

HGS Canada's Timmins Operations Center Growth Expands Regional Job Opportunities

September 1, 2015 (Timmins, ON) – H G S Canada has been selected to deploy and manage a multi-channel customer care and technical support solution for a Canadian Crown Corporation, beginning in September 2015. The new customer support program will operate out of HGS's Timmins Interaction Centre, expanding the workforce across entry-level and experienced positions in the greater Timmins region.

"We are thrilled our Timmins location was chosen, and it is a testament to the quality of our employees, our progressive skills and strong values," said **Danielle Williams, Site Director at the Timmins Interaction Centre**. "Since our location opened in 2009, we have been a strong provider of career opportunities at all levels, and I am excited to see the Timmins workforce continue to grow and expand as a result of our efforts."

Current HGS employees in Timmins are in the process of transitioning to the new business while HGS is concurrently recruiting and hiring additional staff at all levels to start employment as early as September 8, 2015. The in-bound Customer Interaction Contact Centre located at 130 Spruce Street South is recruiting an additional 100 permanent Customer Relations Associates, in addition to leadership roles to support the program covering Customer Service, Email and Chat support.

The new business not only expands the workforce at the Timmins Interaction Centre, but also helps increase starting wages reflective of the caliber of service and bilingual capabilities HGS Canada has come to be known for.

"As a valued partner, HGS Canada will deliver consumer, technical and business support within our new client's strategic plan," said **Geoff Oakie, SVP of Operations and IT**. "HGS Timmins has been a strong multi-lingual client partner, delivering market-leading performance since its inception. HGS is proud to announce to the community of Timmins that, as a result of this exciting opportunity, we will be able to offer more diverse employment and advancement opportunities within a progressive and dynamic career-oriented environment."

HGS Canada is an award-winning company that opened its first centre in Atlantic Canada in 1996 and has been a stable and supportive employer in Timmins since 2009. HGS supports a range of global corporations by helping streamline the consumer experience across all channels. In addition to the Timmins location, HGS maintains nine additional Canadian centres throughout Nova Scotia, Prince Edward Island and Ontario.

The Timmins Interaction Centre is supported by both English-speaking and Bilingual staff. Anyone looking to join this progressive company should contact the local HGS Timmins recruiter, Ann-Marie Chalmers at 705.268.3119 ext. 6006 or apply online at the company's application portal www.JoinHGS.com.

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 (BPM) services from consumer interaction solutions to platform based back office services and digital enablement solutions. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS 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 29,000 employees in 60 worldwide locations delivering localized solutions. For the year ended 31st March 2015, HGS had revenues of US \$ 458 million. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world's most recognized brands.

For further information please contact:

Kathy Follett-Lloyd
Vice President, Human Resources
902-481-9482
Kathy.lloyd@teamhgs.com