

OMAN

RECOGNITION

Spanco wins Middle East Call Centre award

MUSCAT: Spanco Golden Key Solutions 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. By winning these 2 awards, Spanco GKS has proved that it is the best and fastest growing BPO. The longevity award shows their longstanding relationship with their clients and Best Call Centre OSP award shows the quality of service provided to the clients. It has been quite some time since Spanco GKS have been working hard as a team to realize the dream of being recognised as the number one call centre/BPO company in the GCC region. This year in the MECC Awards, Spanco GKS has won the "Longevity" Award and "Best Call Centre OSP (Ambassador) award of the year 2010."

These awards involves 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. Reacting on the news, our valuable clients said, "We



PROUD WINNERS: Spanco Golden Key Solutions Team with Tejinder Singh Bhatia in the Dubai for Insights award ceremony 2010.

are delighted that Spanco GKS has won this award and would like to congratulate Tejinder Singh Bhatia and the entire team.

Spanco GKS has proven over years to be a highly reliable partner in every step of the way and we thank to them; we have accomplished many of our goals in even less time than we had anticipated.

Spanco GKS centre head of Oman, Biju Nair says "This couldn't have been possible without the expert guidance, encouragement, and motivation of our visionary leaders Niti Ajit Kumar Karsandas and Tejinder Singh Bhatia whose skills and vision have helped our company receive the laurels of the number one position in this region."

The managing director of Spanco GKS, Niti Ajit Kumar Karsandas viewed, "We Spanco GKS are proud and delighted to be honoured with the top award in the outsourcing industry, what makes this award very special is the "August Company" of fellow award seekers that we have been put in line with for comparison and chosen. We humbly accept the longevity award as a compliment to our service and dedicated focus to our clients business. 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. Spanco GKS have a strong team of professionals and believes that its key differentia-

tor and USP are the up beat team of employees and senior management of SpancoGKites."

However Bhatia claims that "An achievement like this cannot happen overnight. It requires planning and a birds' eye view for details, goal settings, hard work, teamwork, and implementation based on the planning. We have been fortunate to be backed by a team of very motivated and dedicated employees who knew their work and were result oriented. I will fall short of time in thanking everyone now for their involvement and willingness to work.

However I would like to add that with such a team in hand, we can achieve many more awards for Spanco GKS in the future".

