

Infoline wins 2009 'Best OSP' award

MUSCAT — Infoline won the 2009 Best OSP award (Medium Category) at the recently held Middle East Call Centre Awards in Dubai. This has been the second time when Infoline has been recognised for its operational excellence as an Outsourcing Service Provider (OSP) across the Middle East.

Organised by Insights, the Middle East Call Centre Awards is the "night of the year" for the region's burgeoning call centre community and has proven to be a major catalyst for ongoing call centre development and evolution in the region. Held annually, and through a rigorous process of evaluation and analysis by independent call centre experts, competing regional call centres are measured across all facets of their operation and ongoing strategy.

Speaking on the accomplishment Sameer Gupta, executive vice-president Infoline said: "We once again acknowledge with great pleasure this award and recognition of being the best OSP among the call centres across the region and would attribute this continued success to our unparalleled commitment to enthrall our customers with the most beneficial outsourcing experience. This recognition has been the pinnacle of our remarkable achievement and relentless hard work in the years,

the competition was definitely tough with more than 100 call centres participating and the journey to the final stage with a series of inspections and scrutiny by the judging panel was a real challenge."

Infoline owns a unique position in the outsourcing business due to its integrated service offering. With its gaining specialisation in providing highly focused BPO and contact centre services to some of the competent organisation across all verticals, it has emerged as a premiere service provider catering to a gamut of services.

As a growing endeavor, Infoline spreads its wings and adds to its basket of offerings specialised services such as HR BPO and software solutions like security solutions, document management service, ERP, IT help-desk solutions and the complete Microsoft solutions. With proven expertise and track record, Infoline aims to deepen the outsourcing culture in the region while attempting to ensure every business process moves up the value chain and change the way every business responds in the market.

The essence of the Infoline as a brand has always been Customer delight and quality and the driving force of the brand is based on three core values, being team work, integrity and innovation.

