

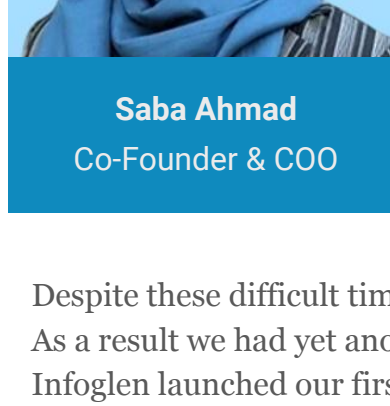
InfoBuzz

REACHOUT RELAX ENJOY

Leaderspeak

Striving for Excellence

Embedding the pursuit of excellence in everything we do



Saba Ahmad
Co-Founder & COO

Wishing all Infoglenners a very Happy New Year 2023.

I hope you all had a great start to the new year and my best wishes for all of you to have a wonderful year ahead full of good times, lots of happiness, peace on earth, prosperity and good health for you and your loved ones.

2022 was an eventful year. In this year people's mindset shifted significantly to coexistence with Covid-19. Early in the year, we faced a difficult time in the supply chain with the lockdown in China. Furthermore, the Ukrainian situation resulted in a significant increase in resource and energy prices, which had a major impact on the global economy.

Despite these difficult times, Infoglenners continued to work hard and keep our focus on delivering excellence. As a result we had yet another successful year of consistent growth in revenue, our team size grew by 25%. Infoglen launched our first product, Infoglen Pulse. We acquired some major new customers this year. We made sustainability a priority and launched GreenGlen, planting over 2,800 trees. Infoglen received the maximum number of CSAT surveys with highest scores. We attained Salesforce Partner Navigator status in Revenue Cloud and Experience Cloud in addition to being existing navigators for Customer 360, Sales and Service Cloud.

And in 2023 we can do it all over again, bigger and better!

Though the global economies continue to face macroeconomic headwinds in 2023, let's remember that we can overcome any obstacle and come out even stronger on the other side by staying positive and not worrying about what is not in our control. Our priority should be to concentrate on what is within our control and stay focused on achieving our goals, adapting to the change and working towards continuously improving ourselves and striving for excellence.

Excellence is a state of mind. It's a journey, not a destination. It's the constant pursuit of betterment, the relentless drive to be the best version of ourselves.

We often think of excellence as something that only a select few can achieve, reserved for the elite and the exceptional. But the truth is, excellence is within reach for all of us. It's a choice that we make every day, to push ourselves to be better, to strive to constantly improve, to never settle for mediocrity. It requires hard work, dedication, and setting high standards for ourselves.

It is important to have clear and measurable goals that we can work towards. By setting these targets we can focus our efforts and track our progress. When we see that we are making progress, it can be a powerful motivator that pushes us to keep going.

Excellence in our context means not only achieving our personal goals, but also delivering business value to our customers and achieving high levels of customer satisfaction. This includes both tangible and intangible benefits that customers receive from using our services and ensuring them to achieve their desired outcomes and ultimately, their business objectives.

To effectively deliver business value, a deep understanding of our customer's industry, their business, their specific needs, and their desired outcomes, is crucial. This requires listening with an open mind, and understanding their pain points, being responsive to their specific requirements, and going the extra mile to ensure that they are successful in achieving their goals and not just closing the tickets.

It is not just about meeting customer expectations, it's about exceeding them. It's about creating loyal customers who will continue to do business with us and be our referrals for life. This will help us achieve our own business goals and reach new heights of success.

So this new year let's all strive for excellence and make 2023 - the year extraordinaire!

Best Wishes,

Saba

Latest News @ Infoglen

Bi-Annual Team Connect

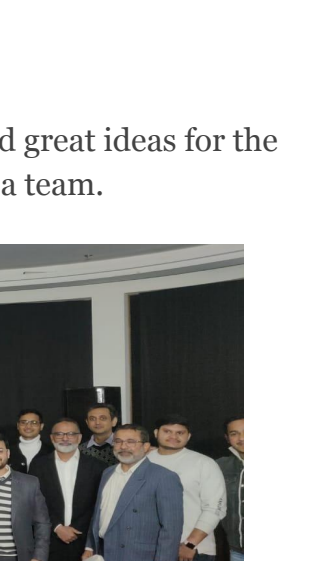
Infoglen Confluence Jan 2023

On 5-6 Jan 2023, Infoglen held its bi-annual team connect "Confluence 2023" in Gurugram, India. The event was attended onsite by our CEO Haroon Ahmad, who traveled to India for it, the leadership team and team members from the NCR Region; and was also attended virtually by our teams from different parts of India, USA, Dubai, and Canada.

