

Nomination: 18991

IntouchCX

Page: General Information
Name of Organization / Company IntouchCX
Logo Download File (https://asiasteveawards.secure-platform.com/file/28311/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoyODMxMSwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbmfIntouchCX_Primary.jpg)
Web Site Address https://intouchcx.com/ (https://intouchcx.com/)
Page: Entry Information
Entry Title IntouchCX
Category T01 - T11 - Achievement Categories > T07. Innovative Achievement in International Expansion
Submission Format An Essay of up to 625 Words
Essay <p>IntouchCX has been a global leader in customer experience management solutions for over 20 years. We deliver exceptional results for global brands through automation tools, innovative tech, and by staying ahead of the competition.</p> <p>At present, we employ more than 25,000 people across 22 locations globally, with a culture of care at the core of our people strategy. Through our technology and our people, we are redefining the world of customer experience. We have physical campuses in India, the Philippines, the United States, Canada, Guatemala, Colombia, Jamaica, Honduras, and Greece. We are expanding our global footprint to Malaysia and Egypt.</p> <p>The expansion in Cairo, Egypt is particularly significant, as the city boasts a diverse workforce and exceptional talent. This venture has allowed us to create 500 high-value jobs, contributing to the growth of an industry that is becoming increasingly complex and specialized. Our expansion into Kuala Lumpur, Malaysia has positioned the country as our Pan-Asian language hub. With a culturally-fit workforce, world-class infrastructure, and linguistic expertise in multiple Asian languages, Malaysia is an ideal location for serving our clients in the region.</p> <p>IntouchCX has also taken strategic steps to further strengthen our presence in other key regions. We opened a third campus in The Philippines, located in Clark, to better serve the growing demands of our clients. We expanded our state-of-the-art campus in Hyderabad, India, by opening a second LEED Platinum certified site. This not only supports our expanding client base in the region, but also reflects our commitment to environmental sustainability.</p> <p>To keep pace with the evolving industry landscape, IntouchCX acquired Goodbay Technologies, a company with a Center of Excellence (COE) in Bengaluru, India. Goodbay Technologies' expertise in gaming, mobile applications, consumer technology, and attracting new economy clients complements our existing offerings, positioning us as an industry leader in digital customer service solutions.</p> <p>IntouchCX was recognized as a Major Contender in the America's PEAK Matrix Assessment by Everest Group. This is a testament to our expertise in fostering innovation, prioritizing well-being, and consistently driving high performance for our valued partners.</p> <p>These expansions and acquisitions underscore our unwavering commitment to providing excellent customer service as a global solutions partner. Through our continuous investments in innovation and talent, we are prepared to meet challenges and opportunities that lie ahead, driving the future of customer experience management.</p>
For this category please provide An essay of up to 625 words describing the nominated innovative achievements since July 1 2021, OR a video of up to five (5) minutes in length illustrating the same. Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.
Credits
Do You Have Supporting Files You Would Like to Upload? No

Do You Have Website URLs you would like to link to

Yes

URL 1

<https://timesofindia.indiatimes.com/business/india-business/intouchcx-redefining-customer-experience-cx-through-their-technology-and-their-people-/articleshow/106226159.cms?from=mdr> (<https://timesofindia.indiatimes.com/business/india-business/intouchcx-redefining-customer-experience-cx-through-their-technology-and-their-people-/articleshow/106226159.cms?from=mdr>)

URL 2

<https://www.intouchcx.com/thought-leadership/intouchcx-announces-expansion-to-malaysia/> (<https://www.intouchcx.com/thought-leadership/intouchcx-announces-expansion-to-malaysia/>)

URL 3

<https://www.martechcube.com/intouchcx-announces-expansion-into-egypt/> (<https://www.martechcube.com/intouchcx-announces-expansion-into-egypt/>)

URL 4

<https://ians.in/pr-wire-detail/intouchcx-to-create-500-new-jobs-in-cairo-10-01-2024> (<https://ians.in/pr-wire-detail/intouchcx-to-create-500-new-jobs-in-cairo-10-01-2024>)

URL 5

<https://www.intouchcx.com/thought-leadership/hyderabad-campus-lead-certified-for-green-initiatives/> (<https://www.intouchcx.com/thought-leadership/hyderabad-campus-lead-certified-for-green-initiatives/>)

URL 6

<https://www.rwbaird.com/transactions/investment-banking/dealcard/5887/> (<https://www.rwbaird.com/transactions/investment-banking/dealcard/5887/>)

URL 7

<https://www.intouchcx.com/thought-leadership/intouchcx-named-a-major-contender-in-everest-groups-americas-peak-matrix-assessment-2023/> (<https://www.intouchcx.com/thought-leadership/intouchcx-named-a-major-contender-in-everest-groups-americas-peak-matrix-assessment-2023/>)

URL 8

URL 9

URL 10

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Terms and Conditions

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