

## **Triton to acquire Maple eSolutions**

In what could be a pointer to the emerging consolidation phase in the BPO sector in India, Gurgaon-based IT services company Triton Corp, promoters of Saffron Global call centres, is acquiring local BPO entity Maple Solutions. Maple operates two call centres in Noida and Gurgaon. This apart, Triton is also in talks to acquire a London-based technology company West Talk Corporate.

The Maple acquisition will add over 500 people to Triton Corp's existing workforce. Triton has an employee base of over 1,000. The company specialises in outbound calls to the US, the UK and Australia, and has most of its clients in the banking and finance sectors.

When contacted by ET, Triton Corp MD K C Gupta confirmed that the two deals were in process. "We will shortly acquire Maple from its promoters, Haryana Fibres. However, the deal with West talk will take a couple of months to fructify." The transaction value of the two deals is expected to be modest. Triton Corp is also in the process of raising funds through a qualified institutional placement (QIP) which would dilute the equity by about 17% and bring down promoter holding to 75%. "We are giving final touches to the proposal but haven't worked out the amount we will raise," Mr Gupta said. Triton had recently consolidated its business by merging three group companies, Saffron Global, Sai Info and Webrizon India into the parent entity. The publicly-listed company also plans to diversify into other businesses within the outsourcing space.

At present, it's purely a voice-based call centre, which is now looking at an entry into web-based outsourcing activities such as KPO (knowledge process outsourcing), LPO (legal process outsourcing) financial services and medical transcription.

"The new business areas are our top priority. We are also aggressively looking at a setting up more centres and expanding current facilities," Mr Gupta said. The company is also eyeing a presence in the domestic call-centre market and is in the talks for signing up with a couple of telecom and finance majors as prospective clients.