

# Infoline awarded ISO 9001:2008

**MUSCAT:** Infoline, Oman's leading business process outsourcing and IT enabled service (ITES) provider, has been awarded ISO 9001:2008 certificate which signifies compliance with the international standards of Quality Management System(QMS).

Infoline is the first outsourced contact centre in Sultanate of Oman to achieve ISO certification. Located at Knowledge Oasis Muscat, Infoline provides, innovative and cost-effective, customised BPO and call centre services by combining technical expertise, skilled resources and advanced technology.

ISO certification by Infoline will further strengthen its commitment to provide quality of service to its clients. Infoline caters to diverse segments including government, public authorities, banking and finance, utility, oil and gas, aviation and corporates.

Infoline assists clients in leveraging outsourced customer support services to improve their business performance and achieve cost savings.



Infoline delivers an entire spectrum of:

- Business process outsourcing services such as finance and accounting, customer care, technology solutions and industry-specific back-office and front-office processes.

- Professional services such as recruitment process outsourcing, staff augmentation, contractual staffing, technology and process outsourcing.

- IT services such as ERP implementation and support, system integration, network security solutions, mobile device management, application software development and infrastructure services.

Manoj Mahanta, vice-president of Infoline said: "We are proud to be recognised by ISO for our relentless efforts for achieving quality and thereby enhancing our customer engagement."