



March 05, 2021

**BSE Limited**

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

***Scip Code : 532859***

**National Stock Exchange of India Ltd.**

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

***Symbol : HGS***

Dear Sirs,

**Sub: HGS Digital Partners with Automation Anywhere to Deliver End-to-End Process Automation Solutions in the Customer Experience Industry**

We are enclosing a Press Release being issued by the Company on the captioned subject, which is self-explanatory.

Thanking you,

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

**Narendra Singh**  
**Company Secretary**

Encl : a/a.

**HINDUJA GLOBAL SOLUTIONS LIMITED**

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Corporate Office: Gold Hill Square Software Park, No. 690, 1st Floor, Hosur Road, Bommanahalli, Bengaluru - 560 068. India. Telephone: 91-80-4643 1000 / 4643 1222

Corporate Identity Number:L92199MH1995PLC084610



HINDUJA GROUP



## HGS Digital Partners with Automation Anywhere to Deliver End-to-End Process Automation Solutions in the Customer Experience Industry

**CHICAGO** – March 5, 2021 - [HGS Digital](#) LLC, a subsidiary of Hinduja Global Solutions Ltd (listed in BSE & NSE), today announced a partnership with Automation Anywhere, a leader in robotic process automation (RPA), to create enhanced customer engagement and optimize operations.

HGS Digital's extensive experience in business process management coupled with deep technical expertise with Automation Anywhere software bots and artificial intelligence (AI) technology allows the two companies to create seamless customer experiences.

"We are excited to collaborate with HGS Digital, combining their technical talent with our intelligent automation platform to increase productivity and enhance customer engagements with end users," **said Ashwani Saihga, Vice President - Strategic Alliances at Automation Anywhere.** "We look forward to enabling clients to gain maximum ROI and at the same time, increase business efficiencies from the front office to the back office to every office."

Businesses using the combined innovations of HGS Digital and Automation Anywhere benefit from:

- 20+ years of business process expertise
- Over six years of experience deploying over 600 bots together
- Technical teams that can analyze requirements and build seamless end-to-end solutions

"Automation Anywhere is a fantastic alliance with excellent technology," **said Venkatesh Korla, HGS Digital CEO.** "We're able to leverage their tools to deliver innovative solutions for our clients that improve customer experiences across the board and show real, sustainable value."

Through this collaboration, Automation Anywhere will help HGS Digital clients implement RPA and intelligent automation across multiple front and back office business processes. Clients in the HGS Digital ecosystem have long benefitted from its proficiency in technology-powered services in automation, analytics, and digital combined with thorough domain expertise. Now, these clients will experience the power of Automation Anywhere technologies as well.

To explore more about HGS and Automation Anywhere's partnership, check out <https://www.hgsdigital.com/technology-partners/automation-anywhere>

### About HGS Digital:

HGS Digital helps transform businesses into digital Customer Experience (CX) innovators by combining deep domain expertise with an understanding of how people interact with technology. HGS Digital creates frictionless digital experiences that solve business problems and improve customers' lives by tapping into its global team of

## PARTNER RELEASE



more than 750 leading digital marketers, strategic thinkers, data innovators, user-centric designers and technologists across the US, UK, India, and the Philippines.

Specializing in a technology-agnostic approach, HGS Digital's customer-first digital, data and intelligent automation solutions help leading brands around the world improve customer engagement, optimize operations, reduce cost and increase revenue. As the digital experience and transformation brand of Hinduja Global Solutions (HGS), HGS Digital delivers leading-edge CX solutions for a wide variety of markets including automotive and manufacturing, CPG, retail, banking, finance and insurance, healthcare, telecom, consumer electronics, the public sector, and travel and hospitality.

Visit <https://www.hgsdigital.com/> to learn how HGS Digital can help make your business more competitive.

### **About Hinduja Global Solutions (HGS):**

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a "globally local" approach, with over 41,110 employees across 59 delivery centers in seven countries making a difference to some of the world's leading brands across nine key verticals. For the year ended 31<sup>st</sup> March 2020, HGS had revenues of US\$ 737 million.

Visit [www.teamhgs.com](http://www.teamhgs.com) to learn how HGS can help make your business more competitive.

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