



CHAMPION EVERY MOMENT

Contact Centre Transformation

Enhancing Agent Performance and Citizen Satisfaction with
HGS Agent X AI Powered Solutions



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Executive Summary

This service description provides a clear and practical view of how Agent X is designed, delivered, and operated as a modular cognitive layer that sits across contact centre platforms and enterprise systems to enhance interaction quality and user productivity.

It explains how organisations can use Agent X to unify agent experience, intelligence, and service orchestration without being locked into a single CCaaS or technology vendor.

What is HGS Agent X?

HGS Agent X is a cloud based platform that benefits public sector organisations to run more advanced back office operations and contact centre services by simplifying how interactions are handled, how staff access information and guidance, and how tasks are coordinated across systems. It reduces operational complexity by bringing intelligence, context, and workflows together in a single user (e.g. Agent, Supervisor), delivering higher performance and more efficient service across frontline, operational and management roles.

It's flexibility to work with many different platforms and systems and multi-language support (including Welsh), organisations can improve how their contact centres operate without needing to replace what they already have. Agent X comes with 400 pre-built integrations, which can be adapted to specific needs, and is managed and supported by HGS to ensure it remains secure, reliable, and scalable.

Document key findings

Solution Scope Overview

How Agent X functions as an interface and wrapper orchestrating interactions across CCaaS platforms, data sources, and operational systems.

Solution Capabilities

Core functional components including AI self service for citizens, AI enabled assistance for staff, knowledge intelligence, automation, and workflow orchestration.

Delivery Approach

How HGS designs, implements, and embeds Agent X within existing organisational architectures and service models.

Value Outcomes

The operational, experience, and service transformation outcomes organisations can expect from deploying Agent X.

A graphic consisting of a white circle with a blue arc on its left side, resembling a stylized 'C' or a partial circle.

ABOUT HGS

Before we continue to discuss the Agent X solution, we've dedicated the next two slides to introduce HGS and our background, providing context on who we are and how we approach delivering and operating contact centre services.

HGS works with organisations that run complex, high-volume customer and citizen services, often across multiple channels, platforms, and legacy systems.

Over time, we've built deep experience in implementing and operating contact centre platforms, integrating enterprise systems, and managing services at scale. This experience spans the full lifecycle, from design and deployment through to day-to-day operation, giving HGS a clear understanding of what works in real service environments, not just in theory. **And in turn, contributed to shape HGS vision for our intelligent Agent X platform as a tool to enable easier and more intelligent customer service operations.**

HGS is big enough to deliver, strong enough to trust, but small enough to care

HGS empowers organisations to deliver intelligent, people first experiences at scale, gain insights where data sits in silos and maximise past technology investments. By unifying CX solutions with customer management strategy, data analytics expertise our digital platforms are future ready.

- **4.5** Billion Engagements Per Year
- Delivering Business Support Solutions For over **50 Years**
- **20,000+** employees globally
- Operate from **9** Countries / **32** Locations
- **60%** of our clients have been with us for 15 + Years

