



HGS Opens Its Flexible Work@Home Platform to New Customers Across Canada

HGS hiring for 500 positions in Canada before the end of 2017

November 15, 2017 (Dartmouth, NS, Canada) – Hinduja Global Solutions Limited ([HGS](#)), (a company listed on NSE & BSE in India), a global leader in customer experience management, announced the expansion of its Work at Home platform designed to provide greater flexibility to employees and clients.

While HGS has been managing agents at home for over 10 years using a platform exclusively developed for the needs of a small number of enterprise clients, HGS has identified further demand from existing customers to access more skilled labor across flexible work schedules. To adapt to the changing landscape and meet this need, HGS is expanding its work at home platform to supplement staffing for language skills, expanded hours of operation, and business continuity.

HGS Work@Home provides access to a larger talent pool with specific skill sets to support the organic growth of current client programs as well as the busy holiday shopping season, product recalls, healthcare enrollment periods, tax season, and other times of increased customer contacts. Results show improved employee retention and higher customer satisfaction from this program.

“HGS is growing thanks to the trust of our clients, and we need the right talent to grow with us,” said **Ross Duff, Senior Vice President of Operations at HGS**. “The HGS Work at Home program is designed to make employment more accessible to people living in rural communities, as well as to parents, employees with mobility issues, military spouses, and anyone seeking more flexibility and better work-life balance. We are staging the launch across a number of Canadian provinces initially, and plan to further expand in the coming year.”

HGS work at home employees are not independent contractors, but rather full-time, permanent employees with health benefits and incentives combined with a comfortable and flexible work situation. The HGS model makes working at home affordable and easy, as the company provides the computer and equipment, as well as video-enabled training, support, and coaching. Work at home employees are responsible for providing their own high-speed internet connection, a features-free phone line (analog) and private office space.

Renee Beardsley, an HGS work at home employee since May, said “Now with the flexibility to choose my schedule I don’t have to worry about missing the big things with my family....We are

saving money, spending more time together and I have a successful career; most importantly our hearts are happy! [HGS Work@Home has and is going to change lives for so many especially those who live in rural areas with limited access to transportation and job opportunities. I am so thankful for the opportunity to work at home!"]

HGS Work at Home is seeking candidates with the following skillset and traits:

- Solution-focused – troubleshooting to provide the right answers, fast
- Tech savvy with strong listening skills
- Skilled in time management – self disciplined and self motivated
- Committed to customer care excellence with a positive and empathetic manner

HGS, with annual revenue of \$555 million US per year, has an immediate hiring opportunity for 500+ positions in Canada in 2017 to supplement its current 1800 onsite employees in Canada. Individuals interested in these opportunities are invited to attend a series of online job fairs and information sessions on its application portal JoinHGS.com.

All HGS roles provide a competitive hourly wage and benefits package, including dental, medical, and vision insurance; paid training; and bonus and incentive opportunities.

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 traditional voice contact center services and transformational DigiCX services that are unifying customer engagement to platform-based, back-office services and digital marketing solutions. By applying analytics, automation, 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, and consumer packaged goods industries, as well as the public sector. HGS operates on a global landscape with over 44,800 employees in 69 worldwide locations delivering localized solutions. For the year ended 31st March 2017, HGS had revenues of US\$ 555 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.

HGS Media Contacts:

Andrew Kokes
+1 888 747 7911
media@teamhgs.com

Effy Faller
+1 312 861 5257
eibhlin.faller@mslgroup.com