

# Espire Infolabs, development and services unit appraised at CMMI level 5 ver 1.3

Espire Infolabs, today announced that it has been appraised at level 5, the highest maturity level of the CMMI Institute's Capability Maturity Model Integration (CMMI).

16-04-2018, Gurugram, India – Espire Infolabs, a global IT services company, empowering businesses with innovative digital and customer experience solutions, today announced that it has been appraised at level 5, the highest maturity level of the CMMI Institute's Capability Maturity Model Integration (CMMI). The appraisal was performed by Mr. Mukul Madan from QAI India Pvt. Ltd.

CMMI is a capability improvement framework that provides organizations with the essential elements of effective processes that ultimately improves their performance. An appraisal at maturity level 5 indicates that the organization is performing at an "optimizing" level. At this level, an organization continually improves its processes based on a quantitative understanding of its business objectives and performance needs. The organization uses a quantitative approach to understand the variation inherent in the process and the causes of process outcomes.

"By achieving the CMMI Level 5 rating again this year, it has given a strong impetus to Espire's credibility in the global market as a trusted technology partner delivering exceptional value to customers with our high quality processes and well-established methodologies, tools and techniques. This affirmation reinforces our commitment as an organization to continuously improve software development processes and services to meet the needs of our clients and their customers" said Gagan Oberoi, CEO, Espire Infolabs.

Espire is powered up to maximize the benefits of the CMMI level 5 status by continuing to successfully implement CMMI processes across functions and projects along with a strong internal quality management system that results in improvements in cost performance, operational efficiency and profitability of its customers. This benchmark is part of Espire's larger goal of expanding its global footprint as a technology leader while meeting global quality standards in delivering the right processes and methodologies for superior customer experience.

Espire enables business transformation by designing actionable customer journeys with a cross enterprise approach to deliver connected customer experiences. This is powered by their complete spectrum of digital experience solutions spanning multi-channel customer communication management, marketing automation which includes web content management and campaign management, enterprise applications, cloud computing, integration and analytics. Their key offering is Espire's Customer Engagement Hub (CEH) framework driven by customer journey mapping combined with customer journey analytics to deliver personalised customer experiences, across digital & physical brand touchpoints and customer communication channels. Espire's digital transformation expertise extends to a wide range of tools and technologies including Microsoft, Sitecore, SDL, Pitney Bowes, Open Text, Quadient, MuleSoft and others.

## About CMMI Institute

CMMI Institute is the global leader in the advancement of best practices in people, process, and technology. The Institute provides the tools and support for organizations to benchmark their capabilities and build maturity by comparing their operations to best practices and identifying performance gaps. For over 25 years, thousands of high-performing organizations in a variety of industries, including aerospace, finance, health services, software, defense, transportation, and telecommunications, have earned a CMMI maturity level rating and proved they are capable business partners and suppliers.

## About Espire Infolabs

Espire Infolabs is a global IT services company empowering businesses to drive growth and customer engagement with exceptional digital experience solutions through digital content management, multi-channel customer communication management, enterprise applications, cloud computing, integration and analytics. It is a SEI CMMI Level 5 Ver 1.3 (Dev + SVC) Appraised, ISO 27001:2013, ISO 9001:2015, and ISO 20000-1:2011 and ISO 22301:2012 Certified Company. Espire Infolabs has offices in UK, USA, Canada, Australia, New Zealand, Singapore and Development Centers in India (Gurgaon, Delhi and Pune). For more information, please visit [www.espire.com](http://www.espire.com).

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