

# SLT Partners With Virtusa To Raise Customer Experience



*(L – R): Janaka Abeysinghe, Chief Enterprise and Wholesale Officer, SLT; Prabhath Ambegoda, Chief Corporate and Digital Officer, SLT; Sumudu Gunawardhana, Vice President Client Services, Virtusa; Kiththi Perera, Chief Executive Officer, SLT; M I Deen, Deputy Chief Enterprise and Wholesale Officer, SLT; and Ishari Siriwardane, General Manager Digital Projects, SLT at the event.*

Sri Lanka Telecom (SLT), the national ICT and digital solutions provider, signed an MoU with Virtusa, a global provider of digital strategy as well as digital engineering, and IT outsourcing services. Through the MoU, SLT seeks to offer world-class digital services and transform the lifestyles of Sri Lankans via digitalization and the effective use of ICT. SLT and Virtusa intend to collaborate on several digital initiatives designed to transform customer experience and revamp service offerings. The MoU will also optimize cost for the company, improve on the efficiencies and automate backend services. Kiththi Perera, CEO, SLT said, “With SLT’s Vision 2022, we are geared to lead Sri Lanka into a new digital era. In our goal towards bringing about a digital transformation, we continue to partner with key organizations that possess the expertise that we can leverage on. They will have a significant impact on the country’s economy and help our nation achieve great strides in its journey of becoming the digital hub in the region and bring about long term sustainable growth for our ICT industry. We strongly believe that this partnership will accelerate the digital journey of our company as well as our country. We look forward to working together with their experts in the coming months.”

Sumudu Gunawardhana, Vice President –Client Services, Virtusa said, “We are excited to enter into this partnership with SLT, who shares our vision of transforming lives through effective use of technology and digitalization. Leveraging our digital engineering expertise, we deliver transformational

solutions that focus not only on short-term benefits, but also on the future and ensure that the outcomes will create a better future for our partners as well as their customers. We appreciate the trust that SLT has placed on us to support their digital transformation. We remain confident in our ability to add value to SLT and accelerate their digital transformation journey, which will offer tangible benefits for SLT customers as well as all citizens of Sri Lanka.”