

HGS Recognized for ‘Best Large Contact Centre’

Hinduja Global Solutions Bags Silver at the 2014 Contact Center World Awards Final

17 December 2014, London, UK : Hinduja Global Solutions Limited ([HGS](#)) (Listed on NSE & BSE, India), added to its awards tally for 2014, a silver for ‘Best Large Contact Center’ at the recently concluded global finals of the Contact Center World Awards. A repeat performer at the prestigious awards program, HGS was the winner of ‘Best Large Contact Centre’ at the EMEA finals of the program held in July this year. The recognition for Best Contact Center went to HGS’s Centre of Excellence for Customer Retention & Loyalty in Preston, UK, for delivering exceptional customer service while driving agent performance through transformational programs.

The win solidifies HGS’s position as a leader in analytics-driven sales, retention and loyalty customer service, which create competitive advantage and drive top line impact for businesses. Matthew Vallance – CEO for HGS Europe commented on the win, “We are delighted with yet another phenomenal performance at the Contact Centre World Awards. This win is further proof of our global capability to deliver transformational change for our clients through optimizing their customer experiences. It is also evidence of the soundness of our employee engagement strategy, which is boosting productivity and enhancing the quality of our interactions with customers.”

HGS’s award winning contact centre at Preston has been handling customer retention and loyalty activities for UK based telecom provider TalkTalk since 2009. In 2012, the partnership achieved a milestone when HGS entered into a transformational outsourcing agreement with TalkTalk, seeking to create a Centre of Excellence for customer retention and loyalty. Today, its team of over 400 agents are delivering extremely high retention rates for TalkTalk, while attracting new customers to its broadband and TV services.

-Ends-

About HGS

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provide a full suite of business process management services from marketing and digital enablement services, consumer interaction services to platform enabling back office business services. By applying analytics and interaction transformation design to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps to retain valuable customers. HGS expertise span 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 28,000 employees in 60 worldwide locations delivering localized solutions. For the year ended 31st March 2014, HGS had revenues of US \$412 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.

www.teamhgs.com

About TalkTalk



PRESS RELEASE

TalkTalk Telecom Group plc is one of the leading fixed line voice and broadband telecommunications businesses in the UK. With over 4 million broadband customers and over 1

million TV customers, TalkTalk Group markets to residential customers through the TalkTalk and AOL brands and to business customers under the TalkTalk Business brand.

TalkTalk operates the largest fully unbundled network in the UK and its network covers 95% of the UK population.

www.talktalk.co.uk

For further information please contact:

Sam George

M: +44 - 780 15938143

E: sowmini.george@teamhgs.com