



A Global Leader in Digital Transformation

Build for the future with our innovation led vision and competitive suite of digital services and technology



HGS DIGITAL TRANSFORMATION

A dark blue background featuring a grid of glowing blue lines and a central white rectangular chip, symbolizing a circuit board or digital architecture.

Technology is rapidly progressing and consistently reshaping the business landscape.

Engage the advancing frontier of innovation and with our transformation team.

With over 20 years of experience, HGS is a premier partner to accompany you with your transformation journey.

And we have you covered on all the relevant emerging technologies of today's business landscape.



AUTOMATION

Accelerate toward an automated future with advanced technologies to reduce costs and scale operations.

BIG DATA & ANALYTICS

Establish a data collection and analysis system that consolidates massive volumes of data used to model and predict new opportunities.

AGENT ASSIST

Empower live agents with real-time guidance and actionable recommendations to enhance customer interactions and resolve issues more effectively.

ARTIFICIAL INTELLIGENCE

Deploy enterprise AI models with HGS AI solutions, to operationalize and govern Intelligent Document Processing, AI Security, and Generative AI.

CLOUD SERVICES

Transform your Cloud capabilities with the right technologies driven by strategic insights.

CYBERSECURITY

Strengthen your cybersecurity posture with proactive defense measures, monitoring, and agile response strategies.

DIGITAL TRANSFORMATION SERVICE OFFERINGS

In today's fast-moving digital world, every interaction is an opportunity to drive growth. Our cutting-edge digital services—spanning AI-driven automation, data analytics, cloud solutions, and seamless customer experiences—empower your business to engage, convert, and retain customers like never before.



Offshore Staffing Solutions

Find the Perfect Fit for Any Role, Team, or Industry

[REQUEST A QUOTE](#)

OUR SERVICES

Leverage our global talent pool to enhance your operations, reduce costs, and maintain high-quality service across key business functions.

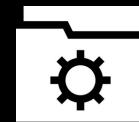
OUR SERVICES

Leverage our global talent pool to enhance your operations, reduce costs, and maintain high-quality service across key business functions.



CUSTOMER SERVICE

Enhance customer experience, improve customer satisfaction, and streamline workflows with experienced customer agents.

[ORDER NOW](#)

BACK OFFICE SUPPORT

Leverage cost-effective labor for managing repetitive tasks like data entry, record-keeping, and internal processes.

[ORDER NOW](#)

FINANCE & ACCOUNTING

Employ offshore professionals to reduce labor costs while ensuring operational efficiency and regulatory compliance.

[ORDER NOW](#)

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DIGITAL MARKETING

Enhance customer experience, improve customer satisfaction, and streamline workflows with experienced customer agents.

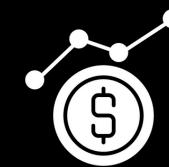
[ORDER NOW](#)



IT & DEVELOPMENT

Leverage cost-effective labor for managing repetitive tasks like data entry, record-keeping, and internal processes.

[ORDER NOW](#)



SALES ENABLEMENT

Employ offshore professionals to reduce labor costs while ensuring operational efficiency and regulatory compliance.

[ORDER NOW](#)

PROVEN OFFSHORE STAFFING PROCESS FROM START TO FINISH

Our detailed, step-by-step approach ensures that you receive tailored staffing solutions, perfectly aligned with your business objectives, throughout every stage of the process.



STEP 1

Assess business needs and formulate tailored staffing strategies



STEP 2

Define job roles, responsibilities, and expected outcomes



STEP 3

Facilitate smooth hiring through seamless onboarding processes



STEP 4

Offer continuous support and maximize the value of offshore teams

UNLOCK THE POWER OF OFFSHORE STAFFING

From small businesses to large enterprises, our solutions scale to meet the needs of businesses of all sizes.

EMPLOYEE SATISFACTION RATE

Our annual staff satisfaction survey has consistently exceeded 92%, outperforming the industry average by 16%. This reflects our commitment to employee well-being and a positive work environment.

WORLD-CLASS FACILITIES

Our offices are located in A-grade buildings within Manila's premier business hub, Bonifacio Global City. These modern spaces are designed to foster collaboration, productivity, and a world-class work experience.

SPECIALISTS IN LARGE TEAMS

We support publicly listed and private equity-backed clients with large, multifunctional teams. Our expertise in scaling operations ensures seamless collaboration, efficiency, and high-performance results.



employee well-being and a positive work environment.

collaboration, productivity, and a world-class work experience.

