



Dear Partners,

Today's leading business services providers are turning traditional models on their heads, prioritizing customer needs and value as the starting point to best serve their clients. Digital and industry disruptions have led to an increased demand for consistent omni-channel customer support and it becomes crucial for enterprises to handle customer touch points across the entire lifecycle in a seamless manner.

This customer service transformation has been a defining value across all of Intelenet's engagements and going the extra mile to provide best in class customer services has become a norm for us in the last 3 years. I'm delighted to share that this has garnered recognition for us across industry platforms including multiple wins at the prestigious Globee Awards and NelsonHall's recognition of our Digital Customer Experience capabilities. Another significant highlight is the industry leading growth of 18% in 2018 YTD, a testimony of our overall value proposition.

As we progress towards our ownership change from an eminent private equity firm to one of the largest and most stable global outsourcers, the culture of customer service excellence is a common theme, along with complete alignment on the fundamentals. It is the beginning of an exciting journey that holds unlimited potential to create even greater value for our customers and employees than what we have delivered in the past.

Best regards,
Bhupender Singh, CEO,
Intelenet Global Services

New Wins for the Month

- Integrated Business Services for:
 - ✓ A Fortune 500 Banking & Financial Services conglomerate
 - ✓ A multi-national E-commerce F&B enterprise
 - ✓ A leading Health Insurance major
 - ✓ An online Matrimonial Services company

Awards & Recognitions



INTELENET WINS PRESTIGIOUS GLOBEE AWARDS 2018

Intelenet won 4 awards at the prestigious US based Globee awards that honor the achievements and positive contributions of the best companies worldwide:

- **GOLD WINNERS** -
 - Customer Success of the Year
 - Customer Service Achievement of the Year
- **SILVER WINNER** - International Business Team of the Year
- Going the extra mile for delivering **BEST IN CLASS CUSTOMER SERVICE**

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INTELENET WINS '2018 TMC & CUSTOMER MAGAZINE CRM EXCELLENCE AWARD'

Intelenet won the '2018 TMC & Customer Magazine CRM Excellence Award' for iLOAD platform – An automated property and rate loader that eliminates manual verification and property data via automation, resulting in significant saving of time and resources.

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INTELENET'S DIGITAL CX CAPABILITIES SCORE HIGH IN NELSONHALL'S ANALYSIS

Leading industry BPO analyst, NelsonHall recognised Intelenet for Digital Customer Experience capabilities in customer care, technical support, sales, loyalty management, collections and back office services.

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INTELENET MUMBAI FOOTBALL TEAM CONQUER INBOX CORPORATE CHAMPIONSHIP

The Intelenet Mumbai football team lifted the winners trophy in the 'Inbox Corporate Championship', coming on top amongst 32 teams from corporate giants.

INTELENET PULSE

Intelenet named as first amongst equals in going the extra mile to deliver business value for its customers

Intelenet recognized as an industry heavyweight champion in generating value for each of its customers at the San Francisco based award body.

Featured in *Business World*

[Read Full Story>>](#)

Big interview: Promising Exceptional Customer Experience

Bhupender Singh, CEO of Intelenet Global Services talks about Intelenet's journey and the way forward.

Featured in *MyDigitalFC.com*

Bhupender Singh, CEO, Intelenet Global Services

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BPO Mergers and Acquisitions sizzling, despite automation hysteria

Judging from the number of BPO mergers this year, there is still high confidence in the benefits of a "human touch" in customer service, along with the value of sourcing CX to the experts.

Featured in *NearshoreAmericas.com*

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How to restore the relationship between banks and SMEs

Small and medium-sized enterprises (SMEs) are often overlooked by banks, even though SMEs contribute more than £200 billion a year to the UK economy.

Featured in *Thomson Reuters*

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