

Hinduja Global Solutions awarded e-SCM-SP Capability Level 5 for India, Philippines and USA

November 27, 2014: Hinduja Global Solutions Limited (referred to as “HGS” or the “Company”) (Listed on NSE & BSE, India) has achieved Capability Level 5 certification of eSourcing Capability Model for Service Providers v2.01 (eSCM-SP v2.01) for all its sites in India, Philippines and US. Capability Level 5 is the highest level which a service provider can reach under this evaluation. HGS is the first service provider to be eSCM-SP certified in the Philippines, and the first in the United States to have acquired eSCM-SP Capability Level 5 certification.

eSCM-SP was developed by a research consortium led by Carnegie Mellon University's Information Technology Services Qualification Center (ITSqc). This excellence model has been specifically created for IT-enabled sourcing, including the BPO industry, to provide guidance to service providers that will equip them to improve their capability across the sourcing life cycle. Achievement of Capability Level 5 certification indicates that HGS has successfully implemented and improved their performance for two years in the 84 eSCM-SP practices across multiple geographies (USA, India and Philippines) under the scope of the certification. eSCM Certification is endorsed by IAOP's Outsourcing Standards Board.

Commenting on the new wins, **Partha DeSarkar, Chief Executive Officer, HGS** said, “We are delighted to be awarded the level 5 certification, it reinforces our efforts to deliver the best services and experiences to our clients. eSCM has enabled us to align operational processes to business objectives and create a uniform service excellence model for our clients. Our Business Excellence team has done a remarkable job in making all our processes verifiable, measurable and repeatable and the testament to that is this certification.”

Ashwin Hoskote, Executive Vice President – Global Business Excellence, HGS, who spearheaded this initiative said, “Business Excellence is an on-going process at HGS. This achievement is the culmination of efforts over the past few years to bring excellence, uniformity and consistency in everything we do while keeping our clients' needs and requirements in mind. We achieved the Level 4 capability in 2012, which motivated us to sustain and improve our processes further to reach the milestone of Level 5 certification. The eSCM Level 5 certification reiterates our commitment to our clients in proactively creating value to their business.”

According to **Dr. Bill Hefley, COP, of ITSqc**, representing the ITSqc Certification Board, “Certification of Hinduja Global Services at eSCM-SP Capability Level 5 across multiple geographies clearly demonstrates the global organization's continued commitment to high quality processes and best sourcing practices. We applaud the efforts of HGS to use the strengths of the eSCM-SP Practices as the foundation for providing world class services to HGS clients. This certification is a clear demonstration of leadership, process excellence, and continued innovation by using the eSCM-SP Model as a key component of quality and business excellence. Being able to meet or exceed the more than 1,200 requirements in the 84 best practices that are used as the basis for evaluation and to demonstrate this sustained excellence over a period of years represents a very significant accomplishment. To do this across operating units of HGS across three countries is even more significant, and meaningful to HGS clients who rely on this world class provider. We congratulate the leadership and all members of HGS for sustaining this very high level of performance.”

About HGS

HGS, part of the multi-billion dollar conglomerate Hinduja Group, is a world leader in Customer Relationship and Business Process Management, with a global footprint across North America, Latin America, Europe, Asia and Africa. With over three decades of experience with some of the world's most recognized brands, it delivers the best practices that drive exceptional results for its clients. Its contact center solutions, back office transaction processing services, domain analytics and process consulting solutions combine operational excellence with functional expertise. It enjoys "Preferred Partner" status with most of its major clients. HGS currently serves 141 clients (excluding payroll processing clients) across sectors like Healthcare & Insurance, Banking & Financial Services, Consumer Products, and Telecommunications, Technology & Media. HGS's global delivery network comprises of 59 centers employing over 26,800 people worldwide. For the year ended 31st March 2014, HGS had revenues of US \$412 million.

About ITSqc, LLC

ITSqc, LLC, the spin-off from Carnegie Mellon University created to promote best practice models for the global IT-enabled services industry, was founded to extend the impact of the eSourcing Capability Models. The eSourcing Capability Models were originally developed at Carnegie Mellon University with participation from leading provider, client and advisory organizations. ITSqc, LLC, provides support for these Models, by training professionals about the Models, the eSCM-based methods for determining organizational capabilities, and related professional education programs. ITSqc, LLC, is working with strategic partners and Authorized Organizations to support global adoption of the eSourcing Capability Models.

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