



Chairman's Message

The company is currently reorganizing all its global businesses into a "One Experience" solution to ensure that global clients are even more comfortable about the enhanced level of excellence in service delivered consistently across the entire delivery network with alignment of both processes and cultures. This is supplemented by a phased branding integration, in line with a single name – Hinduja Global Solutions. The offices across the USA, Canada, the UK, the Philippines, India and Mauritius will share a single identity and a common brand with the simple acronym of HGS.

Your company continues to add to its portfolio of services for its clients across different verticals on converging technology platforms, allowing its teams to "Cross Sell" capabilities; and enhance the processes managed for its clients. In line with this strategy, your company has had recent success in cross-selling customer contact services to existing back office services clients.

As your company executes this strategy and further builds scale, both organically and inorganically, it is enhancing its ability to win larger service contracts. The company benefits from being a member of a much larger Hinduja Group with major investments in diverse industries, as this provides additional comfort about financial stability of your company to potential new clients.

All of the past successes of your company would not have been possible without the undeterred passion, commitment and drive of the management team and the wisdom, guidance and vision of Hinduja Group chaired by Shri S. P. Hinduja, your Chairman-Emeritus, Shri A. P. Hinduja, as well as the support and help of other members of the Hinduja Family and Group. The credit for the success of your company over the last 10 years is shared by each and every stakeholder without whom all the ingredients of success would have not been there. I would like to take this opportunity to thank all our 19,442 employees for their hard work and effort – they are the reason for clients' satisfaction across 1,046 processes and each of our 106 clients for providing the company with opportunities and for the faith shown which has allowed their partnership with the company to grow. In addition, the bankers and lenders who have lent support when needed; auditors, advisors, lawyers and the Board for the valuable guidance and counsel. Also, the governments of the respective countries where we operate for welcoming and allowing your company to train and to create employment; and last but by no means the least each and every shareholder for believing in HGS.

We are excited about the opportunities that the second decade of Hinduja Global Solutions presents us with.

Dear Shareholders,

At the end of another year of global uncertainty, your company yet again had a successful and eventful year. In the financial year concluded, Hinduja Global Solutions undertook some important strategic initiatives towards enhancing its scale and presence on the global map and crossed an important milestone of achieving over Rs. 1,000 crore in annual revenues.

At the beginning of its second decade of operations, your company is embarking on an ambitious journey to become a globally preferred business transformation partner to its clients. The focus remains on the path it has set out which is to continue adding value to its clients and invest in the capabilities that matter to them in order to enhance productivity of their processes through innovative outsourcing solutions.

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Your company maintains a strong belief in its "Right Shore" delivery model which combines a mix of onshore, offshore and near-shore delivery, this global delivery model had significant success in the past year. An increasing number of clients are making the choice to partner with your company for multiple-shore delivery solutions. A plan has been drawn up and is being executed to expand and enhance the company's presence into new territories across Europe, Asia and Latin America, and to deepen market penetration in the existing territories. This will add to the multi-shore offering for clients in the existing markets in addition to serving new clients in the new markets. Your company's acquisition of Careline in the UK, in line with this strategy, has proven to be a valuable addition to its overall offerings. Such initiatives have made HGS a front runner in exploring opportunities to grow inorganically through the right acquisitions, at the right price, and in the right markets.

Yours sincerely,



Ramkrishan P Hinduja
Chairman

June 30, 2011