



Dear Partners,

Let me begin by wishing all of you a Very Happy and Prosperous 2017! During the last year we have laid a firm foundation for Intelenet® 2.0, and also focused on reinvigorating and strengthening our brand significantly. 2016 has been a year of surprises and disruptions. Our success can largely be attributed to our keenly agile and nimble approach toward external changes as well as in addressing challenges across client relationships, both old and new – a best practice that we will further strengthen and grow in 2017. Our interminable focus toward operational excellence, technology and innovation will help us shape a robust and sustainable structure on the basis of this solid foundation.

In the following months, concepts such as digital, automation and artificial intelligence will no longer be merely buzzwords, but will be central to everything we do. This year our innovative technology tools will continue to be embraced by an increasing number of clients across verticals and geographies; thus accruing real-time business benefits like improved profitability, enhanced quality, customer satisfaction and loyalty.

I would like to take this opportunity to thank all our valued clients and business partners for putting their trust in us and making 2016 such a fantastic year. Here's to an even more rewarding year ahead, with all of us at Intelenet® continuing to push the envelope to set new benchmarks of service excellence.

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

INDUSTRY ALERT

“The \$144-billion IT-BPO sector will need to seriously reinvent itself if it has to cope with multiple headwinds in 2017, with fundamental shifts in technology - more focus on digital, less on traditional services. New opportunities will depend on how quickly service providers are able to grasp digital, automation, robotics and so on, and technology services players will not be able to tap into such opportunities until they demonstrate capability to deliver such services. The answer ultimately lies in making IT services companies digital-ready for the future.”

Source: ET



MONTHLY HIGHLIGHTS



INNOVATIVE TECHNOLOGY SOLUTIONS 'BUSINESS PULSE' AND 'INSIGHT' DRIVE REAL-TIME BUSINESS BENEFITS

Client businesses experienced strategic benefits like enhanced quality and consistency, metric visibility, improved operational efficiency and reduced TAT thanks to business process automation tools. These include:

- **Business Pulse:** A business mobility solution with highly proficient and flexible business data insights, empowering leaders to effectively monitor performance and take real-time decisions.
- **Insight:** A streamlined QMS and Learning Management System with a modular approach to eLearning, matching up to client demands as required.



CONGRATULATIONS TO THE INTELENET® CRICKET TEAM ON WINNING THE C DIVISION TIMES SHIELD

Intelenet® B cricket team performed exceptionally well and defeated Tata Steel to win the C Division Times Shield 2015-16. They are now promoted to the B Division to play amongst major teams.

The ceremony was attended by former Indian cricket captain Saurav Ganguly, and our Executive Chairman Susir Kumar was also present to support and applaud the team's achievement.



CONGRATULATIONS TO THE INTELENET® FOOTBALL TEAM ON BEING CROWNED CHAMPIONS AT THE PUNE UNDERGROUND 2.0 CORPORATE FOOTBALL CHAMPIONSHIP

The Intelenet® football team was crowned Corporate Champions at the Pune Underground 2.0 Corporate Football Championship, and also won three individual trophies. The tournament witnessed 12 corporate giants battling it out for the prestigious cup, with Intelenet® emerging victorious.

