

Bird Information Systems achieves a COPC OSP Version 5.1 certification

New Delhi, January 13, 2015: Bird Information Systems (BIS), a leading BPO, today announced that it received COPC OSP Version 5.1 certification from the prestigious COPC Inc. BIS was able to achieve this prestigious certification as it meets the COPC high performance level standards in managing customer satisfaction, revenue, service, quality, costs as well as people, and performance.

Commenting on the achievement, Mr. Ankur Bhatia, Executive Director, Bird Group states “At BIS we have always focused on service delivery with quality which should demonstrate results into Client and End user satisfaction. Maintaining standards and achieving benchmarks has always been an endeavour for us be it technology or service delivery.”

The implementation of the bespoke solutions of BIS across key metrics and workforce management practices has helped to recognize the team’s commitment towards the COPC capabilities which were built around DMAIC methodology. Providing proactive approaches that can improve service and quality and have resulted into increased revenues while decreasing cost were the biggest learning for BIS during its journey of COPC certification.

Established in 2002, BIS has made a mark for itself in this field with its all-around team work and professionalism to achieve improved performances and user satisfaction. BIS, the technology arm of the parent company the Bird Group, has received this certification for its endeavor towards quality and building a robust service delivery mechanism for its key client programs delivered out of the Gurgaon.

About Bird Group

The Bird Group was founded in 1971 with the incorporation of Bird Travels. Today, with over 40 years of experience and more than 45 offices supported by over 6000 well trained staff and an impressive clientele of over 500 top corporates, Bird Group can claim to be one of the largest and most diversified entities within the industry in the Indian subcontinent. With businesses as diverse as pioneering back-office processing to being the representative for many of the world’s leading airlines; from managing the backbone of the technological framework for airline IT and distribution to managing crucial relationships of international service providers, Bird Group has ensured that a comprehensive portfolio of service offering has been created to add value to an extensive client base and add new potential customers. And in recent months, Bird Group has taken bold steps to increasing the value offering while broadening business horizons with new ventures. Today Bird Group’s core business includes Travel Technology, Aviation Services, Hospitality, Luxury Retail and Education. For more information, visit the Bird Group website www.bird.in

For media queries, please contact:

Bird Group

Ritu Bararia

T: +9818866199

E mail: rib@bird.in

Six Degrees PR

Nabanita Bharali/ Priyanka Khattri

T: 9811292247/ 8860406901

Email: nabanitab@sixdegreespr.co.in, priyankakh@sixdegeerpr.co.in