

## **Bahrain National Call Centre recognised with Best Middle East Government Contact Centre Award**



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The National Contact Centre (NCC) of Bahrain, which is operated by Silah Gulf has been recognised with the “Best Middle East Government Call Centre” Award at the 2nd Annual IPQC Middle East Call Centre Summit held in Dubai, United Arab Emirates. Now in its second year, the IQPC Middle East Call Centre Summit is one of the largest Call Centre industry events in the Middle East.

This award solidifies Silah Gulf’s commitment to delivering exceptional customer experience solutions for the public sector and confirms Silah’s leading position in the Government Outsourcing and Contact Centre Industry in the GCC.

“Since the NCC started operations in 2010 our objective has been to create a premium service, which will not only provide best in class customer experience

for Bahraini citizens, but also be an employer of choice in its sector. The National Contact Centre is a success story for Silah, Business Process Outsourcing (BPO) and for the eGovernment Authority (eGA)” said Silah Gulf CEO, Mr Ricardo Langwieder-Görner. “Ninety-seven per cent of our NCC professionals are Bahrainis and almost half of these are women. I am extremely proud of the hard work and dedication that our team has demonstrated. This award really recognises their commitment and dedication” he continued.

The National Contact Centre has won various awards of the past few years including the best Integrated Government Contact Centre in the Middle East and the United Nations Citizen award for the unique and outstanding services it has provided to Bahraini citizens 24 hours a day 7 days a week through its toll free number 80008001.

Silah Gulf is a premium, multi award winning customer experience solutions provider headquartered in the Kingdom of Bahrain. Silah was launched in 2009 as a Joint Venture in the Middle East region by UK based Merchants (Dimension Data) and Bahrain’s eGovernment Authority and has operations in Bahrain, Kuwait, Saudi Arabia and the UAE. Silah has a workforce of over 750+ professionals and specialises in end-to-end customer experience solutions in the Telecom, Banking, Government, Retail and Travel sectors.