

BLS International Appraised at Maturity Level 5 of CMMI V2.0 Model

New Delhi, 21 February 2024: BLS International today announced that it has been appraised at Maturity Level 5 on the CMMI® (Capability Maturity Model® Integration) V2.0 for capabilities in both Development and Services. The appraisal was led by MQAS.

BLS International, a globally renowned tech-enabled services provider (revenue over USD 180 million), has been appraised at the highest maturity level of the new CMMI V2.0 model for both Development and Services, validating the company's continuous improvement processes, deep capabilities in and expertise addressing opportunities and changes in the digital era and its emphasis on platform, agility, and innovation.

The rigorous appraisal process covered the work of thousands of employees at 21 global locations. In addition to all of BLS International's India centers, the appraisal also included representative global delivery centers in China, Hungary, Dubai, Spain, Morocco, and Brazil, to name a few.

CMMI Maturity Level 5 signifies an organization's capabilities to continuously enhance its processes through incremental and innovative processes and technological improvements to deliver superior outcomes and business performance.

Some key aspects of the BLS International appraisal process included:

- A multi-model appraisal of both Development and Services functions
- Appraisal of the company's Agile, DevOps and Digital capabilities
- In-depth analysis of the business impact resulting from the company's mature delivery practices

Mr. Shikhar Aggarwal, Joint Managing Director of BLS International Services Ltd., said, "Being appraised at Maturity Level 5 of the CMMI V2.0 model is not just a milestone for BLS International; it's a testament to our relentless pursuit of excellence and innovation. This achievement underlines our commitment to delivering outstanding outcomes and superior business performance through continuous improvement and technological advancement. It showcases our ability to not only adapt to the dynamic demands of the digital era but to lead the way in it, affirming our position at the forefront of global industries. Our journey to this pinnacle of process maturity reflects our dedication to excellence in every aspect of our operations, from development to services, across all our global locations."

About BLS International:

BLS International Services Ltd. is a trusted global tech-enabled services partner for governments and citizens, having an impeccable reputation for setting benchmarks in the domain of visa, passports, consular, citizen, e-governance, attestation, biometric, e-visa and retail services since 2005.

The company is recognized as "India's Most Valuable Companies" by Business Today Magazine, "Best under a Billion' Company" by Forbes Asia, and ranked among "Fortune India's Next 500 companies". The company works with over 46 client governments, including Diplomatic Missions, Embassies and consulates, and leverages technology and processes that ensure data security. The Company now has an extensive network of more than 50,000 centres globally, with a robust strength of over 60,000 employees and associates that provide consular, biometrics, and citizen services. BLS has processed over 220 million applications to date globally.

BLS International is certified with as CMMI DEV L5 V2.0 & SVC L5 V2.0, ISO 9001:2015 for Quality Management Systems, ISO 27001:2013 for Information Security Management Systems, ISO 14001:2015 for Environmental Management Systems, and more.

BLS International is the only listed company in this domain with operations in 66 countries. For more information, please visit www.blsinternational.com.

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