

Intelnet to tap Latin America, acquires Mauritius co

TIMES NEWS NETWORK

Mumbai: Intelnet Global Services, a leading global third party BPO company, on Monday announced the acquisition of a Mauritius firm that owns two global entities—Upstream, a global BPO player and Travelport ISO, the India-based captive operations part of the Travelport group, a global travel services provider. This is Intelnet's first major step in its aggressive inorganic growth strategy, set in motion following the management buyout backed by Blackstone in June 2007.

US-based Upstream employs over 1,200 people across three on-shore delivery centres in the US, two near-shore centres in Latin America (Guatemala and Panama) and an offshore centre in Mauritius. It provides multi-channel contact centre solutions, including voice and back office operations spanning customer relationship management and sales support for nine key clients, primarily in the travel and information technology domain. India-based Travelport ISO offers voice, BPO and finance & accounting services to global travel brands and employs 1,100 people across two locations in India. This acquisition enhances Intelnet's expertise in the Travel domain while increasing exposure to newer customer segments like B2B.

These will also enable Intelnet expand its delivery footprint from solely offshore centres to an on-shore and near-shore capability based out of the US and Latin America. This global delivery expansion also adds new geographies, such as Mauritius, and builds upon the multiple language capability portfolio with Spanish and French.

Intelnet Global Services CEO Susir Kumar said, "We have identified travel as a key growth area and with these acquisitions, Intelnet has taken the first major step towards growing its global delivery footprint. This is in line with our multi-pronged growth strategy of organic, inorganic growth and leveraging Blackstone's network of portfolio companies."