

# Infoline wins the Best OSP Award for 2009



By Hasan Kamoopuri

MUSCAT— Infoline LLC, a joint venture of Bahwan CyberTek, Omantel and Public Establishment for Industrial Estates (PEIE) since 2003, won the Best Outsourcing Service Provider Award.

This has been the second time when Infoline has been recognised for its operational excellence as an Outsourcing Service Provider across the Middle East region (Medium Category).

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 occasion,

Sameer Gupta, Executive Vice-President, Infoline said “We once again acknowledge with great pleasure this award and recognition of being the Best OSP (Medium Category) among the call centres across the region and would attribute this continued success to our unparallel commitment to enthrall our customers with the most beneficial outsourcing experience.

He further said “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 organisations across all verticals, it has

emerged today as a premier service provider catering to a gamut of services.

As a growing endeavour, 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 a proven expertise and track record in these services, 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.

As Oman’s economy expands and diversifies, the IT Enabled Service (ITES) sector is growing in size and significance. Since 2003, Infoline has grown to be one of the foremost ITES providers with specialisation in Contact Centre and Business Process Outsourcing (BPO), winning several awards along the way.