CSR activities in 2013, 2014, 2015 and 2016. Recent successful CSR initiatives include:



#### **Intelenet Cycling Challenge 2017**

A fund raising activity for the benefit of Boystown



**Shirt for a Cause** - A two-week t-shirt drive for the benefit of the Boystown community



**11th Blood Donation Drive with Philippine Red Cross** - Received Scroll of Honor & Diploma Service Awards for this multi-year distinguished service

### **Intelenet MUMBAI**



Old footwear donation drive, refurbished by Green Sole NGO for school children in need



**Children's Day Celebration**

Children's Day Celebration organized for children from St. Catherine's home.

