

Hinduja Global Solutions Ranks High in Customer Satisfaction in Everest Group's CCO Service Provider Landscape

- *Everest Group 2014 PEAK Matrix™ Positions HGS as a Major Contender*

London, UK, July 29, 2014: Hinduja Global Solutions Limited (referred to as "[HGS](#)" or the "Company") (Listed on NSE & BSE India) ranked HIGH on all parameters related to buyer satisfaction by Everest Group in its annual report on the Contact Center Outsourcing (CCO) – Service Provider Landscape with PEAK Matrix™ Assessment 2014. HGS has also been positioned as a "Major Contender" in Everest Group's 2014 PEAK Matrix assessment.

The report credits HGS's position in the CCO market to its fairly balanced industry portfolio with significant presence in growing verticals like Healthcare & Retail and its steady expansion into the non-voice space backed by investments in multi-channel solutions and value added services. Another contributing factor to the company's ranking in the highly competitive CCO landscape is a balanced service delivery mix in key offshore and onshore locations, allowing it to deliver 67% of revenue domestically in markets like North America, UK and India.

Speaking on the announcement, **Partha DeSarkar, Chief Executive Officer, HGS** said "We are extremely happy to be a part of the CCO Service Provider Landscape by Everest Group. Being a Major Contender in the PEAK Matrix shows that we have been steadily growing and building our presence in major markets across the world. Also, our high ranking in buyer satisfaction is evidence of our unswerving focus on customer centricity. HGS has always believed in building strong customer relationships that have lasted for decades. Customers want to work with us because of the value we provide and this has been an instrumental force in making HGS a global brand today."

Katrina Menzigian, Vice President, Research, Everest Group, said "HGS is clearly committed to building a strong and competitive contact center outsourcing business. Everest Group believes HGS is well-positioned to grow as a CCO provider as this dynamic market continues to evolve."

About Everest Group CCO Service Provider Landscape and PEAK Matrix:

Everest Group reached out to more than twenty CCO service providers and evaluated them on parameters like:

- Major CCO clients and recent wins
- Overall revenues, total FTEs, and contact center employees
- Recent contact center-related developments and investments
- CCO revenue split by geography, industry and client size
- CCO delivery locations
- CCO service suite
- Contact center-related technology capabilities
- Independent buyer surveys



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Based on this information, various CCO companies were then rated on parameters including Scale, Scope, Technology Capabilities, Delivery Footprint and Buyer Satisfaction.

About Hinduja Global Solutions:

HGS, part of the multi-billion dollar conglomerate Hinduja Group, is a world leader in Customer Relationship and Business Process Management, with a global footprint across North America, Latin America, Europe, Asia and Africa. With over three decades of experience with some of the world's most recognized brands, it delivers the best practices that drive exceptional results for its clients. Its contact center solutions, back office transaction processing services, domain analytics and process consulting solutions combine operational excellence with functional expertise. It enjoys "Preferred Partner" status with most of its major clients. HGS currently serves 139 clients (excluding payroll processing clients) across sectors like Healthcare & Insurance, Banking & Financial Services, Consumer Products, and Telecommunications, Technology & Media. The company's global delivery network comprises of 58 centers employing over 26,000 people worldwide. HGS generated \$412 million in revenue in FY2014.

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