

HGS Celebrates Grand Opening of 4th Customer Service Center in Jamaica

Global customer experience leader hosts ribbon-cutting ceremony to officiate new center in Kingston, adding 500 new roles in first phase of expansion to meet growing client needs

January 17, 2017 (KINGSTON, Jamaica) – Hinduja Global Solutions Limited ([HGS](#)) (Listed on NSE & BSE, India), a global leader in business process management, is hosting a ribbon-cutting ceremony today to celebrate the grand opening of a fourth customer experience center in Kingston, Jamaica. The first phase of this expansion includes more than 500 new career opportunities to be filled in the first quarter of 2017, with the end target of 1,000 total employees for the center. This growth is due to the company's strong business performance particularly within the healthcare industry, which the Jamaica locations primarily serve.

"This expansion is testament to the quality of service our Jamaica team delivers for HGS's global clients," said Narasimha Murthy, President of Jamaica and Corporate Shared Services, Americas at HGS. "We are excited to grow our footprint here in Jamaica where there's great potential for scale with a large pool of valuable talent to meet HGS's increased client needs. These new additions will help propel us towards greater business success."

HGS has three existing centers in Kingston, including on Worthington Terrace, Saxthrope Avenue and Constant Spring Road, which is where the fourth center is also located. HGS will recruit permanent, full-time directors, managers, team leaders, customer care associates, and data management analysts for the new center. These positions are ideal for applicants who enjoy problem solving and helping people within a supportive learning environment. Applicants interested in a career with HGS are encouraged to apply online at www.joinhgs.com or through HGS specific social portals. Walk-ins will also be accepted. Previous customer service experience and basic computer skills are an asset.

HGS offers a highly competitive compensation and benefits package to its employees. The company has a robust grassroots engagement model for employees as well as the local communities at large. This includes an internal gender diversity program and partnerships with local non-profit organizations to provide skills training to underprivileged people and youth with disabilities. HGS also partners with local educational institutions such as the University of West Indies, the University of Technology and the University College of the Caribbean to help develop local talent. To learn more, visit: <http://www.teamhgs.com/>

About Hinduja Global Solutions (HGS)

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management (BPM) services from



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traditional voice contact center services and transformational DigiCX services that are unifying customer engagement to platform-based, back-office services and digital marketing solutions. By applying analytics, automation, 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, and consumer packaged goods industries, as well as the public sector. HGS operates on a global landscape with around 44,000 employees in 66 worldwide locations delivering localized solutions. For the year ended 31st March 2016, HGS had revenues of US\$ 507 million. HGS, part of the multi-billion dollar Hinduja Group, has more than four decades of experience working with some of the world's most recognized brands.

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