

HGS Recognized as a Leader in NelsonHall's NEAT Vendor Evaluation for Transformational Customer Management Services

7th November, 2014, NY, USA: Hinduja Global Solutions Limited (referred to as "**HGS**" or the "Company") (Listed on NSE & BSE, India) today announced its "Leader" ranking in the **NelsonHall Vendor Evaluation and Assessment Tool (NEAT) for Transformational Customer Management Services (CMS)** .

HGS's ranking as a "Leader" is based on the company's ability to deliver immediate benefits to clients as well as meet their future requirements. According to the NelsonHall report, HGS ranked high on transformation levers such as "Transformative Framework," "Training Innovation," "Hiring Innovation," and "Process Analytics," which are key capabilities required to deliver Transformational CMS contracts effectively.

HGS also performed well when measured against assessment criteria that included proven transformational benefits, delivery capability, financial security, and the ability to act as a future change agent.

"HGS has demonstrated its ability to deliver on multi-service line transformational CMS contracts through a combination of training and hiring innovation, and the use of process analytics", said **Mike Cook, Principal CMS Analyst for NelsonHall**.

Speaking on the announcement, **Partha DeSarkar, Chief Executive Officer, HGS** said, "It is indeed a pleasure to be considered a Leader in the **Transformational CMS NEAT Analysis 2014**. At HGS, we pride ourselves on creating a unified customer experience. We use innovative methodologies both while hiring as well as while engaging with employees and customers to ensure there is complete customer satisfaction. We recently deployed the HGS Customer Experience Blueprint, a flagship approach, designed to improve customer interactions by addressing their emotional needs. We will continue to innovate on behalf of our clients to help them stay competitive in the market place."

[For more details on the report visit our website **NEAT Evaluation for HGS**](#)

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About NelsonHall:

NelsonHall is the leading global BPO, HRO and IT outsourcing research & analysis firm with analysts across the US, UK and Continental Europe. Founded in 1998, the Company takes a global approach to analysis of vendors and outsourcing markets and is widely respected for the quality and depth of its research. NelsonHall also offers a suite of "Speed-to-Source" tools, (NEAT), that assist buy-side executives in saving time and money, while enhancing the quality of their sourcing decisions, in business process outsourcing and IT outsourcing evaluations. In particular, NelsonHall helps organizations ensure that key BPO and ITO sourcing decisions are based on industry reality not market hype, providing the detailed and objective market and supplier knowledge required for sourcing success through its sourcing tools, online information, and unrivalled analyst access.



PRESS RELEASE

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. Our 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.

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