



Dear Partners,

Artificial Intelligence is the definitive technology of the 21st century with the potential to be a true game changer, especially in the context of customer relationship management. In the fast-paced world that businesses currently operate in, it has become increasingly critical to be able to deliver lightning fast results coupled with precision and customer experience, which will be the battleground for true differentiation.

At Intelenet, our focused AI practice leverages advanced data analytics, computer vision, natural language processing and machine learning capabilities to help revolutionize client processes. One such AI offering is iFare™ - Intelenet's Fare Calculation Tool developed inhouse and based on Artificial Intelligence Invention Platform (AIIP).

We are increasingly empowering our clients through cutting edge technology solutions reflected in our top 10 recent wins and the recognition of our CIO in multiple industry forums for our AI capabilities.

Our ever-evolving AI practice delivers the next level of meaningful engagement for our employees as well. Being awarded the 'Top 10 Dream Companies to Work For' is a true testament of innovative talent strategies and commitment towards investing in our people, that enables technological innovation and continually adds value towards our winning client partnerships.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

INDUSTRY ALERT

"Today, 38% of enterprises are already using artificial intelligence (AI), growing to 62% by 2018. Forrester is predicting a 300% increase in AI investments in 2017 compared to 2016 and IDC believes AI will be a \$47 billion market by 2020. Gartner named Intelligence – Applied AI and Advance Machine Learning, Intelligent Apps, and Intelligent Things – as 3 of its top 10 strategic technology trends for 2017.

The disruptive power of AI will impact every business, in every industry. According to Gartner, by 2020, 20% of companies will dedicate workers to monitor and guide neural networks. Gartner advises CIOs to look at areas of the company that have large data sets but lack analytics. AI can provide augmented intelligence with respect to discovery, predictions, recommendations and automation at scale."

Source: [Huffingtonpost.com](http://www.huffingtonpost.com)

New Wins for the Month

- Integrated Contact Center Services for –
 - A Global Travel & Hospitality Giant
 - A Leading Insurance Corporation
 - A Telecom Major
- Workforce Solutions for an American Cruise Line Major
- Email Management Services for –
 - A Global Ecommerce Enterprise
 - A Leading Consumer Assistance Agency
- HRO Services for –
 - A Multinational Pharmaceutical Organization
 - Leading Electrical Equipment Manufacturing Companies

MONTHLY HIGHLIGHTS



INTELENET GLOBAL SERVICES WINS TIMES ASCENT 'TOP 10 DREAM COMPANIES TO WORK FOR' AWARD



Intelenet Global Services has won the 'Top 10 Companies to Work For' award presented by Times Ascent.

This award comes in recognition of our Industry Best HR Practices as well as the constant innovation that we bring about in our overall HR culture. This award also recognizes Intelenet as having the Best Talent Management Strategies in the industry.



INTELENET GLOBAL SERVICES CIO RAJENDRA DESHPANDE WINS 'BSE – CIOKlub IT AWARD' & FEATURED IN BUSINESS WORLD



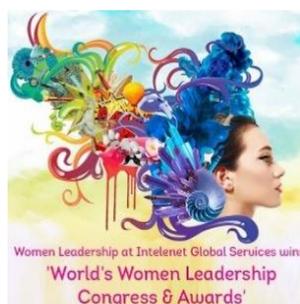
Intelenet CIO Rajendra Deshpande has been awarded the 'BSE – CIOKlub IT Award' for the deployment of our innovative AI product iFare™. It enables faster calculation of amounts related to ticketing and schedule changes, reduces retail losses through automation of fare calculation and improves turnaround time for customer queries.

Rajendra's featured article '**Artificial Intelligence – A True Game Changer**' also talks about how technology is a crucial enabler for businesses.

Read full article here:
<http://bwdisrupt.businessworld.in/article/Artificial-Intelligence-A-True-Game-Changer/02-06-2017-119398/>



WOMEN LEADERSHIP AT INTELENET GLOBAL SERVICES WINS 'WORLD'S WOMEN LEADERSHIP CONGRESS AWARDS'



Women leadership at Intelenet has won three category awards at 'World's Women Leadership Congress & Awards' including:

- **Shabnam Roy**, Director, Talent Management has won 'Exemplary Women Leadership award'
- **Bina Shetty**, Director Internal Communication & Branding has won 'Women Super Achiever award for Brand Marketing & Management'

- **Rupa Ramamurthy**, Senior Vice President, Corporate Banking Operations has won 'Women Leadership award for Excellence' in BPO Sector