

UAE Exchange Shared Services Centre Wins Excellence in Implementation Award

The Shared Services Centre of UAE Exchange was presented with the 'Excellence in Implementation' Award at the Middle East Shared Services and Outsourcing event

MANAMA, BAHRAIN, November 5, 2017 /EINPresswire.com/ -- The Shared Services Centre (SSC) of UAE

Exchange, the leading global money transfer, foreign exchange and payment solutions brand, was presented with the 'Excellence in Implementation' Award at the 5th Middle East Annual Shared

Services and Outsourcing Networks (SSON) and Awards. Held at Art Rotana Hotel & Resort in Bahrain, the award was bestowed to the brand for demonstrating significant business planning and flawless execution of Shared Services, the ability to showcase improved business operations and cost efficiency.



We are truly honoured to receive the Excellence in Implementation Award.”

Pradeep Kumar, Deputy CEO & CFO, UAE Exchange

“We are truly honoured to receive the Excellence in Implementation Award. It is an acknowledgement of our continued efforts towards service excellence and going that extra mile for our customers and clients to provide them with a range of solutions. We thank the jury members, the organisers and our clients for the trust they have bestowed on us,” said Pradeep Kumar, Deputy CEO & CFO, UAE Exchange.

Conceptualised in 2012, the vision of SSC is “to manage the services independently like an established business support entity that can provide flexibility and scalability to accommodate more businesses from the current state”. The unit accentuates on operating efficiency and incorporating a tailor-made approach in the Service Levels offered.

For SSC, it is imperative that it ensures sustainability, increased agility and business growth when it comes to efficiency in business operations and not limit itself to savings cost. It has been nurturing in-house talent and building multi-functional subject matter experts who serve clients and their customers across the world. This is being done through the offshore shared services team involving functions like Technology, Compliance, Call Centre, Transaction Processing, Audit & Risk, Brand Management, Financial Analytics, Financial Transaction Processing, Legal, Public Relations & Communications, Business Compliance and Pricing.

At present, the SSC team at UAE Exchange comprises of more than 800 members and is majorly

spread across Abu Dhabi (UAE), Cochin, Chennai & Mumbai (India) and Manila (Philippines).

About UAE Exchange Group:

“UAE Exchange” is a leading global money transfer, foreign exchange and payment solutions brand, headquartered in Abu Dhabi, United Arab Emirates. Established in 1980, today, it is one of the widest accepted globally networked remittance brands and a pioneer in digital adoption.

UAE Exchange, spread across in five continents from Americas to Oceania, operates in 28 countries with a strong network of over 800 direct offices and more than 200,000 agent locations in above 160 countries, and offers digital services including prepaid cards, online money transfer facilities, mobile-based applications and kiosks in many major markets. Over 9000 professionals, representing 40+ nationalities, collaborate every day to ensure consistent and enriched customer experience is delivered across multiple channels, bringing complete delight to more than 15 million customers worldwide.

This customer-centric ethos combined with a quality-driven approach, constant innovation in products and processes, and the deployment of latest technological advancements across all retail operations and digital channels sets UAE Exchange apart from its peers.

UAE Exchange Group is ISO-certified and has been honoured internationally for its commitment to Quality Management, winning the European Society for Quality Research (ESQR) Quality Achievement Award and the Dubai Quality Gold Award. It is a member of prestigious associations, including the World Economic Forum and the United Nations Global Compact. The brand has been globally recognized and awarded for its corporate citizenship, customer service initiatives and business excellence.

For more information about UAE Exchange Group, visit www.uaeexchange.com.

IQPC Middle East
Donna Bravo
0097143642975
email us here

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