POWERING THE
NEXT ERA OF
CX INNOVATION

COMMITTED TO
CLIENT SUCCESS

PEOPLE CENTRED

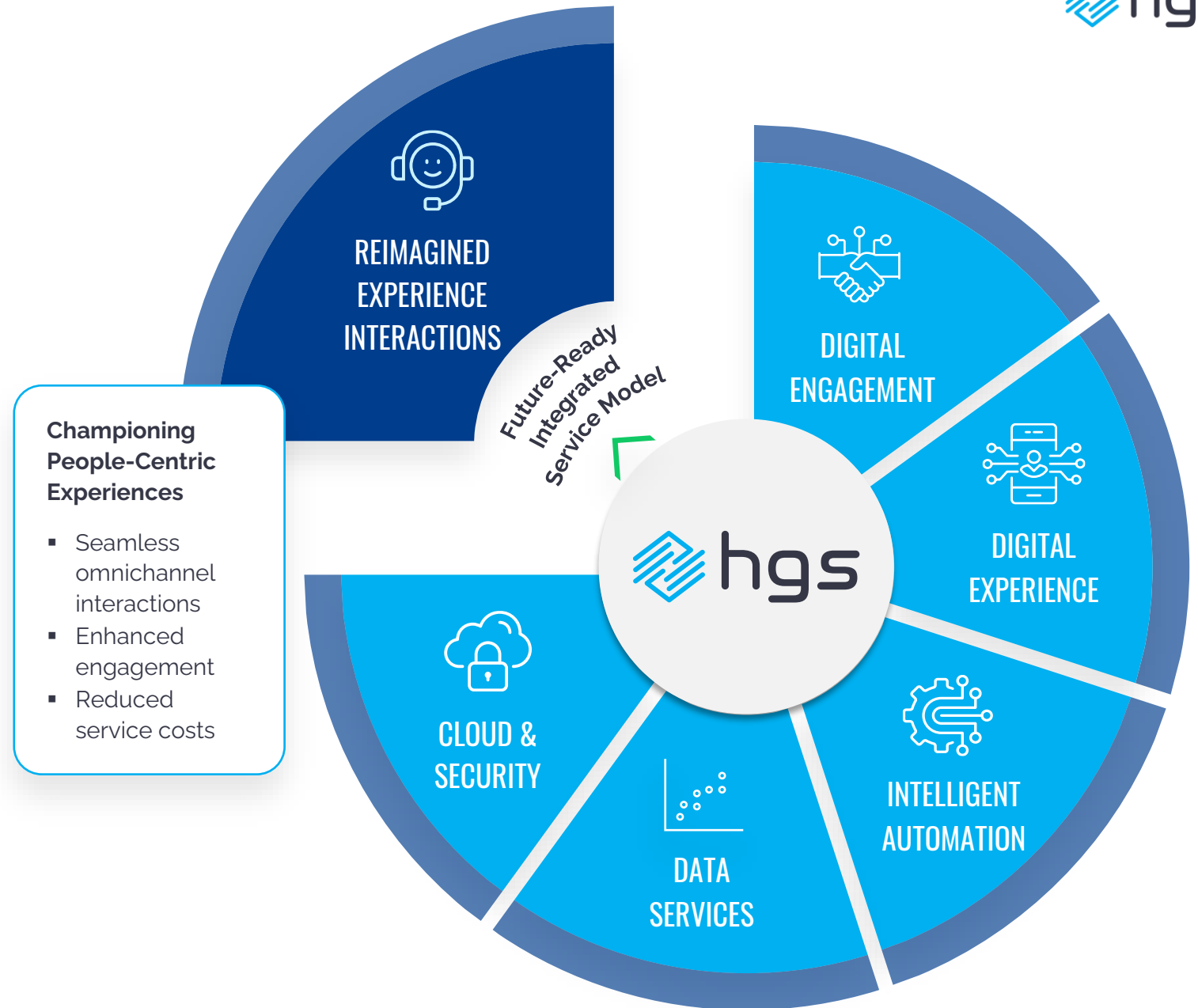
AI powered services that combine intelligent automation, data analytics, and cloud solutions to drive results at scale.

Our culture and approach is about winning together, with our people, you as a client and your customers.

Whether it's citizens or staff, people focussed solutions are at the heart of everything we do.

A Complete Practice for **AI Driven Interactions & Operations**

At HGS, we leverage our deep expertise and significant investment in advanced technologies to *transform legacy ways of working.*



HGS Agent X



An intelligent extension to existing operations

In the next section we'll illustrate how Agent X can be introduced as an intelligent extension and elevation to existing service operations, covering its capabilities, platform coexistence, implementation options, and when it can deliver most value in public sector

1

Available cognitive AI capabilities to elevate existing platforms and enterprise systems

2

Agent X Co-Existence with CCaaS Platforms and other enterprise systems

3

When is it most useful to Public Sector Organisations

4

Available Service Implementation options

A Modularly Designed **Intelligent Contact Centre Solution**



Agent X offers enhanced cognitive capabilities which can be introduced into existing CCaaS platforms through a modular set of intelligent services that augment how agents access information, receive guidance, and complete tasks. It brings together context related to live engagements, knowledge, actions, etc, across connected systems, enabling more informed decisions, smoother interactions, and consistent service delivery without adding operational complexity. It can be seen as an intelligent flexible extension to existing customer contact channels.

