



New Wins for the Month

Integrated Contact Center services for –

- A leading public-sector law enforcement agency
- A Travel & Hospitality major

Dear Partners,

February 2018 has ended on a celebratory note – largely a celebration of people and their drive and commitment for delivering profitable business outcomes. This passion to excel has been instrumental in Intelenet yet again clinching a ‘Dream Company to Work For’ award along with the new milestone of ‘Great Place to Work’ certification. These recognitions are a direct result of the talented and innovative human capital who continue to deliver value to our clients across the globe.

In this journey of evolution from transactional to strategic to transformational outsourcing, our highly skilled global workforce ensures sustainable and balanced growth. These include People Intelligence practices that anticipate and build competencies for current and future needs, constantly adapting to the rapid pace of disruptive change. It also creates a collaborative, customer-focused workplace that consistently delivers great customer experience.

We are a firm believer that constant revitalization and renewal are the cornerstones towards creating a successful organization, while remaining globally scaled yet locally relevant. Our overall culture, value system and people practices further strengthen us as a family that is passionate about creating customer delight and building enduring client relationships that stand the test of time.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

BPO 2018 Workplace Trends

The workplace isn't what it used to be. Globalization, politics, technology, and cultural changes are changing not only what workers do, but where they do it, and how they want to be compensated for it. The workplace is changing more rapidly than ever in the BPO industry as well. In 2017 we've seen progress in narrowing the wage gap, a shift from offshore to nearshore outsourcing for agile software development, and the rise in popularity of nontraditional benefits. Things will undoubtedly continue to gain pace in 2018.

Contrary to stories about developing countries, the BPO industry offers great working conditions than most other industries. Many BPOs in India have branched to tier 2 and tier 3 towns where they have higher engagement and less employee turnover. These organizations have robust training processes and are able to manage employee fit with the demands of the processes being outsourced.

Successful BPOs have maintained their bottom line by keeping costs down, thanks to technology led automation and a degree of employee turnover in middle levels. A slightly higher employee turnover is built into the business model of many BPOs. That has not stopped many of them from being featured as great workplaces. Just as higher employee turnover has not stopped a Marriott hotel from being a great workplace.

Source: GreatPlaceToWork.in , Number8.com

Awards & Recognitions

INTELENET CEO BHUPENDER SINGH AWARDED 'CEO OF THE YEAR'



ET Now's HR Talent Management & Leadership Awards has recognized Bhupender Singh (*Group Chief Executive Officer, Intelenet*) as **'CEO of the Year'** for his exemplary efforts in the growth of the organization.

INTELENET RANKED 4TH IN 'TOP 10 TIMES ASCENT DREAM COMPNIES TO WORK FOR' AWARDS 2018



Intelenet ranked **#4** in Times Ascent **'Dream Companies to Work For'** award, up from last year's ranking of #8. Intelenet also won the following category awards:

- Best Corporate Social Responsibility
- Best use of Social Media for Recruitment & Other Methods
- Institution Building
- Dream Companies to Work For in BPO sector

INTELENET JOINS RANKS OF 'GREAT PLACE TO WORK-CERTIFIED™'



Intelenet has successfully joined the ranks of several leading corporations as **'GREAT PLACE TO WORK-CERTIFIED™'** basis the Trust Index© survey based on credibility, fairness, respect, camaraderie and pride.