



Dear Partners,

The healthcare industry has been witnessing tremendous transformations, with shifts from traditional, paper-based methods of storing and accessing of data and information, to the digitization, cloud and process automation evolution. This seismic shift is an indisputable trend being driven by technological enablement towards a more efficient and value-based healthcare with reduced administrative costs and an increased patient care spend. The foray into a new era of tech-powered healthcare is revolutionizing the industry with a marked focus on improved service delivery and reduced investment of resources in mundane tasks. Our BPM lineage coupled with our healthcare domain expertise enables our clients capitalize on these disruptive trends.

One such solution targeted at easing the workforce allocation process is Radius™, a resource scheduling tool developed indigenously by Intelenet®. A robust strategy to alleviate the pain-points faced by the industry, Radius™ provides seamless service delivery and increased work efficiency with the help of real-time feeds through intelligent data capture from the mobile workforce.

As I sign off, I am once again humbled by the significant recognition for our initiatives and the organizational culture we are building by being recognized as the 'Top 8 Dream Companies to Work for in India', a true testament of the trust and support that each and every one of our valued clients has placed in us.

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

INDUSTRY ALERT

"The Autonomics and multi-agent systems will be applied in healthcare to definable, repeatable, and rule-based processes. Robotic process automation will be a competitive advantage, not replacing humans but enabling them. With the global IT robotic automation market worth USD \$4.98 billion by 2020, there will be many areas where RPA can be applied to healthcare including account management, claims processing, underwriter support, customer support, billing, collections, reconciliation, and reporting and analytics consolidation.

This conversation has now expanded beyond cost reduction to quality, engagement, and innovation. This new phase of sourcing will engage and manage resources to shift workers from the mundane task to activities with deeper customer interactions. Health innovators are using robotics process automation to drive the next stage of transformation – at affordable costs. Robotic process automation isn't coming soon; it's here."

Source: CIO.com

Wins

- HRO Services for a Leading Middle East National Bank
- Inbound Customer Services for a Global Multinational Property & Casualty Insurer
- Email Services for a Leading Mobile Ecommerce Major
- Credit Limit Increase Process (CLIP) Services for a Multinational Public Sector Banking & Financial Services Major
- HRO Services for a Leading Banking & Financial Services Group
- Collections & Pre-Sales Services for a Real Estate Major
- HRO Services for a Leading Bank

MONTHLY HIGHLIGHTS

INTELENET® GLOBAL SERVICES WINS 'TOP 8 DREAM COMPANIES TO WORK FOR IN INDIA'



Intelenet® Global Services has been adjudged among the 'Top 8 Dream Companies to Work for in India' at Times Ascent Dream Companies to Work for Awards 2017. Intelenet® was also presented one more category award for Institution Building in the BPO category. We have received phenomenal recognition once again this year for our initiatives and the organizational culture we are building.

INTELENET® LAUNCHES RADIUS™ MOBILE APP TO HELP TRANSFORM THE WORKFORCE ALLOCATION PROCESS



Intelenet® has launched Radius™ mobile app that can help transform the workforce allocation process with comprehensive reporting and dash boarding solutions — all at the click of a button. Radius™ may help organizations to increase in-house staff utilization by up to 20% and reduce staff scheduling by up to 70%.

It allows the workforce to have flexibility to work part-time yet earn the same or even more, with provision of continued services to clients from their choice of resources.

CONGRATULATIONS TO THE INTELENET® FOOTBALL TEAM ON BEING CROWNED CHAMPIONS ON THE PUNE LEGENDS CUP & PALAVA CORPORATE CHAMPIONSHIP



Intelenet® football team was crowned champions of Pune for the first time at the Legends Cup 2017, organized by ItMagia with 16 corporate giants participating.



The team also reigned Champions for the second time at the Palava Corporate Championship with 48 major teams vying for the prestigious cup, that was presented by the iconic football legend Baichung Bhutia.

