

HGS Recognized on IAOP's "The Best of The Global Outsourcing 100" List

HGS honored for the ninth consecutive year for providing world-class service

CHICAGO, IL - February 28, 2019 – Hinduja Global Solutions (HGS) (listed on NSE and BSE in India), a global leader in business process management, was included on the 2019 Global Outsourcing 100® list by the International Association of Outsourcing Professionals® (IAOP®). This year's "Best of The Global Outsourcing 100" is a culmination and celebration of the 'best of the best' forward-thinking companies that have proven they stand out, year after year. This is the ninth consecutive year HGS has earned IAOP® recognition as one of the world's top outsourcers.

"We are honored to be recognized by IAOP® for the ninth year in a row," said **Andrew Kokes, HGS Senior Vice President, Global Head of Marketing**. "Our goal at HGS is to make our clients more competitive in their industries by leveraging our brilliance at the basics and epic customer care. We're incredibly grateful for IAOP®'s ongoing support and affirmation that the solutions we provide are making an impact."

For many years, HGS has been providing an intelligent solution approach to meet clients at their stage in the transformation journey. From traditional voice contact center services and web self-service, chat, text, and social customer service to back-office support and robotic process automation, HGS provides a best-in-class experience to help customers drive profitable engagements across a variety of vertical segments including healthcare, financial services, media, and telecommunications.

"Companies, today, are facing a competitive and continuously changing business landscape; for that reason, the Global Outsourcing 100® and World's Best Advisors lists are what organizations in our industry aspire to as these awards are a testament to those companies that have raised the bar," said **IAOP® CEO, Debi Hamill**. "I am proud to acknowledge the role of these leading organizations on IAOP's 2019 *Best of The Global Outsourcing 100®* for continually being recognized on these prestigious lists."

The Best of The Global Outsourcing 100® and its sub-lists feature the best customer service solution companies from around the world who embody the full scope of outsourcing services. Now in its 14th year, it serves as an essential reference guide for an array of companies seeking an innovative approach to developing relationships.

To see the full 2019 Global Outsourcing 100® List, click [here](#).

About IAOP:

IAOP® is the global association that brings together customers, providers, and advisors in a collaborative, knowledge-based environment that promotes professional and organizational development, recognition, certification, and excellence to improve business service models and outcomes. Our members and affiliates worldwide are digging deep at IAOP® conferences, learning at IAOP® chapter meetings, getting trained and certified at IAOP® courses and workshops, and connecting through IAOP® social media, all with one goal: better business results. Whether you are a customer, provider or advisor, new to collaborative business models like outsourcing, or you are an experienced professional, IAOP® connects you and your organization to our growing global community and to the resources you need to get the results your company deserves and demands. For more information and how you can become involved, visit www.IAOP.org.

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 44,567 employees across 75 delivery centers in seven countries making a difference to some of the world’s leading brands across nine key verticals. For the year ended 31st March 2018, HGS had revenues of US\$ 597 million.

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

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