



Dear Partners,

The global financial services industry, including the mortgages sector, is challenged with finding new approaches to drive better operating and financial performance. Mature markets pose challenges to reduce operational complexity and gain deeper customer insights to grow revenue; while in emerging markets, the focus is on innovation to tap new opportunities for greater penetration of financial services products while maintaining a strong cost focus. As a key business enabler, we help financial institutions modernize and transform middle and back office business processes that support core financial operations to drive profitable growth, and respond to the market challenges with agility.

The use of technology is an important inflection point in providing transformational services to our clients. Over the past couple of years, we have been able to augment our traditional efficient but largely labour based service delivery with technology platforms, process innovation, domain expertise and analytics. For example, we were able to bring this next-generation process management and a progressive approach in our mortgage operations to help our clients improved business outcomes, including more efficient and tightly controlled processes, improved credit performance, enhanced operational risk management, a superior customer experience and a shift to more variable cost structures.

So it was not a huge surprise when, last month, Intelenet was awarded the 'NASSCOM Customer Service Excellence Award 2017' for its transformative for mortgages operations, and was ranked as a Leader in the 'CX Improvement Focus Market Segment' by NelsonHall - both endorsements of our steadfast focus towards driving improved customer experience, greater operational agility and a sustainable revenue growth across our valued client partnerships.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

INDUSTRY ALERT

"The Mortgage Bankers Association has forecast that the home purchase originations and refinance originations will total \$1.31 trillion in 2017, and with document management costs forming a huge part of every mortgage originated, any increase in straight through processing of documents will reduce the burden on the industry as a whole. The potential for FTE cost savings and reduced turnaround time for near-instant fulfillment of new account opening or loan origination are incentives too hard to ignore, and you can expect banks to invest heavily in the ability to read and automate structured, semi-structured and unstructured documents. Coupled with the combination of more affordable and extensive processing power, general availability of algorithms through algo 'marketplaces', and colossal data sets to feed the algorithms has unleashed a new era of RPA. In 2017 Robotic Process Automation will become a key priority for bank executives looking to do more with less.

Within the broad space of AI and Machine Learning, the business likely to be most adoptive of these technologies in 2017 is the Wealth Management industry. With the proliferation of ETFs and new entrant competitors like eToro, Betterment and Wealth Front, expect traditional wealth and asset management firms to start developing and launching their own hybrid robo advisors to compete."

The Finanser.com

New Wins for the Month

- Integrated Contact Center Services for:
 - A Middle East Government Enterprise
 - A Middle East Real Estate Corporation
 - An Indian Public Sector Banking Major
- Customer Management Services for a Leading Insurance Player

MONTHLY HIGHLIGHTS



INTELENET GLOBAL SERVICES WINS 'NASSCOM CUSTOMER SERVICE EXCELLENCE AWARDS 2017'



Intelenet won the 'NASSCOM Customer Service Excellence Award 2017' for co-creation and transformation of mortgages operations.



INTELENET GLOBAL SERVICES IDENTIFIED AS A LEADER BY NelsonHall IN CUSTOMER EXPERIENCE (CX) IMPROVEMENT FOCUS MARKET SEGMENT



NelsonHall has identified Intelenet as a **Leader** in the 'CX Improvement Focus Market Segment', that reflects Intelenet's ability to meet future client requirements as well as delivering immediate benefits to multi-channel CMS clients with a specific focus on improving the customer experience.

NelsonHall has also identified Intelenet as a **High Achiever** in the 'Overall Market Segment' that reflects Intelenet's overall ability to meet future client requirements as well as delivering immediate benefits to multi-channel CMS clients.



INTELENET GLOBAL SERVICES NAMED FINALIST IN ASI CEO AWARDS



Intelenet Global Philippines, Inc. has received the distinction as a Finalist in the recent Asia CEO Awards. Intelenet received the award as 'Executive Leadership Team of the Year' that achieved important success while overseeing a business enterprise in Philippines, and Intelenet Manila's growth and value add in the past year.