

## **HGS wins key customer service contract with Student Loans Company**

*Company to deliver multi-tiered contact centre support from its Preston and Selkirk based centres*

**November 18, 2015, London, UK:** HGS UK, a subsidiary of Hinduja Global Solutions Limited ([HGS](#)) (Listed on NSE & BSE, India), a leading Business Process Management company, has won a new contract with the Student Loans Company, to provide contact centre support for students applying for financial support to progress into higher education.

### **Highlights -**

- New services to be provisioned via 100 FTE in Preston and Selkirk.
- Ramp up of staff to 450 FTE during peak.
- The Company's contact centre staff to support two key lines of business: 1) Student Finance England –providing front line guidance and advice around the loan application process; 2) Income-Contingent Repayment – assisting in expediting the loan repayment process.
- The Company to also offer an escalation helpline to manage and resolve complaints

The contact centre will deliver its service through a two-tiered model with the Tier 1 team handling front line enquiries constituting 95% of the call volumes. The Tier 2 team will comprise of longer-tenured, experienced customer service staff, dedicated to coaching and educating agents on Student Loans products and system usage.

The new contact centre will commence operation in December 2015. HGS has launched a large scale recruitment campaign targeting local talent in Preston and the immediate surrounding areas with a further recruitment drive in Selkirk scheduled to take place in early 2016.

**Matthew Vallance, CEO for HGS Europe** commented, "We are delighted to support the Student Loans Company, and are excited to be working with them to create a service that will deliver exceptional customer service. We have invested in our operations in Preston and Selkirk to ensure that we can provide crucial inbound customer support to students to secure financial aid as they commence their academic year in colleges/universities. This new partnership will also drive the creation of over 450 new jobs in Preston and Selkirk – strengthening our position as a key BPO player in North England and Scotland. "

HGS's centre in Preston is a three time winner of 'Best Large Contact Centre' at the Contact Centre World Awards. It currently employs over 800 FTE, delivering industry leading customer service programs.

The additional Selkirk based centre on the Scottish borders is home to a range of customer support campaigns for clients including Quadrant Subscription Services, Lloyds Banking and Astra Zeneca.

**Les Blacker, Director of Operations for HGS Europe** commented, “The Student Loans Company is the latest addition to a portfolio of long-standing partnerships with the public sector. We are excited to be chosen as a partner for providing advice, information and guidance to students. We are recruiting for a wide range of roles in Preston and Selkirk which are suited to those seeking to progress their career in customer services.”

HGS is actively hiring for a range of roles including Customer Service Agents, Team Leaders, Operations Managers and Trainers.

To enquire about job roles at Selkirk, email [ukselkirkrecruitment@teamhgs.com](mailto:ukselkirkrecruitment@teamhgs.com) or call 02393 870760.

For job roles in Preston, email [preston.recruitment@teamhgs.com](mailto:preston.recruitment@teamhgs.com) or call 0333 00 11 237.

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**About HGS:**

HGS is a leader in optimizing the customer experience and helping clients to become more competitive. HGS provides a full suite of business process management services from marketing and digital enablement services, consumer interaction services to platform enabling back office business services. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries, and the public sector. HGS operates on a global landscape with about 40,000 employees in 65 worldwide locations delivering localized solutions. For the year ended 31st March 2015, HGS posted revenue of US \$ 458 million. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world’s most recognized brands.

**About The Student Loans Company (SLC)**

The Student Loans Company (SLC) is a non-profit making Government owned organisation set up in 1989 to provide financial support to students at universities and colleges across the UK. They play a central role in supporting the Higher Education (HE) and Further Education (FE) sectors by: making timely and accurate payments of maintenance grants and loans to learners; and ensuring timely and accurate payments of tuition fee loans to HE and FE providers. This is achieved by working with the Departments for Business, Innovation & Skills (BIS), Education and Lifelong Learning (DELL, Scotland), Education and Skills (DfES, Wales) and Employment and Learning (DEL, Northern Ireland). SLC also work with the Student Awards Agency for Scotland (SAAS), Education and Library Boards in Northern Ireland, Higher Education (HE) and Further Education (FE) providers, HM Revenue & Customs (HMRC), HM Passport Office, Department of Work and Pensions (DWP) and other delivery partners.

**For further information please contact:**



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