

September 5, 2023

BSE Limited

Corporate Relations Department
P.J. Towers, Dalal Street,
Mumbai - 400 001.

Scrip code: 532859

National Stock Exchange of India Limited

“Exchange Plaza”,
Bandra Kurla Complex, Bandra (E),
Mumbai - 400 051.

Symbol : HGS

Dear Sirs,

Sub: HGS UK selected as Strategic Partner for UK Public Services Transformation led by Government Digital Services

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

Thanking you,

Yours faithfully,
For **Hinduja Global Solutions Limited**

Narendra Singh
Company Secretary

Encl : a/a.

HINDUJA GLOBAL SOLUTIONS LIMITED

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Corporate Identity Number: L92199MH1995PLC084610





HGS UK selected as Strategic Partner for UK Public Services Transformation led by Government Digital Services

Bengaluru and London – September 5, 2023: Hinduja Global Solutions (HGS) (listed in BSE & NSE), a leading and innovative provider of solutions in consumer engagement, digital customer experiences (CX), analytics and AI, today announced a strategic partnership with the Government Digital Service (GDS) in the UK, to provide contact centre support for GOV.UK One Login users – aiming to simplify and make faster the way people prove their identity to access central UK government services. GDS forms part of the Cabinet Office.

The new working partnership was established through the Crown Commercial Service Framework. The engagement marks an exciting opportunity for HGS UK to expedite progress and support GDS's long term vision of empowering constituents to access government services with ease.

“Securing this opportunity was not based on the ability to convey just what we could do today, but rather our unwavering dedication to being a trusted, collaborative partner that conveyed where we could go in the future – together,” said **Patrick Elliott, CEO, HGS UK**. “We are looking forward to this incredible opportunity to support the Cabinet Office in their vision to redefine the digital landscape of central UK government public services.”

The collaboration will surface the opportunity for HGS UK to provide comprehensive, multichannel support for public users of GDS's GOV.UK One Login services. As a strategic partner, HGS brings along an extensive track record of successful implementation of critical government solutions across the globe. HGS brings a wealth of digital capability to support our agents including single-pane-of-glass across channels for voice, webchat, webform, social, and intelligent deflection through conversational AI whilst monitoring interaction trends and alerts through speech / text analytics.

Rachel Tsang, Deputy Director for the Digital Identity Programme at GDS said, “We are pleased to announce a partnership with HGS to supply a contact centre for our users. By doing this, we will be able to provide our users with great customer support, at the point of need, when they are accessing GOV.UK One Login. Having these services in place will allow us to focus on all our customers, including those with low digital skills.”

GOV.UK One Login is a step change in the way that people interact with government services. GDS has a commitment to make sure that as many people as possible can easily prove their identity to access government services.

About GDS

GDS is a business unit within the Cabinet Office, created to maintain and improve several cross-government platforms and tools including GOV.UK, GOV.UK One Login, Emergency Alerts Service, GOV.UK Pay and GOV.UK Notify to name a few. GDS was established to develop GOV.UK as the single and trusted online destination for government information and services, connecting data around users to create a faster, more personalized experience of government. Used by more than 13 million people each week,



GDS products and services are relied upon by more than 1,900 public sector organisations. GDS has hubs in London, Manchester and Bristol and has over 750 employees.

About Hinduja Global Solutions (HGS):

A global leader in optimizing the customer experience lifecycle, digital transformation, business process management, and digital media ecosystem, HGS is helping its clients become more competitive every day. HGS' core BPM business combines automation, analytics, and artificial intelligence with deep domain expertise focusing on digital customer experiences, back-office processing, contact centers, and HRO solutions. HGS' digital media business, **NXTDIGITAL** (www.nxtdigital.in), is India's premier integrated Digital Delivery Platforms Company delivering services via satellite, digital cable and broadband to over 5 million customers across 1,500 cities and towns.

Part of the multi-billion-dollar conglomerate Hinduja Group, HGS takes a "globally local" approach. HGS has over 19,947 employees across 35 delivery centers in nine countries, making a difference to some of the world's leading brands across verticals. For the year ended March 31, 2023, HGS had revenues of Rs. 5,006.7 crore (US\$ 621.5 million).

Visit <https://hgs.cx> to learn how HGS transforms customer experiences and builds businesses for the future.