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EMPOWERING

Local Workforce for Innovation

Offshoring time-intensive tasks enabled local employees to focus on strategic growth and delivering exceptional customer service.

STREAMLINING

Business Operations for Efficiency

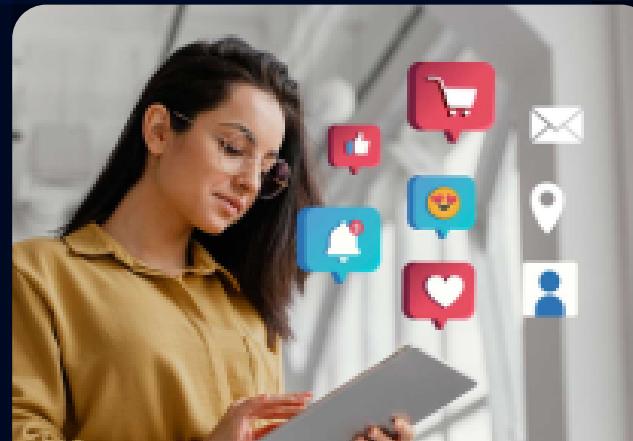
Transitioning to full-time offshore teams gave the company more control, improving service quality and boosting efficiency.

HGS INSIGHTS



OFFSHORING BACK-OFFICE ROLES TO THE PHILIPPINES

Tap into the Philippines' skilled and English-proficient workforce for back-office roles such as data entry, finance, and IT support. HGS OSS helps businesses build efficient offshore teams, enhancing productivity and enabling growth.



FOSTERING DEI WITH AN INCLUSIVE SOCIAL MEDIA MANAGER

Build authentic connections by championing diversity and inclusion on social media. An inclusive social media manager ensures accessible, respectful, and engaging content that reflects your brand's values.



THE SUSTAINABLE OFFSHORE STRATEGY: BRIDGING THE TALENT SHORTAGE

The global talent shortage is disrupting business growth across industries. Offshoring provides a strategic solution by giving companies access to skilled professionals, reducing operational costs, and enabling round-the-clock productivity.

Customer Service

Elevate your customer support operations with our Offshore Customer Service Staffing Services, providing skilled professionals trained to handle inquiries, resolve issues, and enhance customer satisfaction.

ROLES AVAILABLE

Boost customer satisfaction with our Offshore Customer Service Staffing Services, offering trained professionals to deliver seamless, cost-effective support.

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CUSTOMER SERVICE REPRESENTATIVES

Deliver Exceptional Customer Support

Our Customer Service Representatives provide responsive and professional support, addressing customer inquiries and resolving issues efficiently. By focusing on delivering a high-quality customer experience, they help build long-term relationships and improve customer satisfaction.

[ORDER NOW](#)

SOCIAL MEDIA SUPPORT REPRESENTATIVES

Engage Customers on Social Platforms

Our Social Media Support Representatives manage customer interactions across social media channels. From responding to queries and handling complaints to fostering brand loyalty, they ensure prompt, personalized responses, boosting your company's online presence.

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[ORDER NOW](#)

EMAIL SUPPORT REPRESENTATIVES

Efficient & Clear Email Communication

Our Email Support Representatives handle customer inquiries via email, providing timely, clear, and effective responses. They manage large volumes of requests while maintaining professionalism, contributing to a seamless customer experience.

[ORDER NOW](#)[ORDER NOW](#)

CHAT SUPPORT REPRESENTATIVES

Real-Time Solutions Through Live Chat

Our Chat Support Representatives offer immediate assistance through live chat, addressing customer issues in real time. They provide fast, convenient support, ensuring customers receive solutions without delays and enhancing overall satisfaction.

[ORDER NOW](#)



CUSTOMER SERVICE REPRESENTATIVE

Our Customer Service Representatives provide responsive and professional support, addressing customer inquiries and resolving issues efficiently. By focusing on delivering a high-quality customer experience, they help build long-term relationships and improve customer satisfaction.



TALK TO US

BOOK NOW

SCHEDULE CONSULTANCY



CUSTOMER SERVICE REPRESENTATIVE



A large, semi-transparent rectangular overlay on the left side of the page features a dark purple background with a grid pattern. Overlaid on this are numerous thin, light-colored lines forming a 3D perspective grid that converges towards the top center. Interspersed among these lines are small, semi-transparent colored squares (blue, green, red) and dots, giving it a digital or futuristic feel.

NEED MORE OPTIONS?

[SCHEDULE FREE CONSULTATION](#)

AUTOMATION

Accelerate toward an automated future with advanced technologies to reduce costs and scale operations.



