



Dear Partners,

My warm greetings to all of you for a Happy and Prosperous 2018 – a year when we are likely to see step jump in the business services industry driven by increased adoption of automation and other digital technologies. There is consensus in the industry that most firms that have outsourced in the past will ramp up the pace of outsourcing in 2018, reinforcing the industry's reliability and resilience.

At Intelenet, we are on track for a great year ahead with a single-minded focus on our key priority of continuing to deliver exceptional value to our clients driven by digital transformation and, in turn, delivering substantial growth for Intelenet and our staff. We continue to reap the dividends of the significant investments that we have made in our Technology, Analytics and Process Consulting (TAP™) capabilities.

In our client engagements, we will help digitally transform their value proposition for end customers by delivering customer delight through an integrated experience across various customer touch points. This will further empower our partners to challenge the status quo and tap into new information- and service-driven revenues.

I would like to thank our partners for their continued engagement in 2017 and look forward to a win-win year ahead for all our valued partnerships.

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

(Statistics Source: [www.outsourcinginsight.com](http://www.outsourcinginsight.com))

### Top 10 Trends for 2018 - Business Process Outsourcing

- **Emergence of New Technologies** including emphasis on Process Automation, focus on Social Media Management Tools & investments in Cloud Computing
- **Information & Data Security** top of mind with businesses looking to build a holistic approach towards enterprise security & fend off business risks
- **Intelligent Automation & RPA** will lead to supplier margin expansion, large savings for big buyers, & enhance revenue generation capacity with reduced liability to staff
- **More Value from Cloud** with enterprises & customers looking to leverage cloud as the core platform to drive transformation for their businesses
- **Hi-Tech Call Centers** providing IT-enabled services round the clock using chatbots and virtual agents
- **Digital Transformation of Traditional Communication** with 68% of companies outsourcing their SEO services
- **Increased Machine Learning Trend** with direct cost reduction, speed & improvement of operating processes
- **Rise in Virtual Employment** with reduction in recurring operational expenditure, increased productivity & efficiency
- **Continued Growth in Top Outsourcing Counties** including India, Malaysia & Philippines
- **Emerging Outsourcing Destinations** will include Bulgaria, Romania, Egypt, Mexico & Columbia

Source: Miscellaneous

### New Wins for the Month

- Collections Services for a multi-national financial services major
- Integrated Contact Center Services for a leading public-sector electronics corporation
- HRO Services for a leading public-sector utilities company

## Awards & Recognitions



Intelenet wins **IDC Insights Award** for AI Deployment in the Aviation Industry through the use of its proprietary automation product iCAN. [Read more...](#)



### NelsonHall's Next Generation Mortgage and Loan (M&L) NEAT Vendor Evaluation

Intelenet recognized as a **Leader** in the overall market segment

[Read more...](#)

### Intelenet Corporate Football Team Wins

- **Indian Corporate Cup (ICC) 2017** Adidas Uprising Tournament: Vashi Champions & Bandra Runner Up
- **Xavier Memorial Corporate Football League 2017** Champions



## Corporate Social Responsibility Because We Care...



### Intelenet MUMBAI



**The Wishing Tree** - Bringing smiles by granting wishes of children of local NGO's

**Santa Claus Visit** - NGO Visits with Santa Claus and distribution of gifts and chocolates

**December Dress Down** - Monetary contribution to various NGO's through participation in dress down activity

### Intelenet CHENNAI



Visited Anganwadi School and spent quality time with 40 children playing games, singing Christmas carols and distributing toys and gifts.