



Dear Partners,

The rapidly shifting role of digital technology as an enabler of innovation and disruption has directly resulted in the transformation of Intelenet's technology backbone to provide next-gen, transformative solutions to entire industry ecosystems. And no industry has been more disrupted by digital than travel, with travelers pushing away traditional models and gravitating toward alternative travel solutions.

Our resultant work with clients has thus considerably altered, with more intelligent technology and next-generation automation solutions leading the way in meeting our clients' business objectives. A case in point is the recent recognition of iFARE™ at the 'Asia Outsourcing Leadership Awards 2018' - a disruptive technology solution that provides the most reliable and cost-competitive data to eliminate inefficiencies and ensure customer satisfaction and longevity.

As we continue to cross the threshold of traditional business models through innovation and transformation, we encourage our clients to reexamine their offerings, whether it is predicting future trends or creating unforgettable experiences via immersive technologies and virtual reality. In an industry where time is critical, and information is constantly changing, these are invaluable capabilities to digitally equip travelers every step of the way.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

New Wins for the Month

Integrated Contact Center services for –

- A leading general insurance enterprise
- A leading financial conglomerate
- A leading insurance major
- A leading consumer finance & commercial lending company

Awards & Recognitions



INTELENET WINS 3 AWARDS AT 'ASIA OUTSOURCING LEADERSHIP AWARDS 2018'

- 'Best Customer Experience Delivered by a Contact Center' – For a Leading UK Bank
- 'Award for Excellence in Improvement & Innovation' – For Travel Technology Product Ifare
- 'Best Customer Experience Delivered by a Contact Center' – For Mortgage Services

[Read More...](#)



INTELENET WINS 2 AWARDS AT THE 'NATIONAL QUALITY EXCELLENCE & LEADERSHIP AWARDS 2018'

- 'Quality Excellence Award' for Planning, Processes and Systems
- 'Best Business Process Excellence Program' for Case Ownership & Bugs to Butterfly initiative at Mortgage Operations

[Read More...](#)

INTELENET PULSE

Hotels Check-in with Customers Ever-Changing Needs

In an 'always-connected' world, customers expect fast and accurate results, smooth transactions and a service that always delivers, which is possible through automation.

Featured in *Hotel-Online.com*
- Bhupender Singh, CEO, Intelenet Global Services

[Read Full Story>>](#)

US OnlineTravel Agency Market Takes to the Skies with Adoption of Technology

As the lines between technology and travel increasingly blur, travel and hospitality companies need to prioritize providing hassle-free and timely booking options to retain their market share from agile technology competitors.

Intelenet featured in *TheEveningLeader.com*

[Read Full Story>>](#)

Intelligence and Versatility are the Future for a Sustainable Enterprise

More intelligent technology & overall process frameworks are required to meet their business objectives through new-age technology such as RPA & Machine Learning.

Featured in *CommunicationsToday.co.in*
- Rajendra Deshpande, CIO, Intelenet Global Services

[Read Full Story>>](#)

How to Manage Risk when engaging with Third-party Outsourcers

When done right, outsourcing reduces risk as it can result in improved compliance, greater transparency of performance, higher productivity, increased cost savings and positive strategic outcomes.

Intelenet featured in *RiskandComplianceMagazine.com*

[Read Full Story>>](#)



INTELENET WINS THE 'HR TECH AWARDS 2018'

Intelenet Global Services Philippines received the 'HR Tech Awards 2018' in recognition of best use of Social Media in recruitment.

[Read More...](#)