

June 06, 2017

BSE Limited

Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.

Scrip Code : 532859

National Stock Exchange of India Ltd.

"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.

Symbol : HGS

Dear Sirs,

Sub: Hinduja Global Solutions (HGS) recognized as a Leading Service Provider in Outsourcing for Seven Consecutive Years

We are enclosing a Press Release being issued by the Company on the captioned subject, which is self-explanatory. The Company has been recognized on the 2017 Global Outsourcing 100 List for the seventh year in a row by the International Association of Outsourcing Professionals (IAOP).

Thanking you,

Yours truly,
For **Hinduja Global Solutions Limited**



S. Mahadevan
Executive Vice President - Legal Compliance & Risk Management



PRESS RELEASE

Hinduja Global Solutions Recognized as a Leading Service Provider in Outsourcing For Seven Consecutive Years

HGS named in the International Association of Outsourcing Professionals' 2017 Global Outsourcing 100 List as published in Fortune

June 6, 2017 (CHICAGO) – Hinduja Global Solutions (HGS), (listed on NSE & BSE in India) a global leader in business process management, was recognized on the 2017 Global Outsourcing 100 List for the seventh year in a row by the International Association of Outsourcing Professionals (IAOP). In addition, HGS earned special recognition in the categories Sustained Excellence and All Star Company, and received distinction as a top company for Size and Growth, Customer References, Awards and Certifications, Programs for Innovation, and Programs for Corporate Social Responsibility.

"We are deeply honored to be recognized for the seventh consecutive year as one of the best outsourcing partners in the world," said Chris Lord, Global Head - DigiCX; Growth, Strategy and Marketing. "Our commitment is to put ourselves in the shoes of the consumer every time we apply the HGS consultative-led inside-out and outside-in design thinking methodology. By doing this, we optimize the customer experience and make brands more competitive by providing the right answer, fast. HGS's approach has always been to create win-win solutions for both consumers and brands."

As a leader in optimizing the customer experience and advancing clients to become more competitive, HGS is unique in its approach. HGS integrates self-service and live agents, when necessary, to facilitate ['bots and brains'](#) working together to leverage analytics and automation in a variety of ways. HGS implements its proprietary [Unified CX Strategy®](#) for managing interactions over any device, at any time or via any channel including voice, email, text messaging, video and live chat, and employs innovative tools such as the [DigiCX suite](#) to reinvent a client's existing customer experience.

"Now, more than ever, outsourcing end users need to be able to easily identify and select the right company for their outsourcing needs," said Debi Hamill, IAOP CEO and Global Outsourcing 100 co-judging chair. "It is great recognition being named to The Global Outsourcing 100 and The World's Best Outsourcing Advisors lists. Given the strong, global competition, these companies should be proud of achieving excellence in the field."

The Global Outsourcing 100, now in its 12th year, and its sub-lists are essential references for companies seeking new and expanded relationships with the best companies in the industry. The lists include companies from around the world that provide the full spectrum of outsourcing services. IAOP, specifically, is an association that brings together customers, providers and advisors to improve business service models and outcomes.

For more information, please visit: <https://www.iaop.org/Content/19/165/4701>.

About 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



PRESS RELEASE

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 over 44,200 employees in 68 worldwide locations delivering localized solutions. For the year ended 31st March 2017, HGS had revenues of US\$ 555 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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