

For Immediate Publication

Centum Learning inks strategic MOU with iQor for Skill Development, and Sourcing from PMKVY Multi-skill Development Centers

Engagement to cover 300+ cities pan India for over 20,000+ iQor employees

New Delhi, November 3, 2015: Centum Learning Limited today signed an MOU with iQor Global Services India Private Limited to provide Customized Capability Enhancement Solutions to over 20,000 employees ranging from frontline and junior to middle and senior management across global offices situated across all their offices in India.

Centum Learning has entered into this strategic partnership for Talent Development, Skill Enhancement and Capacity Building to create a significant differentiator in iQor's services offered in India by creating a culture of customer service par-excellence for their Customer Service employees and Field Service Engineers. The collaboration will also provide need based Learning and Development solutions.

Centum and iQor shall also partner in iQor's endeavor for need based sourcing of skilled manpower from Multi-skill Development Centers established by Centum under Pradhan Mantri Kaushal Vikas Yojana (PMKVY).

iQor is world's largest Aftermarket Services Provider with over \$1.5 Billion revenue, and uniquely delivers end-to-end Aftermarket Services for multitude of industry segments, servicing top global brands across the globe. On the other hand, Centum Learning offers end-to-end training solutions and has already skilled 1.2 million people in emerging economies across 21 countries in 21+ industry sectors.

On the occasion of the launch, **Sanjeev Duggal, CEO & Director, Centum Learning** said, "This kind of collaboration is another step which showcases our unique ability to deliver customized training solutions that allow our customers to meet their critical business objectives, at a scale and in all the geographies that our customers are demanding today. In this strategic partnership with global leader iQor, we will be able to significantly and cost effectively enhance skills of iQor employees across various locations, and will create significant employment opportunities with iQor for many through our PMKVY Multi-skill Development centers".

Adding on the occasion, Hartmut Liebel, President & CEO, iQor said, "Our people hold the responsibility of recognizing the brand value and maintaining the brand value of two major brands – that of our customer, and then that of iQor. If we take care of our people, they will take care of our customers and delight them. This strategic partnership with Centum Learning is our resolve to provide best-in-class training to all our employees located across India, to enable them to delight our customers in every way. In Centum Learning we have found a top quality skill development partner that will also be very instrumental in enabling us to hire a large number of skilled employees through Centum Learning's PMKVY Multi-skill Development Centers."

The project will initiate building a Service Capability Index, followed by baseline assessment of service standards. Based on this, a deployment processes and structure will be established and benchmarked across India. A rigorous learning framework will be developed involving on-the-job coaching and periodic assessments of individual role holders to create and sustain service standards across the country. Centum Learning will also conduct continuous Sourcing, Assessment and Certification programs, under capability assessment and development. After successfully conceptualizing and executing the deployment model and structure in India, Centum Learning will take their expertise to Global iQor offices spread across APAC, Latin America, Europe and Africa.

About Centum Learning

Centum Learning has acquired rich experience across India, Bangladesh, Nepal, Myanmar and 17 countries in Africa in the training and development domain across 21 industry verticals.

Present in 70 African cities and 90 Indian cities, Centum Learning has enabled sustained transformation in the stakeholder community by impacting key business metrics like Customer Service, Distribution, Sales, Productivity and Profitability. Centum Learning's Training & Development experts provide customized learning solutions in 24 languages to Fortune 500 companies across 21 industry sectors. Centum Learning's intellectual property and customized content has won over 24 international awards and accolades.

Centum Learning, with more than 1000 learning & development specialists, provides end-to-end training and skill building solutions to over 350 global firms, Central and State Ministries, PSUs across 21 countries. Its training solutions aim at enhancing productivity and business outcomes. Centum Learning has set up more than 469 learning centres in rural and urban locations to provide employability skills to youth in tandem with industry requirements to enable sustainable transformation. In the skill building domain, in association with National Skill Development Corporation, it has also established Centum Work Skills India Limited to skill 1.2 crore people and provide livelihood opportunities. Centum Learning's accomplishments in training & skill building have been recognized in several leading national and global platforms.

About iQor

iQor provides business process outsourcing and product support services in 17 countries, with 32,000 employees. We partner with many of the world's best-known brands to deliver aftermarket product and customer support solutions that span the consumer value chain, from customer care and receivables management to product diagnostics and repair services. Our award-winning technology, logistics and analytics platforms enable us to measure, monitor and analyze brand interactions, improve business processes and find operational efficiencies that lead to superior outcomes for our partners across the customer and product lifecycles. For more information, please visit us at iqor.com or follow us at [@iQor](https://twitter.com/iQor) and [linkedin.com/company/iqor](https://www.linkedin.com/company/iqor).

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