

ITES COMPANIES OPERATIONAL IN WEST BENGAL

35 BPO and ITeS companies operate from Kolkata. Spectramind, India's largest ITeS player, is in the process of development of its facility which will be commissioned in March 2004. Some of the largest players currently operational are:

Company	Focus	Market	Contact	Brief summary	Phone
Bay View	Call Centre	US	Soumen Sarkar, Director	The company provides a range of Information Technology and Business Process Outsourcing (BPO) services to the US residential and commercial mortgage banking industry	+91 33 2358 9760
BNKe	Call Centre	UK, US	N K Bagaria, Director	Equipped with state-of-the-art technology to handle inbound and outbound traffic of all types, the company services clients based in USA and UK. BNK Contact centre offers outsourced services to businesses in varied sectors e.g., banking & finance, telecom, insurance, health care, airlines	+91 33 2357 5194
Manjushree Infotech	BPO	US, UK, Canada	S Swaminathan, CEO	Manjushree Infotech, a part of the US\$ 1.2 Billion B.K. Birla Group of Companies, is primarily an Export Oriented Software Solution and Service provider. It is an IP based Contact Center capable of handling various modes of client interactions like Voice calls, Internet Call Backs, Co-browsing	+91 33 22871760 +91 33 22871761
Vishnu Solutions	Call Centre	US	K K Bajaoria, Director	An integrated International Contact Center equipped with state of the art technology. The Predictive Diallers are installed in Miami, U.S.A. and leased line connectivity is through VSNL and MCI WORLDCOM. The company has technical collaboration with TRUE DIAL Inc. U.S.A.	+91 33 2210 2943
Web Development Company	Call Centre	US	Rahul Todi, Director	Servicing inbound and outbound calls in a client server environment with computer telephony integrated (CTI) and unified messaging enabling to handle all types of calls – voice, fax, e-mails, chat etc	+91 33 2357 5525 +91 33 2357 5526