



Intelenet Global Services launches centre in Thane *Strengthens delivery capabilities in West India*

Mumbai, November 10, 2009: Intelenet Global Services Pvt Ltd (Intelenet) today launched a delivery centre in Thane, Maharashtra. Located on a 60,000 sq ft area, this centre has a total seating capacity of 1237 seats to service Intelenet's domestic and international clientele.

Of the 1237 seats, 923 seats will be utilized for Intelenet's domestic business and approximately 314 seats for its international business. On the domestic side, the center will offer multi-lingual capabilities in Hindi, Marathi, Gujarati, Kannada, Tamil, Telugu, Malayalam, Bengali and Punjabi across a range of verticals such as Banking and Financial Services, telecom, manufacturing and media. The Thane centre will provide customer lifecycle management, inbound customer services and collections across various verticals in the domestic segment and back office operations for the international leg of its business.

Mr. Susir Kumar, chief executive officer and managing director said, "Intelenet has been a significant pure-play provider of business process outsourcing (BPO) solutions to both global and domestic organisations. Over the past one year, Intelenet has been growing and expanding its domestic footprint by launching centres across Puducherry and Bangalore. The centre in Thane will further help us to consolidate our presence in Western India, leverage efficiencies and provide access to an erstwhile untapped talent pool in the North-eastern suburb of Mumbai".

Intelenet has taken rapid strides post the MBO backed by Blackstone in June 2007. The company's global delivery expansion subsequent to the acquisition of Upstream and Travelport ISO in 2007, has also added new geographies along with a multiple language capability portfolio with Spanish and French.

Intelenet was also the first International BPO to venture into the domestic BPO sector with its acquisition of Sparsh in 2005. The domestic business currently has over 40 client relationships with leading multinational companies across telecom, banking, insurance, consumer durables, retail, media, aviation & public sectors. The domestic subsidiary provides services in 15 languages with centres in Mumbai, Bangalore, Pune, Chennai, Mohali, Kolkata, Gurgaon, Delhi, Puducherry and Thane.

About Intelenet Global Services

Intelenet Global Services is a leading global third party BPO Company that delivers Business Process Outsourcing (BPO) services to Fortune 500 companies in the UK, USA, Australia and India. This specialized BPO expertise enables us to cost-effectively align practical solutions with specific outsourcing strategies and needs of our clients.

The Intelenet growth story involves rapid growth from just 25 employees at a single site to 28,000 employees across 31 locations in India and overseas in just 8 years, making it the second largest employer in the Indian BPO space. 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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