



Dear Partners,

Change is the only constant when it comes to delivering great service. This adage has been a cornerstone for the outsourcing industry that has constantly reinvented itself to meet the demands of business. One such momentous change is Intelenet's acquisition by Teleperformance, the worldwide leader in outsourced omnichannel customer experience management that serves companies and administrations around the world.

The direct outcome is our much larger and stronger avatar with an enhanced value proposition that will continue to provide a multitude of benefits to our client base. On this note, I am delighted to share another significant win as the 'Top Performer 2018' at 'The Global Sourcing Association UK Top Performers & Professional Awards'. This further reinforces our uncompromised focus on doing the basics right in terms of seamless execution and operating rigour.

As we move forward with new and improved strategic changes, our enduring client relationships continue to be our driving force. The next round promises to be bigger and better as we embrace these synergistic changes, all set to create a future that transcends current benchmarks and delivers unsurpassed client benefits.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

New Wins for the Month

- Integrated Contact Center services for –
 - ✓ A leading insurance corporation
 - ✓ A leading life insurance company
- F&A services for a utilities major

Awards & Recognitions



INTELENET WINS BIG AT 'GSA UK AWARDS 2018'

Intelenet was named 'Top Performer 2018' at 'The Global Sourcing Association UK Top Performers & Professional Awards' with top honors in the following categories:

- ✓ Excellence in Transformation for Lending Operations
- ✓ Excellence in Business Process Outsourcing in Retail Banking
- ✓ Best Far-shore Team in Retail Banking

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INTELENET PHILIPPINES WINS 'BEST EMPLOYER BRANDING AWARD 2018'

Intelenet Philippines won the following category awards at the 13th Employer Branding Awards 2018:

- ✓ Operational Excellence & Quality in BPO Industry
- ✓ Award for Most Innovative Recruiting & Staffing Initiative

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Intelenet Football Team Mumbai continue their tremendous form in corporate tournaments

INTELENET FOOTBALL TEAM CONTINUES WINNING STREAK IN CORPORATE TOURNAMENTS

The Intelenet football team lifted the winners trophy in 'Saran Corporate Championship' and runners-up trophy at the inaugural edition of the 'Corporate Masters Cup'.



INTELENET 2ND RUNNERS-UP AT DEVILS CIRCUIT CORPORATE CHALLENGE 2018

Intelenet team seized 2nd Runners-Up prize in Devils Circuit Corporate Challenge at the All India Finale of the event.

INTELENET PULSE

Teleperformance to acquire Intelenet from Blackstone for \$1Bn

Teleperformance will acquire Intelenet for \$1Bn. The continued success of the company is testament to the exceptional quality of the management team, value delivered to customers, and the deep engagement with Blackstone.

Featured in *SmartInvestor.in, Business Standard & others*
[Read Full Story>>](#)

Manual Processes Still Impact Over 40% of US Logistics Industry

With players like Amazon on the brink of major advances in drones, robotics, and other autonomous vehicles, retailers and freight forwarders are pressured to meet rapidly changing expectations for next-generation supply chain management.

Featured in *Yahoo Finance, CBS News, Fox 19 & others*
[Read Full Story>>](#)

Healthcare – Outsourcing for a Changing Sector

The Healthcare industry is changing by the minute. With big tech players like Amazon taking their place in the ring, an historically significant sector is forced to move with times.

Featured in *HealthcareGlobal.com*
[Read Full Story>>](#)

US Healthcare ready for Innovation

Financial pressures and an aging population are putting pressure on both patients and healthcare providers to combat rising healthcare costs.

Featured in *Dotmed.com*
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Rajasthan Government & Intelenet tie-up to provide real-time GPS tracking of electricity repair vehicles

15 districts of the state embrace new age digital transformation for consumer benefits.

Featured in *Business World & others*
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