

## FOR IMMEDIATE RELEASE

### **Firstsource appoints Shalabh Jain as Chief Operating Officer (COO) for Asia Business Unit**

**Mumbai, July 14, 2010:** Firstsource Solutions, a global provider of business process outsourcing (BPO) services, announced the appointment of Shalabh Jain as Chief Operating Officer (COO) for the Asia Business Unit. He will report in to Chandra Iyer, EVP & Head - Asia Business Unit.

Commenting on the appointment, **Ms Chandra Iyer** said, “We are delighted to welcome onboard a person of Shalabh’s experience. He brings strong business and operations’ skills to the table along with a passionate commitment to quality. Our Asia business is on a strong growth path, with corporate across India looking for business impacting BPO partners. Shalabh’s experience in the sector will bring added value to our team.”

Prior to joining Firstsource, Shalabh was Head, India Business at Mphasis. He has over 20 years experience and has earlier served in leadership roles in various organizations like Wipro, Compaq/HP, Wipro GE Medical Systems, and IBM Daksh. Shalabh is a Mechanical Engineering graduate from Indian Institute of Technology, Kanpur post which he did MBA Finance from Institute of Management Technology, Ghaziabad.

Firstsource’s Asia Business Unit contributes 12% to the Company’s overall revenue, has over 10,000 employees and a pan-India delivery footprint with 26 Operations centres spread across Indian metros like Mumbai, Chennai, Kolkata & Bangalore and non-metros like Siliguri, Kolkata, Bhubaneswar, Vijayawada, Indore, Bhopal, Jalandhar, Hubli, Trichy, Pondicherry, Coimbatore and Navi Mumbai. The Asia Business Unit’s clients include India’s leading private insurer, ICICI – Prudential and three of India’s leading private telecom players, Airtel, Vodafone and Idea Cellular.

**About Firstsource**

Firstsource (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN) is a leading global provider of customized BPO services to the Healthcare, Telecom & Media and Banking & Financial Services industries. Its clients include Fortune 500, FTSE 100 & Nifty 50 companies. Firstsource has a “Rightshore” delivery model with operations in India, U.S., UK and Philippines. ([www.firstsource.com](http://www.firstsource.com)).

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