

Embracing Digital Transformation



Dear Partners,

It has been a great start to February with large and significant wins in varied sectors including BFSI, Media & Entertainment and Utilities, thus strengthening our partnerships with new and existing clients alike.

While our topmost priority is to create step-change for our clients through digital transformation, our core pillars of business continue to be the most important building blocks of our corporate DNA. These include consistently delivering operational excellence, responsiveness and nimbleness to towards clients' business, transformational benefits via TAP™ (Technology, Analytics & Process Consulting) and an undeterred focus towards growth.

With the industry at an exciting stage of evolution, we look forward to providing integrated, right-shored solutions that include digital and automation, analytics, business rule management and collaboration. Our Digital Business Services practice caters to the entire gamut of services spanning the digital value chain. Disruptive and smarter technologies applied to client businesses is leading this change, and the value we deliver will be significantly higher in the months ahead.

We are also mindful of the fact that not all clients are digitally native, and our partnership will drive the skills, experience and high-tech DNA to empower survival and success in the new digital world.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

Industry Alert – Indian IT-BPM Sector leads the pack

The Indian IT-BPM sector overall is worth nearly \$154 billion. BPM sector has overcome "earlier phase of a slower growth" and is witnessing a revenue growth of 1.7 times. Revenues for India's BPM sector are projected to increase from \$30bn in FY17 to \$50-55bn by 2025. Digital streams will account for 60-70 per cent of the BPM service providers' revenue by 2025, overtaking traditional streams, with advanced technology solutions and intelligent automation driving much of this growth.

The per employee revenue for the sector will grow "significantly" and the industry would focus training more people in key skills such as big data analytics, design thinking, robotic process automation, artificial intelligence, DevOps, cybersecurity.

With the advent of new pricing models and increasing demand for unique skills in analytics, domain-knowledge and emerging technology, the BPM industry is being aided by strategic acquisitions, partnerships and collaborations. It is reported that there has been more than 60 per cent increase in revenue per FTE for analytics in the last three years.

Source: NASSCOM, SmartInvestor.in

New Wins for the Month

- F&A Contract Lifecycle Management Services for a leading media and entertainment major
- Digital Marketing Services for an asset management firm
- Integrated Contact Center Services for a leading public-sector utilities company

Awards & Recognitions



EMPLOYER
BRANDING
AWARDS

Intelenet Global Services has been awarded as one of the **Best Companies to Work For** in for 2017

Monthly Highlights

ADVANCED TECHNOLOGIES USHER IN A NEW ERA FOR THE INDIAN IT-BPM INDUSTRY

- *Featured in Express Computer, Authored by Bhupender Singh (CEO, Intelenet)*



Technology is driving business metamorphosis and organizations will significantly increase investments in embracing new-age tech in 2018.

[Read more...](#)

HOW INDIA IS DRIVING DIGITAL TRANSFORMATION IN THE WEST

- *Featured in Silicon India, Authored by Bhupender Singh (CEO, Intelenet)*



70 years post-independence, India is the fastest-growing large economy in the world and is a powerhouse of digital transformation.

[Read more...](#)