



## Business process outsourcing specialist Silah Gulf exceeds business targets for 2015 and plans continued growth



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Silah Gulf, a multi award-winning customer experience solutions provider based in Bahrain, has exceeded its ambitious 2015 growth and profitability business objectives and managed to almost double its team size to over 750+ professionals over the past three years. This is a huge achievement for the company which works on behalf of its clients to provide integrated Customer Experience (CX) solutions, driving the service industry in Bahrain and cementing Silah's position as market leader. Silah Gulf is confident that its work ethic and rewards structure has motivated the firm to push for higher results and aims to keep this motivation going throughout 2016.

In 2015 Silah Gulf won key clients from the Aviation, Retail and Government space and organically grew its existing client base in spite of the challenging economic climate. Having demonstrated annual double-digit growth rates over the last 3 years and reaching profitability goals for 2015, Silah Gulf is excited about what this could mean for the company. Silah is determined to maintain

this motivation and level of productivity and drive further growth and expansion for the company, and to position Bahrain as a preferred customer service hub for the GCC.

“Our strategic business plan for growth in the region, with a clear focus on delivering excellence, growing our customer base and driving innovation and talent development, has proven to be successful”, said Silah Gulf CEO Mr Ricardo Langwieder-Görner. “We have unique intellectual property, the strongest CX Management Team in the region and full support from our shareholders, which contributes to our success, brand and culture. We will continue to drive value for our clients, our shareholders, the Bahrain business hub and our vision to become a leading regional player ”, he continued.

Silah Gulf is particularly proud that it has battled through the tough economic climate of 2015 to come out on top with value creation for clients, employees and shareholders. The company is confident that it will be able to maintain the positive attitude of employees, a driven work ethic and motivation, in order to lead to increased productivity and further outstanding rewards in 2016 for themselves and their clients alike.

For more information on Silah Gulf, please visit [www.silah.bh](http://www.silah.bh).