

Silah Gulf – Bahrain’s leading Outsourcing Service Provider wins Multiple Industry Awards



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Silah Gulf, Bahrain’s innovative leader in the Outsourcing Industry today announced that it was named as winner in 4 categories at the 11th annual MECC (Middle East Contact Centre) Awards ceremony in Dubai.

“The 2016 MECC Awards had a huge number of entries this year. Many regional players were nominated and the competition was extremely tough” said CEO Ricardo Langwieder-Görner. “Our winning categories include; Best Large OSP; Best New Help Desk (Airline); Best Small Help Desk - National Contact Centre (NCC) and Best OSP Reporting System & Process and winning the flagship Best Large OSP award has earned us the unique honour to stand out amongst our peers”

“The Middle East Call Centre Awards Competition is the undisputed regional benchmark for remote customer interaction success. It is widely acclaimed as the most comprehensive, rigorous and strategy-aligned contest of its type in the region, and Silah Gulf is delighted to bring these four awards back to Bahrain” said Mr Langwieder-Görner. “This puts Bahrain on the map as a service and outsourcing hub for the GCC.”

Commenting on Best OSP Reporting System and Process Award, Mrs Jo O’Flynn, Silah’s Chief Technology Officer said “We are extremely happy to have received recognition and validation for our technical capabilities with this award, this is the 3rd time Silah has won the award, which is a testament to our success in providing world class reporting systems and IT processes for our clients.”

These awards solidify Silah Gulf’s commitment to delivering exceptional customer experience solutions for its clients and confirms Silah’s leading position in the Outsourcing and Contact Centre Industry in the GCC.

Mrs Nada Gassab, General Manager for the National Contract Centre of Bahrain (NCC) said “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. We are delighted to win the best Small Helpdesk on behalf of NCC. “

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 800+ professionals and specialises in end-to-end customer experience solutions in the Telecom, Banking, Government, Retail and Travel sectors.

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