



HERO ITES™

Innovative Teams Enterprising Solutions

OUR VISION

To be a leader and maintain a profitable growth in the business process outsourcing industry by innovating and harnessing the energy, passion, and teamwork of our people to offer solutions that delight our customers.

OUR GUIDING PRINCIPLES

- To provide growth to all stakeholders
- Strive to excel and continuously drive up the performance
- Promote agile, participative and learning culture
- Build long term partnerships and promote team spirit
- Be process driven, consistent and focused
- Create an environment of trust, transparency, open communication and fun

OUR CORE VALUES

Customer Focus: We believe in “walking the extra mile” in delivering quality to meet the customers' expectations, both expressed and implied.

Innovation and Agility: We continuously seek ways to improve our services and processes, anticipate changes and respond proactively to them.

Individual Dignity and Teamwork: We value human dignity and believe everyone can make a significant contribution. We encourage team work for better performance.

Ethics Integrity and Societal Responsibilities: We are fair in our dealings, respect the laws of the land, follow the highest level of moral, financial and professional conduct and are a responsible corporate citizen.

We pride ourselves in being HeroITIANs

