



August 27, 2020

**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 Everest Group Identifies HGS as a Major Contender and Star Performer in its Healthcare Payer Operations Services PEAK Matrix®**

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**

**S. Mahadevan**  
**EVP - Legal, Compliance & Company Secretary**

Encl : a/a.

**HINDUJA GLOBAL SOLUTIONS LIMITED**

Regd. Office: Hinduja House, No. 171, Dr. Annie Besant Road, Worli, Mumbai - 400 018. India. Telephone: 91-022-2496 0707, Fax: 91-22-2497 4208, Website: www.teamhgs.com  
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

## Everest Group Identifies HGS as a Major Contender and Star Performer in its Healthcare Payer Operations Services PEAK Matrix®

*HGS recognized for strong growth in healthcare payer BPO business*

**Chicago – Aug 27, 2020:** Hinduja Global Solutions (HGS) (listed in BSE & NSE), today announced that it has been recognized as a Major Contender and Star Performer in Everest Group’s Healthcare Payer Operations - Services PEAK Matrix® for the second consecutive year.

“Overarching trends, such as consumerism, the rise of digital, margin pressures, regulatory uncertainty and value-based care, are increasingly pushing healthcare payers to rethink their business models,” **said Manu Aggarwal, Vice President, Everest Group.** “In order to achieve their business objectives, differentiate from the competition and transform digitally, enlisting the help of a service provider is becoming increasingly important.”

The Healthcare Payer Operations – Services PEAK Matrix® Assessment 2020 analyzes the changing dynamics of the healthcare payer operations landscape and assesses 29 service providers on the PEAK Matrix® into Leaders, Contenders and Aspirants. The PEAK Matrix® is a framework that provides an objective, data-driven and comparative assessment of healthcare payer operations service providers based on their absolute market success and delivery capability.

HGS was positioned as Major Contender due to its significant growth in the healthcare payer BPO business. Following its acquisition of AxisPoint Health, HGS became one of few service providers to have end-to-end healthcare payer offerings in the market. Everest Group also noted HGS’s digital capabilities, with expertise in customer digital experience and digital marketing. Finally, HGS is among few service providers with a mature offering in risk-adjusted payments. HGS was recognized as a Star Performer for demonstrating strong forward and upward movement on the PEAK Matrix®.

“We are excited to be recognized as a Major Contender for Healthcare Payer Operations Services again in 2020,” **said Ramesh Gopalan, President of HGS Healthcare.** “Such recognition is a great testimonial to HGS’s healthcare domain expertise and relentless commitment to delivering value to our clients.”

### **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 true “globally local” approach, with over 37,460 employees across 61 delivery centers in seven countries, making a difference to some of the world’s leading brands across nine key verticals. For the year that 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.

PRESS RELEASE



**HGS Media Contacts:**

Andrew Kokes  
+1 888 747 7911  
[media@teamhgs.com](mailto:media@teamhgs.com)

Danielle L Beer  
+1 312 329 3985  
[danielle.beer@finnpartners.com](mailto:danielle.beer@finnpartners.com)