

The Commercial

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Save for Oman

CO-OPERATION @ 30 • MEAT EATERS • DESTINATION SOUTH AFRICA

OMAN: RD 1, UAE: AED 10, SAUDI ARABIA: SR 10, BAHRAIN: BD 1, KUWAIT: KD 1, QATAR: QR 1, EGYPT: EP 10, JORDAN: JD 2, INDIA: IN 100

Call Centre Award for Spanco



Spanco Golden Key Solutions has won the Middle East Call Centre Award for the third consecutive year. Having already won the “Best CRM developer” in 2008, the “Gold Award for Services Category” in Oman Web Award 2008 and “The largest OSP award” in 2009, Spanco GKS had made its strong presence across GCC.

These awards involve multiple stages of evaluation by analysts and industry experts and based on criteria comprising customer acquisitions, breadth of service offerings, strategy and innovation, operational excellence, growth in market share, financial performance as evidenced by revenue and revenue growth and overall contribution to the industry.

Spanco GKS was conferred with these recognition for showing exemplary growth and performance from 2007 to 2010, growing from 10 seats to 500 seats as the major brands in the region getting associated with as business partners.

The Managing Director of Spanco GKS, Niti Ajit Kumar Karsandas said, “Spanco GKS envisions the outsourcing markets in the MENA region to grow many folds in the coming decade and we believe that the markets have a lot of catching up to do.”

Vale signs contract with Majan Electricity



Vale Oman Pelletizing Company L.L.C. has signed a 13 million agreement with Majan Electricity Company SAOC to supply state-of-the-art Iron Ore Pelletizing Plant and Distribution Centre underway in Sohar with 93MW of power. The agreement follows the recent announcement of selling 30 per cent of Vale’s Pelletizing Plant in the Sultanate to Oman Oil Company further highlighting its commitment to be an agent of sustainable development through partnering with local suppliers and adding to the wealth of the Sultanate’s booming industrial sector.

As one of the leading bulk power suppliers in the Sultanate, Majan Electricity Company’s core business revolves around managing electricity networks through the supply and distribution of energy covering 50,250 square kilometres in the regions of Al-Batinah, Al-Dahirah and the Governorate of Buraimi.

Since inaugurating its Middle East, North Africa and India office in the Sultanate in 2007, Vale has been dedicated to founding a solid market position as the region’s largest mining investor and establishing sustainable partnerships guaranteeing that Vale’s global standards are enforced in every part of the production process. As Vale’s first green-field project and first international pelletising plant outside its home base of Brazil, the project plans to set new benchmarks for the steel industry in the MENA region.

Recognition for Avis Car Hire

Leading car hire company Avis, has again been internationally recognised for its exceptional business service in the Middle East with two prestigious award wins.

The company, which has car-rental outlets across the region, was awarded ‘Middle East’s Leading Business Car Rental Company’ for a consecutive year at the World Travel Awards 2010, as well as being named ‘Best Car Rental Company for the Middle East’ at the Business Traveller Awards.

Avis was awarded the top accolades ahead of its rivals due to its outstanding business



services. Viewed as highly influential amongst travellers internationally, the World Travel Awards prides itself on identifying companies that consistently

excel beyond expectation to offer a world-class customer experience.

Meanwhile, voted for by the readers of Business Traveller Magazine and reviewed by an independent panel of industry experts, the Business Traveller Awards are seen as a benchmark for industry excellence. Avis services are designed in response to customer demand for speed and transparency to help make customer’s journeys as simple and hassle-free as possible and give them more time to enjoy their time away.