



# News Release

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ATCO I-Tek

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For Immediate Release

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## **ATCO I-TEK ENTERS INTO DEAL WITH MULTI-NATIONAL SERVICE PROVIDER**

EDMONTON, Alberta – ATCO I-Tek has entered into a strategic relationship with Wipro, a large, multi-national service provider to provide joint delivery of some customer care services and to pursue new opportunities in the utility business process outsourcing market.

The energy and utilities industry offers tremendous opportunity for growth as utilities across North America seek solutions to better serve customers in a rapidly changing industry environment. ATCO I-Tek's relationship with Wipro's Business Process Outsourcing (BPO) division brings together a unique combination of outsourcing strengths, industry expertise and service delivery solutions.

"This is a major step forward for ATCO I-Tek in positioning us to grow in the global marketplace," President, Bobbi Lambright said, adding that "ATCO I-Tek's solid utility experience and strong track record are an excellent fit with Wipro's global delivery model."

ATCO I-Tek has experience in providing full business process outsourcing and information technology services to both regulated and non-regulated utilities and retailers. The company has an exceptional track record for top quality billing and customer care services and the implementation and management of complex industry transitions.

For three years in a row, the Edmonton-based company has been awarded top honors by an independent call centre survey organization for the best customer service performance in the energy industry in North America.

"We are constantly seeking new ways to achieve efficiencies and increase our competitiveness in order to drive new business growth. We are confident this relationship will help us increase our market potential to better meet business objectives both now and in the future," said Ms. Lambright.

One of the benefits of the relationship for ATCO I-Tek will be the ability to access international service delivery centres, in addition to the company's Alberta operations, in order to enhance its competitiveness and offer more flexibility to clients.

A division of Wipro Technologies, Wipro's BPO division is one of the largest BPO service providers on a global delivery platform, providing a broad spectrum of services across Customer Relationship Management (CRM), back office transaction processing, industry specific solutions and consulting. Wipro BPO has more than 20,000 employees and operates 17 state-of-the art delivery centres out of multiple locations around the world including the United States, India, Eastern Europe, China, Mexico, Brazil and the Philippines.

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ATCO I-Tek delivers customer care, utility billing and information technology solutions to a diverse group of clients that operate around the world. ATCO I-Tek is a wholly-owned subsidiary of Canadian Utilities Limited, part of the ATCO Group of Companies.

ATCO Group, an Alberta-based worldwide organization of companies with assets of approximately \$8.7 billion and more than 7,700 employees, is comprised of three main business divisions: Power Generation, Utilities (natural gas and electricity transmission and distribution) and Global Enterprises (industrial manufacturing, technology, logistics and energy services). Additional information on ATCO Group can be found at [www.atco.com](http://www.atco.com).

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