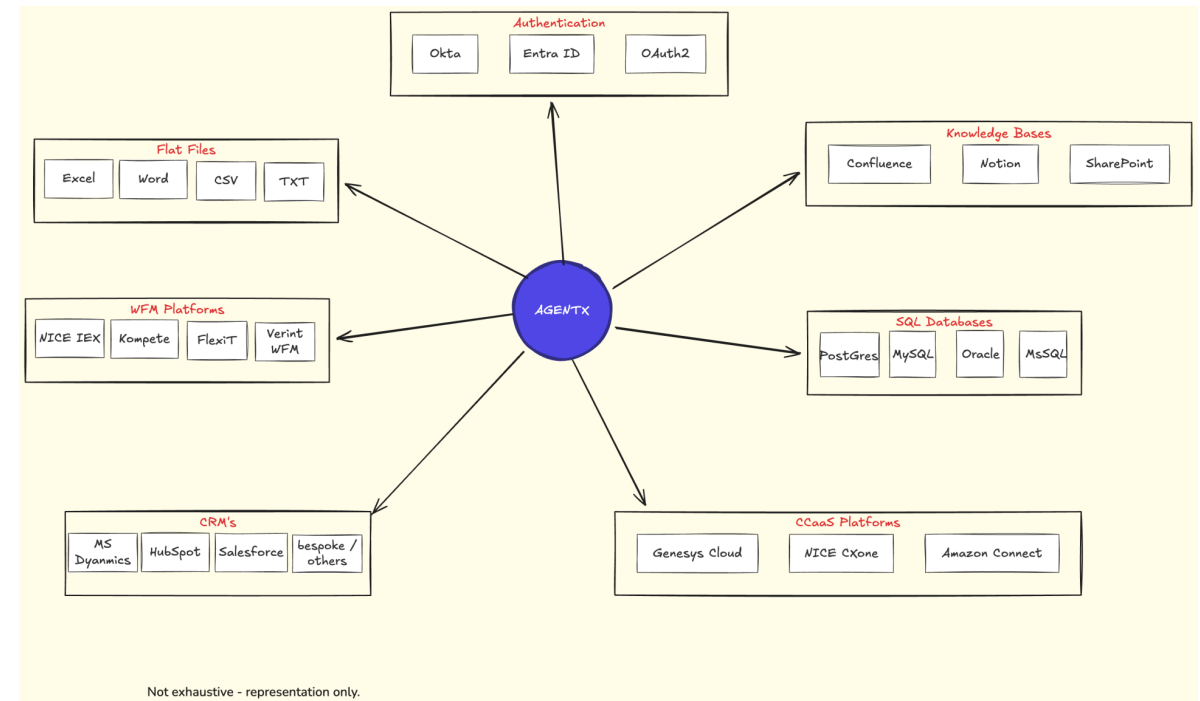
Business Outcomes	AGENT OUTCOMES Reduce AHT & ACW Reduce time-to-proficiency Fosters ideation & collaboration		CITIZEN OUTCOMES Increase CSAT & NPS Provide personalised experience Proactively anticipate customer needs		BUSINESS OUTCOMES Reduce TCO of contact center Increase agent retention & time-to-deploy Retain & enhance operational knowledge	
Agent X Apps	 CITIZEN 360 Complete view	 SMART ACTIONS Agentic workflow & automation	 SMART CONSULT Co-browse & cam share	 SPEECH AI Automated readout	 VOICE AI LLM-driven conversational app	 ENGAGE HUB AI-powered employee engagement
	 SMART KNOWLEDGE BASE Query via Gen AI	 AI CO-PILOT AI-driven personalisation	 AUTOMATED QA / QC AI-based call scoring	 AI CHAT BOT Gen AI-enabled deflection	 AI INTERACTION INSIGHTS Deep insights with AI & LLM	 MICRO-LEARNING AI training recommendations
CRMs, CaaS, & Social	     WhatsApp  Viber  Social   Zendesk  Salesforce					

