

MEDIA INFORMATION

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VFS Global Wins ‘Excellence in Process Optimization’ Award at 15th BPO Innovation Summit and Awards 2025

VFS Global is proud to announce that its Information Services team has been honoured with the prestigious ‘Excellence in Process Optimization’ award at the 15th BPO Innovation Summit and Awards 2025, held in Mumbai on 7 May 2025.

This award recognises the success of our data-driven, tech-enabled service solution, implemented across global customer service operations. Delivered through 66 contact centres, supporting customers in 52 languages and across 3,500+ websites, the solution has significantly enhanced customer experience, improved SLA compliance, and reduced case handling time, demonstrating our unwavering commitment to our client governments and visa applicants worldwide.

The 2025 BPO Innovation Summit gathered leaders from top global technology and service organisations, providing a dynamic platform for sharing strategies on innovation, digital transformation, and advanced technologies within the BPO sector.

Speaking on the achievement, Pankaj Kohli, Chief Transformation Officer, said: “This award reflects our continuous dedication to innovation and operational excellence. Our technology-led solutions are reshaping how we serve customers globally, delivering safe, efficient, and seamless services.”

The award serves as a testament to VFS Global’s commitment to leveraging digital transformation to optimise processes and enhance customer-centric services across its global footprint.

About VFS Global

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation including Generative AI to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritizes ethical practices and sustainability while serving as the trusted partner to 69 client governments. Operating over 3,600 Application Centres in 158 countries, VFS Global has efficiently processed more than 311 million applications since 2001.

Headquartered in Zurich and Dubai and majority owned through investment funds managed by Blackstone Inc, along with minority stakeholders including Swiss-based Kuoni and Hugentobler Foundation.