



Press Release

Sony Gabriel joins LSG as Senior Manager – Service Delivery

Cochin, 17th June 2015: LSG, the leading software application and business process outsourcing company announces the appointment of Mr. Sony Gabriel as Senior Manager – Service Delivery. In his new role, he will be ensuring service quality with regards to service offerings committed with clients and with regards to agreed SLAs. He will be the key liaison between Sales and Operations, and will also be responsible for billing and revenue generation.

Sony is a PMP certified Project Manager with over 19 years of professional experience, primarily in the IT industry. He has worked across multiple domains like Lease/loan Portfolio Management, Billing & Settlement, Clean Technology, and Telecom where he has carried out diverse roles. Sony has worked with product startups in US and IT Service majors like IBM and engaged in various roles including Pre-sales, Business Development, Functional & Technical Consulting, Project Management, Client Management, and Operations Support.

"We are most pleased to have Sony on board at LSG. Bringing a wealth of quality of service (QoS) experience, Sony will help to drive our continuous improvement processes and the client service delivery standards. Sony will also help LSG to learn more from it's clients and to respond accordingly. Performance measurement and continuous improvement are paramount at LSG and Sony's appointment will enable us to enhance the user experience for our clients"

Sony holds a Bachelor's in Computer Science & Engineering from University of Kerala, and an Executive General Management Program from IIM, Bangalore.

Sony is based out of Cochin and will be travelling extensively for the clients' needs.

About LSG

LSG is a leading ISO 9001:2008 software application and business process outsourcing company with a global network of offices in Europe, North America and Asia-Pacific. It specializes in the areas of procurement, supplier and litigation management. The company delivers sustainable and demonstrable financial and business benefits for its clients via proprietary applications and support solutions. These solutions enable electronic procure-to-pay engagements to be facilitated in the general insurance, captive, claims, legal, banking, finance, mining, construction and energy industries. LSG serves clients in more than 70 countries.

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