HGS Agent X is designed to Co-Exist with CCaaS Platforms, not to replace them



Most of CCaaS platforms already provide out-of-the-box AI capabilities that can support more autonomous and intelligent service operations. However, realising value from these capabilities typically requires organisations to design, build, and integrate them into service workflows that work in practice across agents, supervisors, and citizen interactions. This integration effort can be complex, fragmented, and time consuming. Activating this functionality can also be commercially prohibitive with lock-in from existing vendors, and the technology may also not be the best available.

The way we approached designing Agent X was primarily to accelerate this process. It is pre-configured to integrate and elevate existing CCaaS AI capabilities and combine them with data from case management and other enterprise systems in a single unified service layer supporting organisations drive more intelligent and easy customer service operations, without disrupting existing platforms, but instead helping to build on their strengths while meeting the objectives of the organisations, for different scenarios.



When and Why HGS Agent X could be adopted by Public Sector organisations?



Problem felt needs / Requirements...



... how can HGS Agent X solution can contribute to address them

When organisations need to improve existing citizen channels of communication without replacing their CCaaS platform, or being tied to a single technology provider

HGS Agent X sits as a technology agnostic service layer on top of existing systems and CCaaS platforms, enhancing current citizen engagement channels without requiring platform replacement. It enables organisations to introduce AI intelligence, workflow orchestration, and a consistent agent experience while retaining freedom of choice across vendors, should they wish to explore other options more suitable to meet the organisation needs.

When service demand is rising while resource constraints prevent headcount from scaling proportionately.

It's prepared to help organisations manage rising demand by combining omnichannel self-service, while AI-assisted support available for agents. Routine enquiries can be handled through automated and digital channels, while agents are supported with real-time intelligence, enabling higher volumes to be managed without a proportional increase in staffing.

When agents are forced to work across too many systems, and knowledge is fragmented or hard to keep up to date.

It provides a single, unified interface that sits across existing systems, giving agents a consolidated view of citizen information and interaction history. The platform also delivers AI-enabled real-time assistance, integrated knowledge access, and automated interaction summaries, making it easier and more efficient for agents to find and use the information they need.

When wanting to introduce intelligent channels and/or capabilities gradually into existing infrastructure.

It enables phased adoption of cognitive modules such as omnichannel intelligent chat-bot, intelligent conversational IVR, multilingual support, intelligent knowledge base, Auto QA, etc. These capabilities can be introduced incrementally, aligned to service priorities and organisational readiness, either through the Agent X unified interface or integrated into existing systems and tools.

