

June 12, 2018

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.
Scrip Code : 532859

National Stock Exchange of India Ltd.
"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.
Symbol : HGS

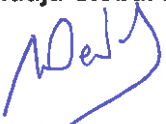
Dear Sirs,

Sub : HGS recognized for exceptional performance and Business-to-Business innovation

We are enclosing a Press Release being issued by the Company on the captioned subject, which is self-explanatory.

Thanking you,

Yours truly,
For Hinduja Global Solutions Limited



Makarand Dewal
Company Secretary

Encl : a/a.

HINDUJA GLOBAL SOLUTIONS LIMITED

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Corporate Office: Gold Hill Square Software Park, No. 690, 1st Floor, Hosur Road, Bommanahalli, Bengaluru - 560 068. India. Telephone: 91-80-4643 1000 / 4643 1222 Website: www.teamhgs.com

Corporate Identity Number: L92199MH1995PLC084610

HGS recognized for exceptional performance and Business-to-Business innovation

HGS Honored as a Gold Stevie® Award Winner in the 2018 American Business Awards®

Chicago, June 12, 2018: – Hinduja Global Solutions (HGS) (listed on NSE and BSE in India), a global leader in business process management, today announced it has won an American Business Award Gold Stevie, which recognizes exceptional performance in the category of Business-to-Business Services. The American Business Awards are the premier business awards program in the U.S. More than 3,700 nominations from organizations of all sizes and in virtually every industry were submitted this year for consideration in a wide range of categories.

The HGS submission was based on a customer experience solution for an online automotive marketplace leader that resulted in 80% of SMS contacts converted to dealer leads. Using analytics, HGS evaluated all of the contacts that did not result in a lead being generated to identify root cause. The study provide clarity into the reasons people were engaging online and HGS implemented innovative solutions to improve lead conversion including leveraging SMS and A/B-testing agent scripting.

“As a company that leads with design thinking strategy to solve real business problems, like how to increase online lead conversion, we are proud to be recognized by the Stevie Awards,” said **Andrew Kokes, HGS Senior Vice President, Global Head of Marketing**. “At HGS, we are deeply committed to our role as a solutions provider. It is our job every day to power our clients’ business by being brilliant at the basics to drive results, consistently.

For 40 years, HGS has been providing an intelligent solution approach to meet clients at their stage in the transformation journey. From traditional voice contact center services and web self-service, chat, text, and social customer service to back-office support and robotic process automation, HGS provides a best-in-class experience to help customers drive profitable engagements. “From the start of each relationship, we strive to improve and transform our clients’ business,” **Kokes** said. “Our core mission is to make our clients more competitive.”

The HGS Stevie gold achievement is noteworthy as a win in a particularly competitive field. “The nominations submitted for The 2018 American Business Awards were outstanding. The competition was intense, and those recognized as Stevie Award winners should be immensely proud of this accomplishment,” added **Michael Gallagher, president and founder of the Stevie Awards**.

To read the full case study on this client please visit [here](#).

About Hinduja Global Solutions (HGS):

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a true “globally local” approach, with over 44,265 employees across 70 delivery centers in seven countries making a difference to some of the world’s leading brands across nine key verticals. For the year ended 31st March 2018, HGS had revenues of US\$ 597 million.

Visit <https://www.teamhgs.com> to learn how HGS can help make your business more competitive.

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