



## Press Release

### **Intelnet Global Services recognised at National Outsourcing Association Awards 2007, UK**

Awarded 'BPO Project of the Year' for their innovation for a critical payment remediation process for a premier UK Financial services group

**Mumbai, November 13, 2007:** Intelnet Global Services Pvt Ltd (Intelnet), India's leading BPO service provider has been awarded the 'BPO Project of the Year' at the NOA Awards 2007. Intelnet has been recognised for their innovation in a banking process for a UK based premier financial services group.

This year marked the fourth NOA Awards by UK's only outsourcing trade association. "NOAAs" have become a landmark in the acceptance of outsourcing as a legitimate business practice. These awards recognise the efforts of companies or people who have shown excellence in the field of outsourcing - delivering innovation and tangible return on investment.

Intelnet was tasked with providing a rapid and efficient process to enable the client to assess and rectify errors in payment data, retrieve the best exchange rates before the daily currency cut-offs across 87 currencies. By employing best practices like multi-skilling and cross training of employees, stringent checks and balances and Intelnet not only met and exceeded service levels for the process but also achieved a high end-customer satisfaction score. Intelnet also took on the client's risk of operational losses due to foreign exchange fluctuations and minimised operational losses by 90%.

**Susir Kumar, CEO Intelnet** said, "We are proud to receive this honour. NOA's recognition has highlighted the value delivered on this project and is testimony to the spirit of partnership and joint ownership that we share with our clients. Intelnet has consistently met its service level agreements in the past and we are delighted that NOA has recognised our achievements."

The NOA judges were impressed both with the innovation of Intelnet's project and the level of commitment Intelnet made to share client risk as well as meticulous execution with a strong focus on achieving client goals.

#### **About the NOA Awards**

The National Outsourcing Association Awards for Best Practice in Outsourcing, launched in 2004, reward innovation and achievement by suppliers, users and integrated teams within the outsourcing industry in the UK and across Europe. [www.noa.com](http://www.noa.com). The judging is done by the NOA board directors, who represent end

users, suppliers, legal firms and consultants. The criteria that awards are assessed on are: Deal objectives compared to deliverables Tangible business ROI / change Innovation applied to the negotiation and implementation processes.

### **About Intelenet Global Services**

Intelenet Global Services (Intelenet) is a leading global Business Process Outsourcing (BPO) company led by the Intelenet management team, backed by Blackstone, a leading Global Private Equity Player.

Intelenet delivers Contact centre, Finance & Accounting (F&A), and Transaction Processing services to Fortune 500 companies representing the Financial Services, Retail, Insurance, Telecom, Manufacturing, and Travel & Hospitality industries in the UK, USA and India.

With more than 21,000 employees across 18 state-of-the-art service delivery centres in India and overseas, Intelenet has more than 7 years of expertise delivering custom-made service solutions that are aligned to suit the outsourcing strategies of companies.

Intelenet's growth in the BPO industry has been spurred by its dedicated effort in creating valuable relationships and its focus on quality and timely delivery.

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### **For more information, please contact:**

Debjani Gupta/ Aditi Roy  
9821243750/ 9892306446  
[debjanig@text100.co.in](mailto:debjanig@text100.co.in) /  
[aditir@text100.co.in](mailto:aditir@text100.co.in)  
Text 100 Public Relations

Avina Lobo  
[avina\\_l@intelenetglobal.com](mailto:avina_l@intelenetglobal.com)  
Intelenet Global Services