



**From the CEO's Desk**  
 October 2018

**New Wins for the Month**

- Integrated Business Services for:
- A multi-national Telecommunications conglomerate
  - A leading Life Insurance major
  - A leading FMCG enterprise

Dear Partners,

October 4<sup>th</sup>, 2018 was a significant milestone for Intelenet as it formally became part of the Teleperformance group as the **Teleperformance Digital Integrated Business Services (TP DIBS)** division. This will now be our brand-new identity going forward. This combination brings together the global scale, stability and long tenure client relationships and experience of Teleperformance and the back-office integrated services and digital capabilities of Intelenet. In addition, we become one of the largest business process outsourcers in India with a combined staff count of about 70,000 people in the most dynamic outsourcing location in the digital world.

TP DIBS is the designated centre of excellence within the Teleperformance group for integrated services and digital transformation. We will continue digitizing entire value chains across industries to deliver step change improvement in outcomes. These value chain enhancements have already proved to be a crucial enabler for Intelenet clients in terms of agility, resilience, productivity and customer satisfaction and we will now extend these capabilities to a wider TP client base.

This month, we also take pride in launching our Mortgage vertical **Lending Suite** - an AI and automation-based initiative that empowers banks to generate mortgage offers in a mere 30 minutes, while cutting processing time and costs by 40% and 50% respectively.

This and many more path-breaking transformative solutions are in the fray as part of our new identity to foster long-lasting value and relationships across our client portfolio. As we celebrate this moment with all of you, we sincerely thank you for being a part of this exciting journey.

Best regards,  
**Bhupender Singh, CEO,**  
**Teleperformance Digital Integrated Business Services (TP DIBS)**

**New Launches & Achievements**



**TP DIBS LAUNCHES BOT-BASED  
 AUTOMATED TOOL TO SHRINK LENDING  
 TIME FOR BANKS**

TP DIBS launched the Mortgage vertical **Lending Suite** – a new age digital transformation, enabling automation tool that will to disrupt the existing conventional loan disbursement process by slashing down the lending time to just 30 minutes.

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**TP DIBS LAUNCHES A NEW GLOBAL  
 DELIVERY CENTER IN JORDAN**

TP DIBS launched a state-of-the-art center in Jordan with a capacity of 200 seats to provide hybrid onshore and offshore delivery locations based on emerging client demands. It will be expanded to a 500-seater facility for driving growth in the GCC region.

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**IN THE NEWS**

**UK Mortgage lending at all-time high in the last decade**

The Bank of England (BoE) has released latest data on mortgage lending and new lending commitments are at their highest.

Featured in *Global Banking & Finance Review*

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**Digitizing mortgage market remains a top priority for banks**

Rising mortgage rates, decreasing home sales and fierce competition are triggering innovation to help consumers find best mortgage deals.

Featured in *BusinessComputingWorld.co.uk*

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**From technology newcomers to data-driven wearable devices:  
 The US healthcare market is quickly evolving**

Traditional healthcare companies are under pressure to compete with agile newcomers, who are threatening their market share.

Featured in *DOTmed.com*

Jay Reinholt, Senior Director – Client Relations

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**How Logistics Firms Can Compete in the Age of Amazon**

To compete against tech giants, digital automation solutions and RPA are levers helping companies.

Featured in *TransportTopicsNews.com*

Abhinav Singh, Senior Director – Business Transformation

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**TP DIBS FOOTBALL TEAM WINNERS OF  
 'MONSOON LEAGUE 2018'**

TP DIBS football team lifted the winners trophy in the 'Monsoon League 2018', coming on top amongst 24 teams from corporate giants.