

HGS Wins ‘Best Large Contact Center’ and ‘Best in Customer Service’

For Third Consecutive Year, HGS Achieves Recognition at 2015 EMEA Contact Center World Awards Center

26 June 2015, London, UK: HGS Europe, a subsidiary of Hinduja Global Solutions Limited ([HGS](#)) (Listed on NSE & BSE, India), dominated the EMEA finals of **Contact Center World**, bringing home trophies for “**Best Large Contact Center**” (Gold), “**Best in Customer Service**” (Gold), and “**Best Outsourcing Partnership**” (Silver), along with a host of individual recognitions for its employees across Europe. In total, the company secured an unprecedented eight wins in key categories at the Awards Gala function held in London on June 11.

HGS’s longstanding partnerships with **Kimberly Clark** and **Unilever** won recognitions for “Best in Customer Service” and “Best Outsourcing Partnership,” respectively, while its contact centre in Preston, UK retained the title of “Best Large Outsourced Contact Center” for the third consecutive year, for its Retention & Loyalty program for UK-based TalkTalk telecom. HGS’s UK employees also won several accolades, including Best Contact Center Sales Professional (Liz Norris), Best Contact Center Trainer (Daniel Pilling), Best Customer Service Professional (Stacey Baldwin), Best Sales Manager (Matt Zygadlo), and Best Client Services Manager (James Bowdidge).

The Contact Center World EMEA is a leading awards program for contact centre practitioners to benchmark individual and team performances across Europe, Middle East, and Africa. This year’s awards program was attended by more than 200 customer service professionals across a range of verticals, to celebrate successes and share best practices with the wider contact centre industry.

Unilever, one of the winners for the night, expressed their delight with **Megan Neale, Global Consumer Engagement Director for Unilever** commenting on the win, “These are exceptional results for a partnership that has been delivering benefits for Unilever across Europe. We continue to draw upon HGS’s expertise to build strong relationships with our consumers - this recognition is further proof that we are delivering engagement programs which place the customer at the heart of the business.”

Matthew Vallance, CEO for HGS Europe congratulated the winning teams, adding, “This is standing testimony to the competence of our Delivery teams, which are driving transformational change for our clients’ businesses. We are proud to recruit and retain some of the best talent in the industry, and this award is clear proof of the drive and dedication of our people in providing exceptional service to our clients.”

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About HGS:

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management services from marketing and digital enablement services, consumer interaction services to platform enabling back office



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business services. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps to retain valuable customers. HGS's expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries, as well as the public sector. HGS operates on a global landscape with over 28,000 employees in 60 worldwide locations delivering localized solutions. For the year ended March 31, 2015, HGS's revenue was approximately US \$458 million. HGS, part of the multi-billion dollar Hinduja Group, has more than four decades of experience working with some of the world's most recognized brands.

For further information please contact:

Hinduja Global Solutions
Andrew Kokes, SVP Global Marketing
Ph: +1 888 747 7911
Email: media@teamhgs.com