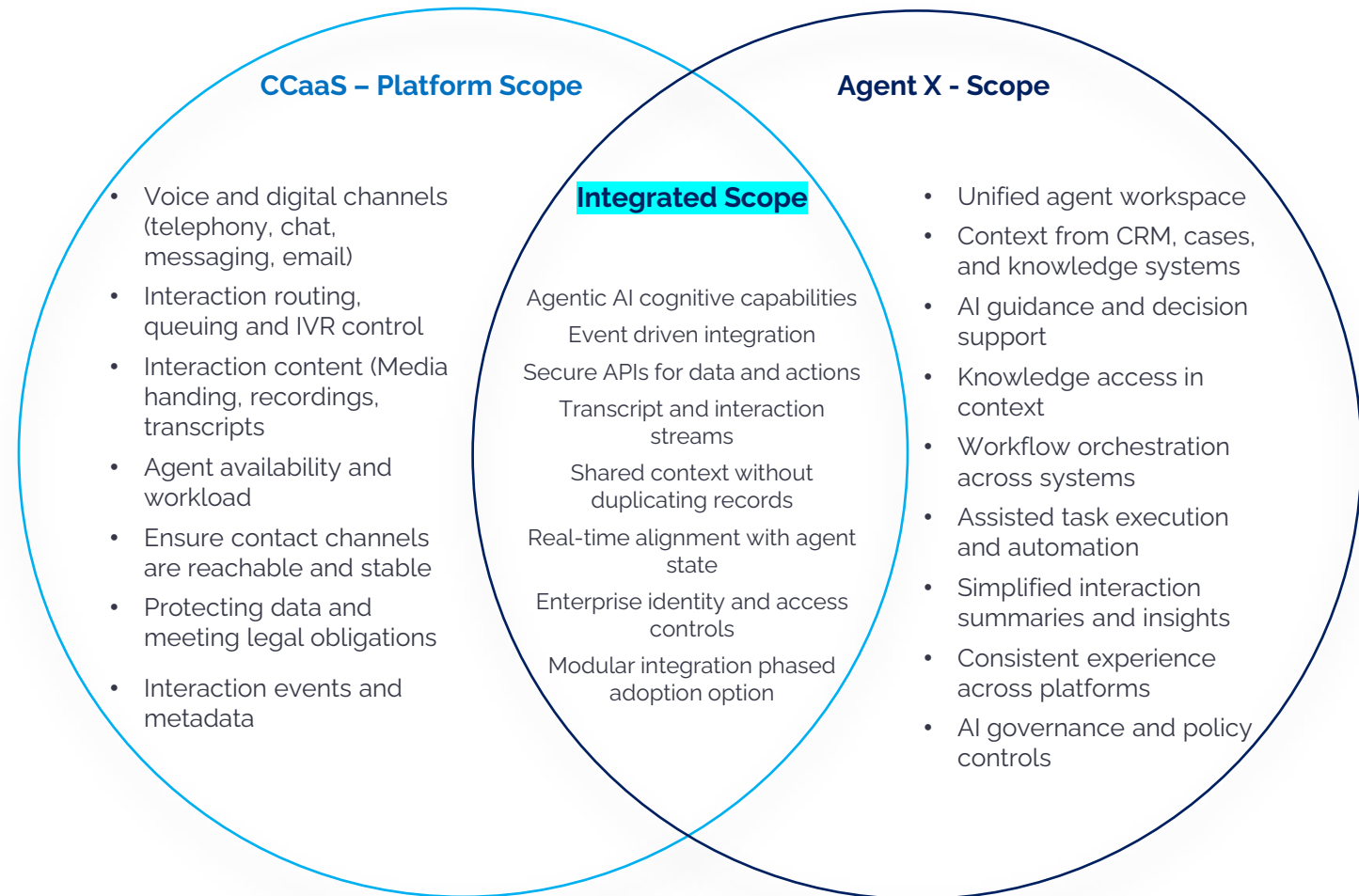
When wanting to improve operational efficiency levels inside the organisation.

Our technology is prepared to support both customer service and wider operational processes by using automation and AI assisted workflows to streamline how tasks are carried out, coordinated, and managed across systems. It contributed to reduce manual effort and improving flow between activities, which in turn can help organisations operate more efficiently and consistently.

HGS Agent X integrates as a cognitive layer across CCaaS Platforms

CCaaS platforms provide the foundation for handling customer interactions, managing channels, and ensuring service reliability. Agent X builds on this foundation by introducing cognitive and orchestration capabilities that enhance how agents access information, receive guidance, and complete tasks, without interfering with core contact centre operations.

It applies intelligence is through modular capabilities that connect to CCaaS and other enterprise systems through API based integration. This allows Agent X to respond to live interaction signals, enrich context from across the organisation, and support agents in real time, while avoiding duplication of systems of record or operational controls, removing the need for the agents to navigate through multiple systems to access information needed for citizens' contact interactions.



