

Hinduja Global Solutions Ltd (HGSL) announced a partnership with Sistema Shyam TeleServices to manage the customer care operations of their MTS brand in Chennai.

HGSL's customer care center in Chennai will cater to MTS' prepaid customers offering inbound and outbound support activities including welcome calls and customer support services 24x7. The number of agents will be based on the call volumes projected by MTS based on HGSL's scalable delivery model.

It is estimated that on an average about 100 agents will be hired and this will be scaled up to 300 in the next 24 months. HGSL's customer service representatives will cater to English, Malayalam and Tamil speaking customers. This will help generate employment amongst the semi urban and rural population

Said Mr. Partha De Sarkar, CEO, "Our rich experience in and the telecom industry and commitment to deliver greater value to clients is evidenced in Sistema Shyam TeleServices decision to partner with HGSL. We look forward to a long and mutually rewarding relationship"

[About Hinduja Global Solutions](#)

Hinduja Global Solutions, part of the multi-billion dollar conglomerate, Hinduja Group excels in providing outsourcing solutions that include Back Office Processing and Contact Centre services to its global clientele comprising several Fortune 500 Companies. HGSL has been ranked the Best Performing Call Centre worldwide by the Global Services Magazine, in association with Neo IT, in January '07.

Hinduja Global Solutions' BPO domain expertise is in the areas of Banking & Financial services, Consumer Electronics, Insurance, Telecom etc. Hinduja Global Solutions has marketing offices in North America & UK and 21 delivery centers in Bangalore, Chennai, Durgapur, Hyderabad, Mumbai and Mysore in India, El Paso, Lyndhurst, Peoria, St Louis and Waterloo in the United States, Montreal in Canada, Cyber City in Mauritius and Manila in Philippines. The Company has world-class infrastructure in line with global standards and employs over 14,500 people worldwide. Hinduja Global Solutions is amongst the few BPO business leaders that have implemented six sigma standards to its processes, is HIPAA compliant and has BS 7799 & ISO 9001:2000 quality certifications.

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[About the Hinduja Group](#)

The Hinduja Group is a multi-billion dollar global investment and banking group with a diversified global portfolio of holdings across the manufacturing services and banking sectors. The Group, founded by Shri P.D. Hinduja in 1914, has activities across three core areas: Investment Banking, International Trading and Global Investments. As part of its Global investments, the Group owns businesses in Automotive, Information Technology, Media, Entertainment & Communications, Banking & Finance, Infrastructure Project Development, Chemicals & Agri business, Energy, Real Estate and Healthcare.

The Hinduja Group also supports charitable and philanthropic activities across the world through the Hinduja Foundation.

For more information please contact:

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