



Dear Partners,

The emergence of Artificial Intelligence (AI) and Robotics Process Automation (RPA) capabilities have resulted in increased efficiencies across BPO engagements and the overall client offerings are being set in motion at a much faster rate. At Intelenet, the AI and PRPA offerings are designed to efficiently expedite complex manual processes which are otherwise plagued by human errors.

This state-of-the-art virtual workforce has been successfully deployed for over 40% of our client processes. These solutions offer the 'one-click' approach with results as high as 80% straight through processing thereby reducing staff requirement to process transactions. The resulting impact is truly transformative and solves highly complex and everyday problems in far less time than either humans or 'traditional' technology possibly could.

These new age solutions offer a tremendous avenue to gain lead start in our transformation pursuit and have been instrumental in recognitions across various platforms including the 'CIO Power List 2018' and 'Everest PEAK Matrix'. As we sprint forward with our transformation priority, the new age digital wave is enabling possibilities way beyond the normal imagination and the future certainly appears exciting for the industry!

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

INTELENET PULSE

Role of Innovation in Transforming the Business Process

Once synonymous with being termed as call centers, the BPO industry has now evolved to reflect mature market offerings via robotics, automation, analytics, artificial intelligence, and digitization.

Featured in Entrepreneur.com
- Bhupender Singh, CEO, Intelenet Global Services

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Transformative productivity efficiency of over 30% via RPA is Intelenet's focus at UAE's MECC 2018

Intelenet's PRPA is designed to efficiently expedite complex manual processes and successfully deployed for over 40% of its client processes.

Featured in AL-Press.com

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Not all banking interactions of the future will be handled by bots

Features like chatbots are changing banks' relationships with customers. But despite increase in technology, the need for human contact persists, with voice recognition and chatbot technology still in its infancy.

Featured in GlobalBanking&Finance.com

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As Banks become more Digital, Customer Satisfaction calls for a Robust Approach

A compelling multi-channel experience across touch points including self-service options, chat-bots, and telephone banking will ensure that clients who don't have access or struggle with technology will still be able to take part in banking services.

Featured in FinanceDigest.com

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New Wins for the Month

- Integrated Contact Center services for –
 - ✓ A multi-national telecom conglomerate
 - ✓ A leading utilities establishment
 - ✓ A government energy and utilities enterprise
- HRO services for a leading telecom major

Awards & Recognitions



INTELENET WINS AT MIDDLE EAST CALL CENTER AWARDS 2018

Intelenet won the award for '**Best Government Outsourcing Service Provider**' at the Middle East Call Center Awards 2018 presented by the Insight Group

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INTELENET WINS 'CIO POWER LIST 2018 ITeS ICON AWARD 2018'

Intelenet CIO Rajendra Deshpande was awarded the coveted 4th Annual CIO Power List 2018 ITeS Icon Award by Core Media.

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INTELENET POSITIONED AS 'MAJOR CONTENDER FOR ANALYTICS' IN EVEREST PEAK MATRIX 2018

Intelenet has been positioned as a 'Major Contender' in the Everest PEAK Matrix alongside global giants for Analytics Business Process Services (BPS) landscape.

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INTELENET LIFTS RUNNERS-UP TROPHY AT THE ACE CORPORATE CHAMPIONSHIP 2018

The Intelenet football team lifted the runners-up trophy at the ACE Corporate Championship Gold Cup in an evenly matched contest.

Featured in FootballCounter.com
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