Customer Satisfaction:

Allow your organization to increase customer satisfaction by providing quick and personalized experiences. We can help you capture essential details such as the date and time of business, answers to previously asked questions and complaints, and other important information to enrich future interactions.



Data Analysis and Data Fetching:

The fortunate involvement of AI makes automation capable of scanning and analyzing vast amounts of data within a limited time frame. This capability can be used to fetch a particular piece of information at a time of need and make informed decisions.



Accuracy and Increased efficiency:

Automation helps to streamline processes and reduces manual tasks, thereby reducing the chances of human errors and improving overall operational efficiency.



Availability and Consistency:

Unlike humans, automation can perform round the clock and guarantee precise and consistent execution of plans at any point in time while maintaining a uniform standard of quality throughout their products and services.



Scope for Scalability and Increased Productivity:

The most fascinating thing about automation is that it can be easily programmed to accommodate the ever-fluctuating workloads in present-day business landscapes. Human employees can then primarily focus on high-risk tasks and operations that demand new ideas and innovation.



Cost-Effectiveness:

Significantly lower costs by decreasing the need for human labor and by bringing down the error percentage for most operations. Moreover, the freedom to scale as per business requirements enables a certain degree of financial freedom for the company.

IMPLEMENT (RPA PROJECT)



Strategy



Process Identification



Center of Excellence



Governance



Change Management

The Automation Advantage



REDUCE RESPONSE TIME (Social Media Channel for Global Quick Service Restaurant Client)

95% Overall Social Media Response Time Reduction

38% Faster Response Time than average, despite extremely high case volume



MILLIONS IN COST SAVINGS (Social Media Channel for Multi National Retail Corporation)

850% Efficiency Increase in removal of non-actionable social media mentions using enhanced Automation and AI

200k Spam Mentions removed (Commercial and Personal Solicitation, Hate Speech and Bullying)

COST REDUCTION (Canadian Communications Giant)

20% Cost Reduction for Team Leader and Support Staff

89% Agent Retention Increase

87% Cross Selling Activity Increase by Agents



MILLIONS IN COST SAVINGS (Social Media Channel for Multi National Retail Corporation)

850% Efficiency Increase in removal of non-actionable social media mentions using enhanced Automation and AI)

1200k Spam Mentions removed (Commercial and Personal Solicitation, Hate Speech and Bullying)



The AI Advantage



ARTIFICIAL INTELLIGENCE

Deploy enterprise AI models with HGS AI solutions, to operationalize and govern Intelligent Document Processing, AI Security, and Generative AI.



Voice & Chat Bots

Free up agents for more complex tasks with AI enables bots for deflection and routine queries.



AI Knowledge Assist

Provide agents with relevant information and data enabling faster, accurate issue resolution.



Smart Actions & Requests

Automate tasks and streamline communications to reduce handling times and boost efficiency.



Agent Assist

Empower agents with real-time recommendations to enhance interactions and resolve issues faster



Disclosure Bot

Ensure compliance and accuracy with automated readouts of critical information.



Automated QA/QC

Ensure high standards of customer service with AI-based call scoring and quality assurance



IMPLEMENT (AI KNOWLEDGE ASSIST)

Define Objectives

Assess Current Knowledge Base

Choose AI-driven Solutions

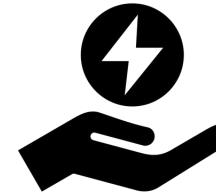
Data Preparation

Integration

Customization



Competitive Data Analytics & Planning Edge



Data Analytics & Planning

Establish a data collection and analysis system that consolidates massive volumes of data used to model and predict new opportunities.



Enhanced Customer Experience (CX):

Leverage data analytics to understand customer behavior and preferences. This allows for personalized experiences, increased customer loyalty, and reduced churn.



Cost Optimization:

Reduce your operational costs and improve resource allocation through efficient data analysis and process optimization.



Data-Driven Decision Making:

Shift your business away from "gut-feel" decisions and towards strategies based on concrete data analysis. Leading to more informed and effective business outcomes.



Robust Data Infrastructure:

Build strong data foundations, including data lakes and data warehouses, to ensure reliable and accessible data for analysis.

INCREASE REVENUE (Financial Services Client)

\$50M Annual Revenue generated by cross-sell and upsell initiatives (3X over invoice)

18% Cost savings due to 11% reduced callbacks and 24-second decrease in AHT

70% Increase in NPS achieved for best-in class CX; we've also helped client win JD Power awards consistently

86.3% FCR with call mining program, using call speech analytics and an agent scorecard

100% of Calls analyzed daily through speech engines to gauge customer sentiments, volume trends, compliance, and productivity



Predictive Analytics with AI and Machine Learning:

Predict future trends, anticipate potential issues, and proactively address them with Analytics in conjunction with AI and Machine Learning.