We can offer flexible deployment options across CCaaS platforms and enterprise systems

Implementation Options	Description
1) CCaaS replacement with Agent X integration	Where required, HGS can replace an existing CCaaS platform using its delivery and migration experience, implementing a new CCaaS solution and integrating Agent X as the intelligence and experience layer. This approach is suited to organisations seeking platform modernisation alongside improved agent experience and AI enabled capabilities.
2) Agent X as a unified Intelligence layer integrated into existing systems	Agent X can be deployed as a complete, integrated capability set across existing CCaaS and enterprise systems, providing a unified agent workspace, consistent intelligence, and centralised orchestration without changing the underlying contact centre platform.
3) Targeted Agent X capability extension	Individual Agent X modules or applications can be introduced selectively to extend specific capabilities within the existing environment. This enables organisations to address defined needs, such as knowledge access, agent assistance, automation, or insight, among other objectives, without requiring wider platform change, or be limited to one individually technology provider.

Delivering a more seamless citizen journey and turn insights into optimised processes and operations



Single Pane of Glass

- Manage all citizen engagements
- Unified data sets
- Omnichannel support
- Intelligent navigation routing
- Dedicated agent and supervisor workspaces
- Prebuilt data visualisation dashboards and reports



Generative AI Assistance

- Smart Knowledge Base
- Conversational AI
- Self-service Chatbots



Agent Performance

- Citizen 360 view
- Interaction History
- Real time Assistance
- Auto Quality Assurance
- Organisation Analytics
- Employee Self Service bot



Intelligent Engagement

- AI Co-Pilot
- Smart Actions
- Smart Consult via Screen Share
- AutoSummary
- Customer Sentiment Scores
- Citizen Surveys

Providing a unified operational view for managing citizen interactions across multiple channels, data and systems

The HGS Agent X core platform underpins all Agent X capabilities by providing agents with a unified operational environment for managing citizen conversations at scale. We describe it as a “Single Pane of Glass” because it presents agents with one integrated interface that brings together information, actions, and tools from multiple underlying systems.

Through this unified view, Agent X connects to existing CCaaS platforms, CRM systems, case management solutions, knowledge bases, and other enterprise tools, consolidating relevant citizen context, interaction history, and next steps in one place. This allows agents to manage citizen engagements more effectively without switching between systems or duplicating work.

As a result, simplifies how agents engage with citizens across channels, contributes to reduces complexity, supports clearer and more informed interactions, and enables agents to focus on resolving citizen needs rather than navigating technology. This approach also provides a stable foundation for introducing automation and AI assisted support to further improve the quality and efficiency of citizen engagement over time.

Manage all citizen interactions

Enables organisations to handle and track all citizen interactions across voice and digital channels within a single platform, ensuring continuity and visibility across the entire service lifecycle.

Omnichannel Support & Navigation Routing

Agent X supports a consistent experience across phone, web chat, SMS, messaging apps, and social channels. It's also equipped with an intelligent routing engine directs citizens to the most appropriate agent based on intent, complexity, sentiment, priority, and skills

Unified Data Sets

Consolidates interaction and operational data into a shared data model, allowing consistent reporting, analysis, and service insight across teams and channels.

Dedicated agent and supervisor workspaces

Delivers role specific interfaces that support efficient interaction handling for agents and effective monitoring, coaching, and oversight for supervisors.

Prebuilt data visualisation dashboards and reports

Supplies dashboards and reports that provide visibility into service performance, volumes, and outcomes without requiring bespoke reporting development.

Generative AI Assistance

Agent X offers advanced Generative AI tools that enable citizens to resolve their issues more autonomously, improving response times and satisfaction.

It also supports agents with real time guidance, knowledge, and automation, helping contact centres manage rising demand while maintaining high-quality citizen and agent experiences.

Conversational AI

- It uses natural language user interfaces (**NLUI**) to handle routine enquiries, provide accurate responses, and route complex requests to agents when needed. Responses are driven by a centrally managed knowledge system integrated into IVA/IVR, ensuring information is consistent, up to date, and easy to maintain without disrupting existing call flows.

