

July 8 , 2003
Mumbai

GTL Limited, the premier network engineering and IT services company, has entered into a strategic partnering agreement with GBS, LLC a premier Enterprise Wide Outsource Provider based in the United States.

Under the agreement, GBS will provide outsourced services to their US-based large and medium sized corporate clients through GTL's Call Centre and BPO services facilities in India. GBS will market GTL's capabilities to medium and large US corporations who are seeking to outsource their services to world class service providers who have state-of-the-art infrastructure and put high emphasis on quality deliverables for their Call Centres, IT Services, Back Office Processing Departments.

Mr. Aparup Sengupta based out of the US,, Global Head & CEO – BPO Initiatives, GTL Limited said "We are delighted to partner with GBS as the association will add significant value by leveraging on the relationship that GBS has with large multinational corporations."

GBS founder and CEO, Nitin Shah says, "By partnering with GTL we are able to provide efficient, cost effective, quality solutions to our US Clients. This will allow our clients access to state-of-the-art technologies and infrastructure which adhere to International Quality Standards."

"Our clients will capture substantial cost savings with no degradation of quality or customer satisfaction. As a result, clients can redeploy resources to their core business activities and strategic initiatives," says GBS co-founder and CFO, Alan Caine.

GTL's BPO / Customer Management Solutions (CMS) Business

GTL Limited has one of the largest state of the art call centres in Navi Mumbai and is a pioneer in the Contact Centre and BPO solutions. GTL has been offering BPO services to clients in Financial Services, Insurance, Telecom, Retail, Healthcare verticals in UK and USA for more than 4 years. The services provided include Customer Acquisition, Customer Service, and Technical Helpdesk and Back Office Processing services.

GTL is one of the largest Third party outsourced contact center services provider in India and has been ranked 3rd as per Nasscom ITES-BPO ranking for the year 2001-02.

GTL has been awarded the ISO 9001:2000 certification by KPMG in August of 2002 for all business processes in the Contact Centre Services. Apart from the ISO certification GTL has already undergone baseline assessment and would be shortly COPC 2000 certified. In addition, the other Quality Initiative is Implementation of Six Sigma in the organization.

About GBS

GBS, LLC is a premier Enterprise Wide Outsource Provider for corporations, government agencies and non-profit organizations. They specialize in Business Process Outsourcing (Customer to Cash – C2CTM), Customer Relationship Management, IT Services and Document Management Services. Located in Rochester, New York, the GBS mission is to be the Preferred Outsource Vendor of Choice for companies who want a cost effective alternative to their current day to day business processes. GBS has clients across Travel & Tourism, Office Automation and Documentation Industry, Staffing services, Insurance and Banking sectors. GBS's core team has years of experience working with some of the leaders in these industries. The company has over 25 highly experienced Business Consultants working for it.

About GTL Limited

GTL Limited is a leading Network Engineering and IT Services Company with a turnover of Rs. 640 crores, (US\$ 133.41 million) for the year ended March 31, 2003. GTL's vision is to "Spearhead Technology-driven Business Innovations". GTL brings together various technologies to address client's critical business imperatives.

With employee strength of more than 2400, GTL is present in 21 locations in India and 11 locations internationally that include USA, UK, Germany, Saudi Arabia, Mauritius, Singapore, Middle East, New Zealand and Australia.

GTL focuses on Industry Verticals of IT & Telecom, Healthcare & Pharmaceutical, Banking, Finance & Insurance, Manufacturing and Hospitality.

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