

HGS Awarded Top Marks in Healthcare Payer Operations

Global industry analyst celebrates HGS as one of industry's top business process management vendors

DECEMBER 22, 2015 (CHICAGO, IL.): Hinduja Global Solutions Limited (HGS) (Listed on NSE & BSE, India), today announced its inclusion in the "Winner's Circle" in the HfS Blueprint Report: Healthcare Payer Operations. The accolade recognizes HGS as one of the health insurance industry's top business process management vendors.

HfS, a leading global analyst firm for IT and business services, cited the company's solution innovations and its ability to "consistently deliver above expectations" in the report.

HGS was lauded as an exceptional vendor in the areas of claims management, member management, provider data management, and health and care management. HfS designated HGS as one of the top global vendors in the payer segment, and one of the top three companies providing the best value for clients in the health sector.

"Our deep domain expertise, client-centric approach and right shoring model are the key differentiators that define HGS in this evolving market," said **Ramesh Gopalan, HGS Executive Vice President for Healthcare Business** "HGS is committed to lead healthcare companies through the journey of transforming their customer experience and create new growth opportunities for them."

Other HGS strengths highlighted in the report include proactive intelligence, use of platform-based business process services, and value- and outcome-based engagements. HGS has also been recognized for implementing new development programs to provide enhanced customer support to clients, with an ability to quickly ramp up and train resources for meeting peak cycle times around enrollment and claims processing.

The HfS Blueprint Report on Healthcare Payer Operations, the firm's first in this space since 2013, covered sourcing for payer vendors across the value chain. The scope of the research in the HfS report also covered business process outsourcing services and transition to as-a-Service.

For the full report, visit <http://bit.ly/1IVRETu>

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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 consumer interaction solutions to platform based back office services and digital enablement solutions. 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, as well as the public sector. HGS operates on a global landscape with around 40,000 employees in

65 worldwide locations delivering localized solutions. For the year ended 31st March 2015, HGS had revenues 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.

www.teamhgs.com

About HfS Research

HfS Research is the leading analyst authority and global network for IT and business services, with specific focus on global business services, digital transformation, autonomics and outsourcing.

HfS' leading edge Research 2.0 methodology serves the research, governance and services strategy needs of business operations and IT leaders across finance, supply chain, human resources, marketing, and core industry functions. The firm provides insightful and meaningful analyst coverage of best business practices and innovations that impact successful business outcomes, such as the digital transformation of operations, cloud-based business platforms, services talent development strategies, process automation and outsourcing, mobility, analytics and social collaboration. HfS applies its acclaimed Blueprint Methodology to evaluate the performance of service and technology in terms of innovating and executing against those business outcomes. In 2010 and 2011, HfS Research's Founder and CEO, Phil Fersht, was named "Analyst of the Year" by the International Institute of Analyst Relations (IIAR), the premier body of analyst-facing professionals and achieved the distinctive award of being voted the research analyst industry's Most Innovative Analyst Firm in 2012.

In 2014, HfS was named Analyst Firm of the Year, alongside Gartner and Forrester, by leading analyst observer InfluencerRelations.com.

Now in its eighth year of publication, HfS Research's acclaimed blog "Horses for Sources" is widely recognized as the most widely-read and revered destination for unfettered collective insight, research and open debate about sourcing industry issues and developments. Horses for Sources today receives over a million web visits a year.

To learn more about HfS Research, please email Research@HfSResearch.com.

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