



Getting better every day

Babcom's Service Excellence Centers

Babcom's Service Excellence Centers serve Israeli and global organizations committed to providing top-quality customer service. We act as our clients' strategic partners, tailoring exceptional, first class solutions for each.

Our vision is to enable highly skilled men and women of both the Arab and Jewish sectors to start and develop a promising career as service providers, sales representatives and executives, and successfully integrate into the international workforce

Our first center has been established in the Tefen Industrial Park in the Galilee, which provides top-notch software services to software companies and other businesses requiring software services.

Known for its rigorous service standard, cellular operator Cellcom has chosen us as its strategic customer service partner. Accordingly, we provide Cellcom with call-center services from our Tefen Center.

Babcom Centers founder Mr. Imad Telhami left his

previous post as Delta Galilee's COO and Deputy CEO in 2007, following 25 years of successful management of plants and international business divisions, as well as thousands of employees.



In 2008, Mr. Telhami co-founded Babcom Centers together with Mr. Dov Lautman. The company was created to meet the pressing need of many companies to find a partner to recruit, train, develop and manage top professionals able to serve their consumers just as well as company employees.

Babcom's Excellence Centers are located near large population centers in the Galilee, housing thousands of educated and skillful men and women interested in developing a career near their homes. The high availability of these high-quality human resources enables us to offer operational flexibility, quick response to our customers' changing needs, as well as the ability to quickly recruit educated professionals and experts, meticulously selected in our uncompromising evaluation centers.



At Babcom Centers, we integrate the skills and education of Galilee inhabitants – particularly Arabs – to create a network of centers designed to provide the best customer service in the world to telecom and cellular operators, banks, government authorities and any other entity seeking unmatched service for its customers.

We make a point of recruiting candidates interested in long-term careers as professionals, service providers and executives by offering opportunities and tools to develop into reliable and successful experts. The result is an elite cadre of loyal and caring employees devoted both our clients' and to our own business success.

The employees we select are then trained in our own state-of-the-art facilities to provide our clients with customized solutions at the highest globally available quality standard. This is our commitment to our clients, which is why we train our employees inhouse and treat them just as we expect them to treat our clients.

Babcom Centers is a multicultural company whose managers – both Arabs and Jews – offer rich executive experience and profound acquaintance with both communities' cultural traits.

Our motto – Getting better every day – commits all Babcom Centers' employees and executives to do our best down to the last details, in order to improve on a daily basis.

Our vision is to create thousands of challenging and rewarding workplaces in the Galilee area, particularly for the Arab communities, and to allow multinational firms and consumers to enjoy exceptional services.



We are committed to constant innovativeness in providing services to our clients and their consumers, in treating our employees and in developing distinctive products and services to maximize our market value. In the future, we intend to expand our customer service offerings to include sales, accounting, translation and other services.

Our ethical code includes a commitment to be a green company, to minimize our environmental impact and continuously contribute to society and to the communities where we operate.

An attractive community space will be built around each of our centers. These spaces will include businesses offering job opportunities, daycare centers, schools and other community services, enhancing nearby residents' quality of living. In doing so, we will also be acting to promote equality in Israeli society, cultivate Arab-Jewish coexistence and support the country's economic growth.

Our vision and related undertakings have already attracted great interest and received enthusiastic support by government ministries, local authorities, NPOs and business clients who care about the future of our society.

