

iLeads Auxiliary Services Pvt Ltd Named “BPO Leader of the Year”



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National Recognition Highlights iLeads’ Operational Excellence, Rapid Scale and People-First Service Delivery Model

iLeads Auxiliary Services Pvt. Ltd., one of India’s fastest-growing Business Process Management (BPM) and ITES organizations, has officially been awarded **“BPO Leader of the Year.”**

The award recognizes iLeads for its sustained operational agility, robust delivery metrics, and continued leadership across customer experience management, digital collections, and high-volume business process operations.

Over the past year, iLeads has expanded its pan-India footprint across major hubs including Dehradun, Noida, Gurugram, Bengaluru, and Mumbai while managing complex lifecycle operations for leading domestic enterprises across BFSI, e-commerce, telecommunications, and government sectors.

Rather than relying on conventional outsourced operations, the company's growth model centers on building resilient frontline talent, rigorous quality governance and integrating practical technology to drive measurable business outcomes.

"Awards are accepted on a stage, but they are earned on the operations floor," said the Executive Leadership at iLeads.

"This recognition belongs squarely to our shift supervisors, subject matter experts, and frontline advisors who show up with empathy and resolve critical challenges every single day. True leadership in the BPM sector isn't just about seat capacity or volume; it is about consistency under pressure, transparent governance, and the trust our enterprise partners place in us."

With an expanding delivery network and an ISO-certified operational backbone, iLeads continues to invest heavily in workforce development, operational analytics, and specialized capability tracks. The company remains committed to transforming traditional contact center operations into strategic value centers that drive measurable retention and revenue for its clients.

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