The two-day event was a symposium that addressed some key areas like Delivery Excellence Framework, Innovation, key project insights, and the way forward. On the first day, Haroon Ahmad talked about the company's progress and plans for the future while Saba Ahmad, COO, spoke about the importance of developing the next line of leadership and the traits for developing leadership skills. The team was taken through the amazing things and success we achieved in 2022, during ongoing customer projects, new projects acquisitions, Pulse – our first product launch, Infoglen's climate action program, Infoglen's Gold Partnership journey, and plans for growth & new customer acquisitions in 2023 were also discussed.

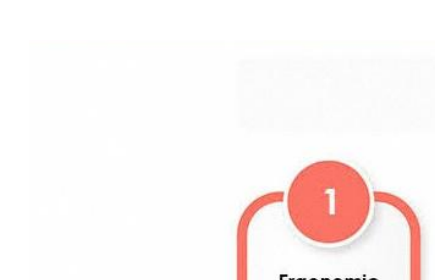
One of the highlights of the event was the talk by our guest speaker, Tushar Sahu, Director of Engineering, Google Cloud. At the event, Tushar addressed our team and talked about digital transformation & Business System initiatives being driven at Google Cloud under his leadership. Tushar also reflected on what 'Delivery Excellence' means to him and what he looks for in a technology partner. It was a great opportunity for Infoglenners to learn more about the client's perspective on what goes into making a project a success.

Vasavi Tadavarty, Director of Delivery & Customer Success, presented Infoglen's Delivery Excellence Framework, and how to focus on business outcomes and continuous improvement. She also presented our efforts and progress on Delivery Excellence and the CSAT surveys from clients. Insha Jawaid, our Innovation Lead, spoke about the future trends in Salesforce, how certain Salesforce products were going to exert greater digital dominance, Salesforce's attention on the B2B products and she also talked about Digital Darwinism. Teams working on various projects shared insights and learnings. These discussions led to an in-depth review by Haroon and the team, of how we can make a difference with our solutions and our delivery.



On the second day of the event, the leadership team came together to discuss successes & challenges of the past year and the way forward. Each team lead came forward with new ideas and initiatives they would like to execute, while taking into account learnings from the last year. Growth strategy, team strengthening, building robust technology stacks, and new product development, were just some of the items on the agenda. The focus was on creating a strong foundation for Infoglen, maximizing every opportunity to learn from each other and finding innovative solutions to challenges.

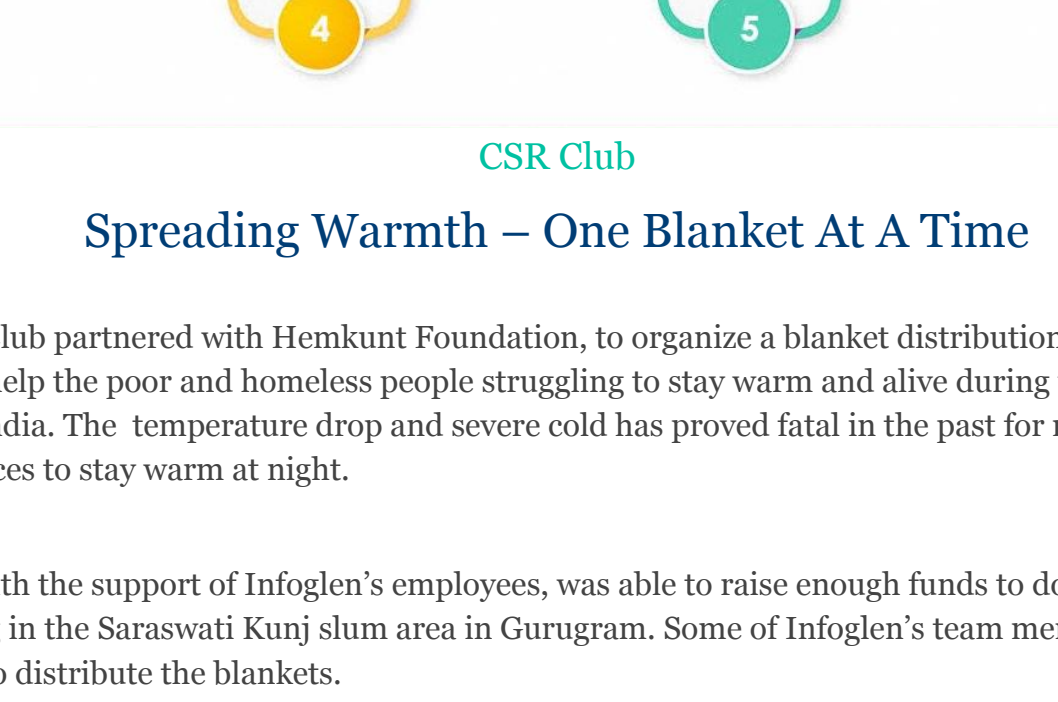
All in all, the event was a resounding success and infused the team with enthusiasm and great ideas for the year to come. It was a great reminder of why we all work so hard and come together as a team.



