

HTMT acquires a Bangalore based outbound call centre

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In line with its inorganic growth strategy, HTMT has acquired the business of Immaculate Interactions Limited, a well-known call centre in Bangalore. Immaculate specializes in the outbound / telemarketing space. With the acquisition of this expertise, HTMT can now offer a more comprehensive range of services to the customers, in addition to the current Inbound customer support, Technical help desk and Non Voice back office processing services. As Immaculate has a strong presence in the UK and Australian markets, this will complement HTMT's reach in the English speaking developed markets, as HTMT already has a strong presence in North America's markets. The acquisition comes with a Professional management team and adds approx 51,000 sq ft of additional space to the existing infrastructure capacity, very close to HTMT's existing facilities in Bangalore. Immaculate, like HTMT, is ISO 9000 and BS 7799 certified and drives quality through Six Sigma and is built on very strong foundations.

This acquisition will help HTMT move closer to achieving a strong leadership position in the third party BPO space in India and worldwide, both voice and Non voice.

About HTMT:

Hinduja TMT Ltd. (HTMT) is one of India's premier IT/BPO houses, focusing on information technology enabled services (ITeS) and business process outsourcing (BPO) besides IT services. HTMT is now a truly global provider ranked among the top 15 ITES-BPO players in India employing over 4500.

HTMT's IT/BPO domain expertise is in the areas of Insurance, Financial services, Manufacturing, Telecom, Pharmaceutical Products, Consumer Electronics, Household Products, Energy and Utilities. With delivery centers in Bangalore, Mumbai, Hyderabad, Chennai, Manila, Mauritius, Toronto and New Jersey, the company has marketing offices in the USA, Canada, UK and Europe. HTMT has world-class infrastructure in line with global standards of environment, resources and deliverables.

HTMT is one of the few companies in the BPO business that has output quality very close to six sigma standards and has set its eye firmly on a continuous improvement program. HTMT has been assessed for SEI CMM Level 4 for software development and is also ISO 9001:2000 and BS 7799 compliant.

About Hinduja Group

The Hinduja Group is one of the largest transnational business conglomerate in the world with diversified operations. Founded in 1914 by Shri P.D. Hinduja the Group provides a wide range of products and services worldwide. The group's activities are divided into three core areas such as, Investment Banking, Global Investments and International Trading. The Hinduja Group is quick to grasp new opportunities and is expanding its investments and advisory services across international markets. As a part of the Global investment the Group owns Automobile, Information Technology, Entertainment and Communications, Banking and Finance, Infrastructure & Project Development Services, Chemicals & Agri business, Energy and Healthcare.

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