Self-service Chatbots

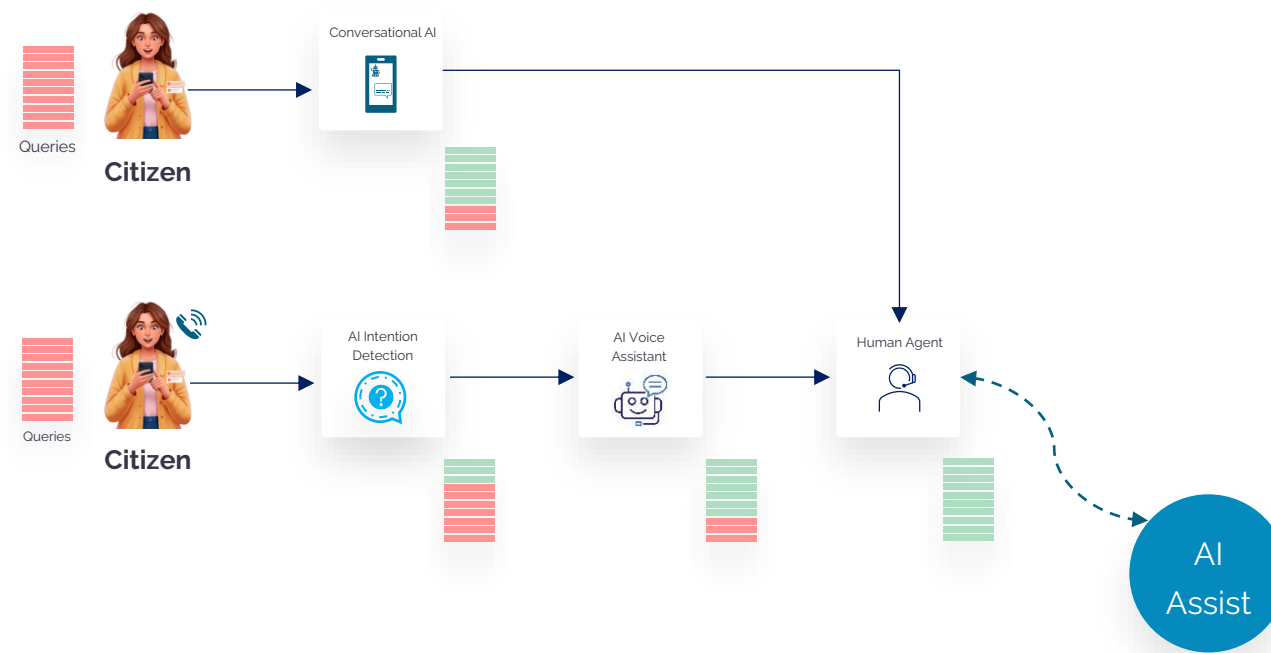
- The intelligent chatbots allow citizens to resolve common queries independently across digital and messaging omnichannels, including social media channels. It's powered by centrally vectorised managed knowledge system, and is trained to provide up to date responses.

Using AI to make voice automation relevant for your citizens support.

Agent X conversational AI module integrates into existing IVR systems enabling services to be available to citizens 24/7, while reducing unnecessary dependency on live agent capacity. Routine enquiries can be handled quickly and consistently through automated voice interactions, allowing agents to focus on more complex, sensitive, or priority cases.

This approach helps public sector organisations manage demand more effectively, improve response times, and maintain service quality, while making creating the opportunity to free more time for human agents to handle more complex tasks.

Citizen voice enquiries are handled through conversational AI integrated into the existing IVR, with intent detected automatically and seamless hand-off to a human agent when required.