Improved Agent Performance:

Utilize data analytics to understand agent strengths and weaknesses, allowing for targeted training and improvements.

IMPLEMENT (RPA PROJECT)



Strategy



Data Infrastructure



Predictive Analytics



Actionable Insights



Implementation

REDUCE COSTS AND DATA STORAGE EXPENSES (Global Electronics Manufacturing Client)

95% Reduction in Data Storage Expenses

Used smart rules to cut costs further while ensuring data is ready when needed (40% to 68%)

\$150 – \$200 per AWS account savings monthly with little impact on the business

Made it easy to get back archived data, improving overall business efficiency

Streamlined data management, cutting S3 storage costs without complications

Competitive Cloud Services Edge



CLOUD SERVICES

Transform your Cloud capabilities with the right technologies driven by strategic insights.



Enhanced Operational Efficiency

Streamline your IT operations, reduce infrastructure complexities, and optimize resource utilization, leading to improved efficiency and productivity.



Cost Optimization:

Optimize cloud spending with cost-effective solutions and maximizing ROI.



Improved Scalability and Flexibility

Adapt to changing business demands with scalable cloud solutions that have the flexibility needed to respond to market dynamics.



Strengthened Security and Compliance

Protect your data and business integrity with robust security measures that are compliant with industry regulations.



Business Continuity and Disaster Recovery

Minimize downtime and safeguard critical operations with solutions that ensure business continuity and data resilience.



Expert Guidance and Support

Navigate the complexities of cloud adoption and management with our expert consulting and managed services.

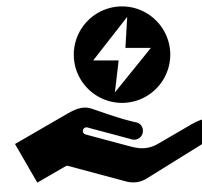


IMPLEMENT (GENERAL PIPELINE)

Assessment and Planning Cloud Design and Architecture Migration and Deployment Optimization and Management Training and Support



Agents Empowered by AI



REDUCE COSTS AND DATA STORAGE EXPENSES (Canada's largest provider of wireless services)

97% Drop in Floor Support Hours

+3% in Retained Recurring Revenue Improvement

84% Consistent FCR Maintained

AGENT ASSIST

Empower live agents with real-time guidance and actionable recommendations to enhance customer interactions and resolve issues more effectively.



Improved Efficiency & Cost Savings

Reduce processing times, enhance operational efficiency, and achieve cost reductions through intelligent automation.



Real-Time Support

Provide real-time suggestions to customer service agents, improving response times, accuracy, and customer satisfaction.



Proactive Alerts

Actively analyze data to recognize patterns, identify issues, and send alerts to prevent escalations and minimize downtime.



Enhanced Decision-Making

Turn raw data into concise, actionable summaries, giving your leaders the clarity to make confident data-driven decisions in real time.



Streamlined Operations

Integrate data from multiple sources, breaking down silos for easy access and improved operational efficiency and decision-making.



Improved Customer Experience

Deliver seamless and personalized customer experience with real-time support and information, ensuring customers feel heard and valued.

IMPLEMENT (AGENT ASSIST)



Assessment & Planning



Rapid Deployment



Phased Implementation



Integration



Training & Onboarding



Competitive Cybersecurity Package with other Services

CYBERSECURITY

Strengthen your cybersecurity posture with proactive defense measures, monitoring, and agile response strategies.



Proactive Threat Mitigation

Identify and mitigate threats before they can cause damage with proactive preventative measures rather than reactive responses.



Comprehensive Security Posture

Cover all aspects of your organization's security needs with end-to-end cybersecurity solutions. From risk assessment and vulnerability management to incident response and data protection.



Compliance and Data Protection

Be compliant with relevant industry regulations, protect sensitive data, and ensure data privacy and security.



Reduced Risk and Business Continuity

Minimize the risk of cyberattacks and ensure business continuity with robust security measures and incident response plans.



24/7 Monitoring and Response

Ensure that your organization is protected against threats at all times with round-the-clock security monitoring and incident response services.



Tailored Security Solutions:

Recognizing that every business has unique security challenges, customize security solutions that are tailored to the specific needs and requirements of your organization.



Security Assessment



Security Design & Implementation



Security Monitoring & Management



Incident Response & Recovery



Maintenance & Improvement

**IMPLEMENT
(GENERAL
PIPELINE)**