



Vikas Kapoor
President & CEO



Vikas Kapoor is the President and CEO of iQor, a global technology and services company, employing 14,000 people in North America, Europe and Asia.

Kapoor took the helm of iQor in 2004, and has led a dramatic improvement in the company's operating and financial performance. iQor has had double-digit revenue and profit growth every year for the last five years after five straight years of declining performance, and is now one of the fastest-growing companies in the global BPO industry. In addition, Kapoor has launched a series of highly innovative changes that are strategically repositioning iQor as a breakout company in the BPO industry.

Kapoor has led implementation of game-changing technology—called **teQ21™**— to fundamentally change the way iQor does business, including:

- **AdiQCloud**: the most advanced virtual infrastructure anywhere— with 100% virtualization of all processing, storage, applications and telephony.
- **Qatch**: a legal and compliance application which enforces rules throughout the entire technology environment—including use of speech recognition to detect bad agent behavior.
- **oQus** an application that radically simplifies data center and network management—such that ordinary business users can oversee many critical technology functions.
- **Fi raQ**: a new kind of Finance and Accounting application which automates all functions in Finance—including journal entries.
- **proQor**: the most advanced people management application in the call center industry—including 100% benefits automation and a fully online global university.
- **Qorus**: a sophisticated CRM application which executes customer “strategies”— sequences of actions based on rules and outcomes—as opposed to single actions at a time.

Many of these innovations build on Kapoor’s experience in the technology and services industries. Prior to his arrival at iQor, Kapoor was President and CEO of Toronto-based Delano Technology, a publicly held customer relationship management software company. Prior to Delano, Kapoor was President and CEO of Walker Digital, an incubator of Internet businesses that served as the launch pad for priceline.com. Prior to that, Kapoor co-founded and built Mitchell Madison Group, one of the most exciting professional services firms of the 1990s. Kapoor started his career with McKinsey & Co., where he served a number of blue-chip financial services and technology companies in the U.S. and Japan.



Kapoor has been quoted in a number of publications including *BusinessWeek*, *New York Times*, *Times of London*, *Institutional Investor*, *Investor's Business Daily*, *IndUS Business Journal*, and *The Post and Courier* and is a frequent speaker and commentator on corporate turnarounds, technology, globalization and business trends. He has spoken at the Milken Institute's Global Conference, the World Economic Forum's 2nd Annual Meeting of the New Champions, the Yale CEO Leadership Summit, and the Kellogg School of Management.

Kapoor is a member of the Council on Foreign Relations, the Young Presidents' Organization and serves on the boards of The Metropolitan Opera, Cooper Union and the Rubin Museum of Art.

Kapoor earned an MBA from the Harvard Business School, where he was a Baker Scholar. He also holds an MA in Philosophy from Harvard University and is a magna cum laude graduate of Princeton University.

He has a keen interest in architecture and landscape design and collaborated with Michael Graves and Michel Desvigne on a novel interpretation of a New England farm in Litchfield, Connecticut. He also designs and builds furniture with some of the leading furniture-makers in the United States and is an avid wine connoisseur. Kapoor lives with his wife, two daughters and son in New York City.