

Intelenet opens new Poland facility

BPO services company Intelenet Global Services has announced the launch of a new centre in Krakow, Poland. This 150-seater facility, located in the Southern part of Poland, will help the company's nearshore capabilities in Europe and increase its global footprint to 35 centres. "Intelenet plans to grow the facil-

ity to 500 seats in around a year," the company said.

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," the company said.

Susir Kumar, Managing Director and

CEO, Intelenet 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 ca-

pabilities, 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 multilingual talent base which made it our preferred choice for setting up our first centre in Europe," Kumar added.