Dr. Riddhi Artwani

On 20 January, Infoglen organized a webinar on ergonomic well-being, and why it is essential for promoting health, comfort, and efficiency in the workplace. The session was conducted by Dr. Riddhi Artwani, a physiotherapist specializing in yoga, ergonomics, physical therapy and neurology.

Key Takeaways

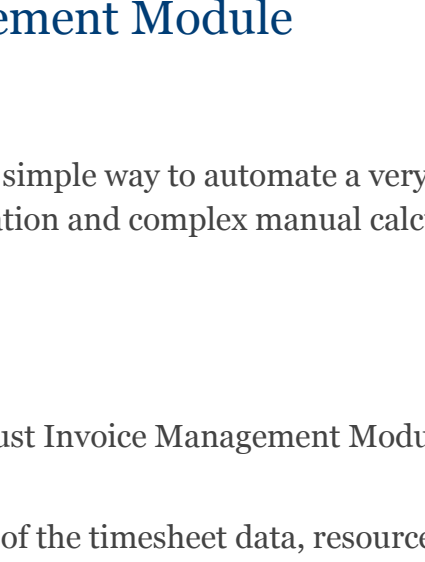
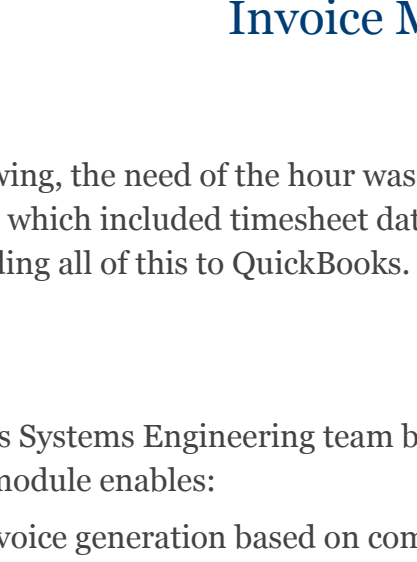


CSR Club

Spreading Warmth – One Blanket At A Time

Infoglen's CSR Club partnered with Hemkunt Foundation, to organize a blanket distribution drive in Gurugram. The aim was to help the poor and homeless people struggling to stay warm and alive during the cold wave that hit parts of North India. The temperature drop and severe cold has proved fatal in the past for many who do not have adequate resources to stay warm at night.

The CSR Club with the support of Infoglen's employees, was able to raise enough funds to donate warm blankets to 195 people living in the Saraswati Kunj slum area in Gurugram. Some of Infoglen's team members also volunteered on the ground, to distribute the blankets.



Infoglen team members - Pallavi, Shivam and Mohit – distributing blankets to slum dwellers in Saraswati Kunj, Gurugram along with Hemkunt Foundation volunteers

BSE Updates

Invoice Management Module

Challenge:

As Infoglen is growing, the need of the hour was to have a simple way to automate a very manual process of invoice generation which included timesheet data compilation and complex manual calculation for each customer and further uploading all of this to QuickBooks.

Solution:

Infoglen's Business Systems Engineering team built a robust Invoice Management Module with Quickbooks Integration. This module enables:

- Monthly Invoice generation based on computation of the timesheet data, resource allocation, rates and engagement type of the client
- Supports multiple engagement models with different types of billing like Monthly, Hourly, and Milestone based
- Accurate Invoice calculations to support mid cycle billing
- Alert messages to stakeholders for any changes in an existing invoice
- Approval process for the generated invoices
- Salesforce to quickbooks integration for migrating generated monthly invoice to quickbooks for billing

Business Outcome:

- Generation of monthly invoices effortlessly with a few clicks, replacing manual calculations.
- Improved invoicing process efficiency by 10 times and achieved higher financial precision, delivering significant business impact.

Poll Power

What's the automation priority for businesses?

Infoglen conducted an open-for-all survey on LinkedIn to get the verdict on which business processes are businesses most likely to automate. Here's the result of the poll...

Which area of business are you planning to automate for yourself or your clients?