

HGS Wins Big at 2015 Contact Center World Awards

Lands Top Honors for Delivering Exceptional Customer Experiences

NOVEMBER 30, 2015 (Chicago, IL) – Hinduja Global Solutions Limited (HGS), (listed on NSE and BSE in India) a global leader in business process management, added to its award tally with wins in the global finals of the 2015 Contact Center World (CCW) Awards.

HGS took home accolades for its best-in-class customer care solutions across several award categories, including:

- **“Best Large Center”** (Gold – HGS Preston UK)
- **“Best Customer Service for Small Center”** (Gold – HGS Chiswick UK)
- **“Best Medium Outsourced Contact Center”** (Silver – HGS Canada)
- **“Best Outsourcing Partnership”** (Silver – HGS USA)

As one of the most decorated outsourcing partners in the industry, the wins are recognition and validation that HGS’ unique approach to partnering, commitment to digital transformation, and unified customer experience strategy are well aligned to the industry need to serve an evolving customer who is always on the go and wants to work with companies that are easy to do business with. The CCW Awards is the leading global awards program for contact center practitioners to earn recognition for their commitment to customer service. This year’s awards program saw over 1,600 entries from 50 different companies.

“At HGS, we believe in creating exceptional engagement between the brands we serve and consumers around the world. Customer experience is the only real differentiator for many brands today and these awards are great validation for the almost 200 brands that trust HGS today with managing their customer engagement, said Chris Lord, Global Growth & Strategy. “Winning this many prestigious awards against top outsourcing leaders globally is a great benchmark and testament to HGS ability to optimize the customer experience to help brands be more competitive.”

HGS UK won gold for the third consecutive year for delivering outstanding solutions to key customers Talk Talk and Fleur Telecom and for its customer service delivery for client Kimberly-Clark.

HGS USA won for optimizing the customer experience and outsourcing relationship with one of the largest consumer electronic companies.

HGS Canada’s recognition was based on improving a Net Promoter Score strategy for a major financial services client.

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



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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.

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