NYS Department of State

Division of Corporations

Entity Information

The information contained in this database is current through May 21, 2019.

Selected Entity Name: SERCO GLOBAL SERVICES, LLC
Selected Entity Status Information

Current Entity Name: TELEPERFORMANCE BUSINESS SERVICES US, LLC
DOS ID #: 4121726
Initial DOS Filing Date: JULY 22, 2011
County: NEW YORK
Jurisdiction: PENNSYLVANIA
Entity Type: FOREIGN LIMITED LIABILITY COMPANY
Current Entity Status: ACTIVE

Selected Entity Address Information

DOS Process (Address to which DOS will mail process if accepted on behalf of the entity)
TELEPERFORMANCE BUSINESS SERVICES US, LLC
1001 28TH STREET SOUTH
FARGO, NORTH DAKOTA, 58103

Registered Agent
NONE

This office does not require or maintain information regarding the names and addresses of members or managers of nonprofessional limited liability companies. Professional limited liability companies must include the name(s) and address(es) of the original members, however this information is not recorded and only available by viewing the certificate.

*Stock Information

<table>
<thead>
<tr>
<th># of Shares</th>
<th>Type of Stock</th>
<th>$ Value per Share</th>
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</thead>
</table>

https://appext20.dos.ny.gov/corp_public/CORPSEARCH.ENTITY_INFORMATION?p_token=119E4EFCBBA1A6CA4B36CA2BE7C9708538630CEAF...
No Information Available

*Stock information is applicable to domestic business corporations.

Name History

<table>
<thead>
<tr>
<th>Filing Date</th>
<th>Name Type</th>
<th>Entity Name</th>
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</thead>
<tbody>
<tr>
<td>MAY 06, 2019</td>
<td>Actual</td>
<td>TELEPERFORMANCE BUSINESS SERVICES US, LLC</td>
</tr>
<tr>
<td>MAR 09, 2016</td>
<td>Actual</td>
<td>INTELENET AMERICA LLC</td>
</tr>
<tr>
<td>NOV 27, 2012</td>
<td>Actual</td>
<td>SERCO GLOBAL SERVICES, LLC</td>
</tr>
<tr>
<td>JUL 22, 2011</td>
<td>Actual</td>
<td>INTELENET AMERICA, LLC</td>
</tr>
</tbody>
</table>

A Fictitious name must be used when the Actual name of a foreign entity is unavailable for use in New York State. The entity must use the fictitious name when conducting its activities or business in New York State.

NOTE: New York State does not issue organizational identification numbers.
Intelenet Global Services is a subsidiary of Teleperformance D.I.B.S. [2]

The company offers omni channel contact centre, digital transformation, Robotic process automation, AI and analytics, transaction processing, finance & accounting, HRO and IT to companies in the UK, US, Australia, and India.

Timeline

Intelenet Global Services was formed in October 2000.[3] as a 50:50 Joint Venture (JV) between Tata Consultancy Services and Housing Development Finance Corporation Ltd. (HDFC) and started operations in November 2001.

In July 2004, TCS divested its 50% stake, which was purchased by Barclays Bank Plc one of Intelenet's biggest clients. By 2006, Intelenet had grown to over 5000 people with over 20 client relationships.

In 2006, Intelenet ventured into the India domestic BPO industry with its acquisition of Sparsh BPO Services from Spanco Telesystems.[4] Intelenet is today the largest player in the domestic BPO market with over 18000 employees in 10 locations across India, providing customer management, outbound sales and analytics in the Banking and Financial Services, Telecom, Travel, Insurance, Retail and Government sectors.

In 2007, Intelenet's management team initiated a management buyout backed by Blackstone Group, a global private equity player.[5] Blackstone group owns 75.98% of the stake at Intelenet; 19% is held by SKM (Employee) Trust and 5.02% by Housing Development Finance Corporation Ltd (HDFC).

In 2007, Intelenet acquired companies in Travel and IT verticals - Upstream, a US-based BPO company with centres in Fargo, North Dakota, Chesapeake, Virginia and Campbellsville, Kentucky and Travelport ISO, the India based captive operations of the Travelport group.

In January 2010 Intelenet a delivery centre in Krakow, Poland.[6]

20 - Intelenet Global Services was acquired by Sercro Group PLC.

2016 - Serco (Indian operations) was acquired back by Intelenet Global Services.[7]

2018-Intelenet Global Services was acquired by Teleperformance which is a France based BPO.

References

https://en.wikipedia.org/wiki/Intelenet_Global_Services


12. Teleperformance to acquire Intelenet from Blackstone for $1 billion


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