

Oman's Infoline announces pact with Aspect



MUSCAT — Underscoring the growing international reputation of Oman's IT industry, well-known Omani BPO and IT services provider Infoline has signed a channel relationship agreement with Aspect Software, a leading provider of fully-integrated customer interaction management, workforce optimisation, back-office solutions, and award-winning cloud solutions.

For over a decade, Infoline has been a pioneer in delivering flexible, reliable and efficient suite of business process outsourcing, IT & IT enabled solutions and services and caters to over 50 clients in the Sultanate. The company, located at Knowledge Oasis Muscat, has deployed Aspect Unified IP Communication based hosted multi-tenant contact centre technology platform that ensures value added solutions to clients at low cost of operations.

"This collaboration will help make our journey in addressing the evolved market demands, seamless. We're excited to work with a company that truly embodies the spirit of understanding customer engagement and has defined a strategic portfolio to solidify their stance in this regard.

Apart from supporting Infoline's existing clients like Omantel, ITA, Khimji Ramdas, HSBC, OTE etc, we have already seen large wins with Aspect in the region like Oman Air and Royal & Sun Alliance Insurance Group. We're certain that clients will be happy to have access to a wide solution portfolio comprising Interaction Management, Back Office Operations and Work Force Management," said Manoj Mahanta, Vice President, Infoline LLC.

Sanjay Gupta, Managing Director India, Middle-East, and SAARC, Aspect, added, "We are extremely pleased to have Infoline LLC as our partner, and are looking forward to combine our individual strengths to bring innovation in its true sense to the enterprises which aim to deliver exemplary customer service in the Sultanate of Oman. A formidable and established service provider in the region, Infoline has created an indelible mark in the space. The partnership has helped us leverage the decade of rich experience in the contact centre, business communication and related back-office offerings to leading organisations in the space."