

Hinduja Global Solutions retains Top Outsourcer title in the Top 50 list with Unilever and Infiniti

1 December 2014, NY, USA: Hinduja Global Solutions Limited (referred to as “[HGS](#)” or the “Company”) (Listed on NSE & BSE, India) repeated its success at the Top Companies for Customer Service program, for the second consecutive year, with two of its clients – Unilever and Infiniti, ranked among the Top 35 companies. HGS is also the highest placed outsourcer in the list and the only organization to have secured 2 places in the list of 50 companies earmarked for exceptional customer service. Conducted by the International Customer Management Institute, the Top 50 Companies for Customer Service is one of the most stringent programs for benchmarking customer experience across industries.

The HGS-Unilever partnership was selected for the second year in a row, securing 22nd position in the list with an overall score of 93.9%. HGS has had a successful partnership with the global FMCG giant since 2007, providing pan-European consumer care for over 50 brands from centres in London, Rome, Paris, Hamburg and Rotterdam. **Phil Hood, Unilever’s Consumer Engagement Centre Manager for Europe** commented on the win, “We are delighted with yet another year of great results at the Top 50. As a leader in our sector, Unilever is constantly reinventing the wheel when it comes to consumer engagement, and HGS lends integral support to our strategy. This award is a testimony to the strength and success of our partnership which has been delivering benefits across Europe. We hope to continue working together to create and sustain positive brand experiences for our consumers.”

Infiniti, Nissan’s luxury car marque, made its debut in the Top 50 list at the 34th position, securing a score of 89.4% in overall customer experience. A newcomer to the program, Infiniti is also the only automotive brand to feature in the list, shortlisted for its “exceptional buying and ownership experience that transcends the traditional”. As a luxury car brand selling at a lifestyle level, Infiniti relies on HGS to champion its customer service operation across Europe and the Middle East reinforcing a positive experience of its brands. **Stephen Harris, HGS’s Quality Centre Manager for Infiniti** remarked, “We are thrilled with this recognition that has come to us so early on in our partnership. Infiniti plans to redefine how cars are bought and sold in the luxury space, redesigning the customer journey from the moment of first enquiry to delivery of the car and far beyond. We will continue to support them in this exciting journey, translating customer engagement strategy into great lifestyle experiences for their customers”

Raj Dattani - Program Director, Top 50 Companies for Customer Service commented, “We’ve had yet another year of exceptional performance from HGS who are the only company to have 2 of their clients in the Top 50 list. Having worked with HGS for a number of years, we’ve seen them improve their service proposition year on year by really putting customers at the heart of everything they do. As our Top Performing Outsourcer, HGS not only strive to be the best in its space, but also harness the insights from our program to take its customer experience from good to great.”

Find out more about the Top 50 Companies for Customer Service at [here](#)

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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.

www.teamhgs.com

About Unilever

Unilever is a global leader in the Fast Moving Consumer Goods space managing 40+ brands and more than 3,000 products in Home and Personal Care (HPC) and Food & Beverages segments. The company has an annual turnover of £11.8 billion, employs about 174,000 people and works from close to 270 manufacturing sites across the world. A testament to its global impact is that its products are used 160 million times a day across 150 countries. <http://www.unilever.co.uk/>

About Infiniti

Infiniti Motor Company Ltd. is headquartered in Hong Kong with sales operations in over 50 countries. The Infiniti brand was launched in 1989. Its range of premium automobiles is currently built in manufacturing facilities in Japan and the United States. Production in China and the UK will start soon along with the expansion of the brand's portfolio. Infiniti plans to also expand manufacturing into Mexico by 2017.

More information about Infiniti and its industry leading technologies can be found at www.infiniti.com.

For further information please contact:

Sam George

M: +44 - 780 15938143

E: sowmini.george@teamhgs.com