

# Intelenet eyes legal process outsourcing

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BLACKSTONE-BACKED BPO firm Intelenet is looking at legal process outsourcing (LPO), education and HR outsourcing as new areas to steer growth in the domestic market. Among the largest BPO firms catering to the domestic market, it currently caters to banking and financial services, telecom and travel verticals.

The interest in foraying into the LPO space stems from the opportunities presented by a growing economy. "Indian companies would require greater legal support as they grow, which would mean significant opportunities for LPO

work in the domestic market," Intelenet's domestic BPO head Radhika Balasubramanian said.

The BPO firm already does small amount of work in the area of HR outsourcing like payroll processing and even recruitment for some of its clients. However, it has not focused so far on this as a revenue stream which it plans to do now.

"Education is another interesting area. We train a large number of people for our own requirement. We could work with the government or NGOs for training," Ms Balasubramanian said.

IT-BPO firms have to train a large number of new recruits to make them ready for

the job. In fact, BPO firm Genpact decided to turn training into a separate revenue stream and formed a joint venture with NIIT early this year to train people for the BPO industry. Intelenet figures among the top domestic BPO firms. Of its 25,000 employees worldwide, about 16,000 cater to the domestic market. However,

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**R BALASUBRAMANIAN**  
DOMESTIC BPO HEAD,  
INTELENET

er, only about 25-28% of its revenue comes from its domestic operations.

"While the number of employees would always be higher in domestic operations, we expect revenue per employee to improve once we do legal process and finance & accounting work where growth is non-linear," Ms Balasubramanian said.

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