



Press Release

## Intelnet launches its first centre in mainland Europe

*Facility in Krakow, Poland to enhance nearshore presence*

### **Highlights:**

- *Launches a new 150-seater facility in Krakow, Poland*
- *Offers multilingual capabilities in German, French, Italian, Dutch and Spanish*
- *Enhances Intelnet's global footprint to over 35 facilities worldwide*

**Mumbai, February 03, 2010:** Intelnet Global Services Pvt. Ltd. (Intelnet) today announced the launch of a new centre in Krakow, Poland. This 150-seater facility, located in the Southern part of Poland, will enhance the company's near shore capabilities in Europe and increase its global footprint to 35 centres. Intelnet plans to grow the facility to 500 seats in around a year.

The Krakow facility will provide multilingual capabilities in German, French, Italian, Dutch, and Spanish to global clientele and will cater to several verticals especially the BFSI and travel industries. Being the second largest city in Poland, after Warsaw, and equipped with a huge talent pool, Krakow is a booming destination for outsourcing. The city offers a huge talent pool with a presence of 20 universities and over 52,000 students graduating annually.

Speaking at the launch, Mr. Susir Kumar, managing director and chief executive officer said, "The BPO business has truly grown global over the years and clients look at outsourcing partners that can manage critical processes from multiple global locations. Aimed to enhance our European delivery capabilities, the new facility at Krakow is a step forward to augment our nearshore presence, and provide a globally integrated service offering to our clients".

"Poland has emerged as a key BPO destination in mainland Europe, and Krakow has a rich multi-lingual talent base which made it our preferred choice for setting up our first centre in Europe," added Mr. Kumar.

Intelnet 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 such as Mauritius along with a multiple language capability portfolio with Spanish and French. It has also added centres

on the domestic side of its business over the past one year and continues to maintain a leadership position in the Indian BPO landscape.

**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 over 31,000 employees across 35 locations in India and overseas in less than a decade, 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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