Key Features of HGS's Agent X Conversational AI



NATURAL CONVERSATION FLOWS

Built-in functionality to interrupt virtual assistant

Customer can speak in natural tone and use stop words with efficient responses

INTEGRATION

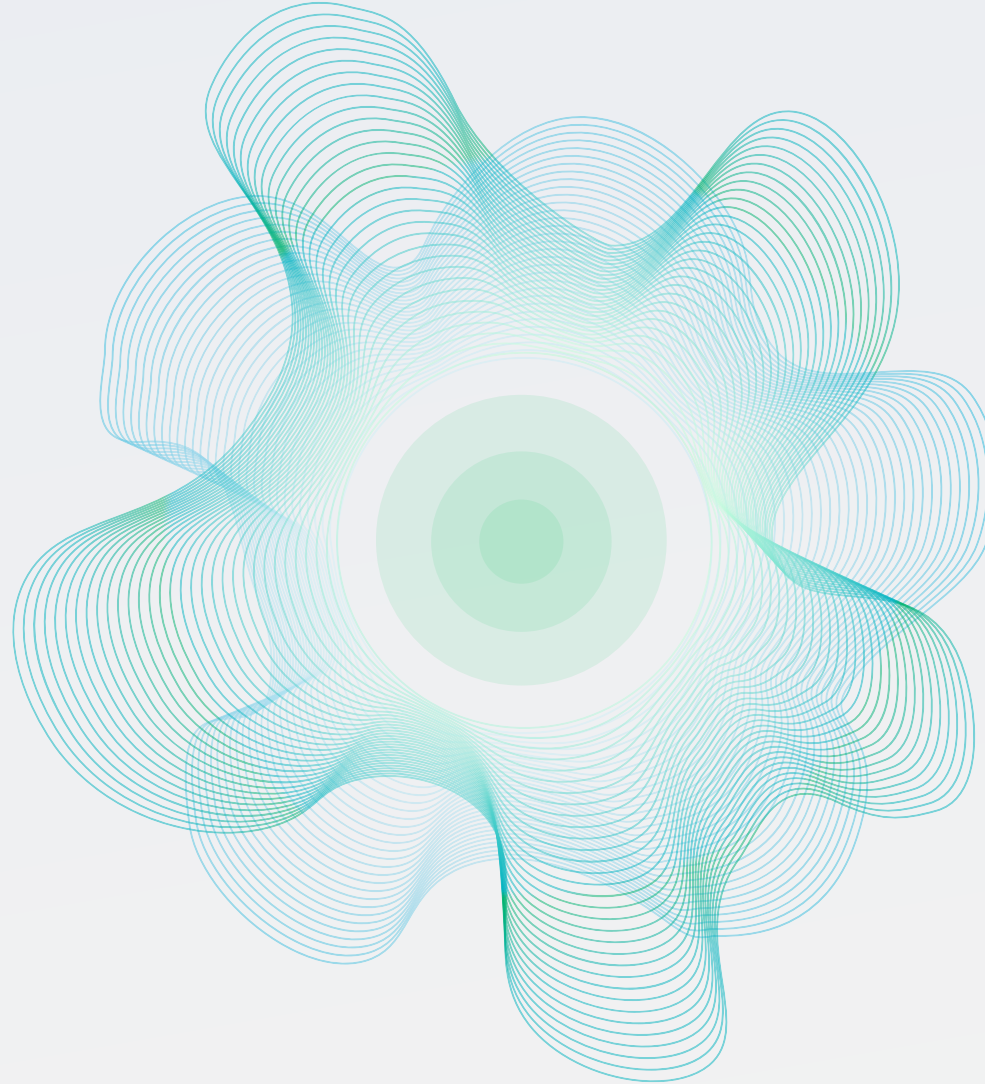
Seamlessly integrates with existing CCaaS platforms & backend systems

Accelerates adoption and ensures personalized, context-aware interactions

GENERATIVE AI + RAG

Leverages Generative AI for complex, dynamic conversations

Connects knowledge bases to virtual assistants to enhance self-service capabilities



SPEECH-TO-TEXT & TEXT-TO-SPEECH

Real-time voice digitization for seamless processing

Speech AI analyzes conversations in real time, enabling generative responses or live translation

NATIVE LANGUAGE RESPONSES

Delivers live responses in the customer's preferred language

Agent will fluently understand conversation in their language and respond accordingly



SOC2 TYPE 2 COMPLIANT

GDPR COMPLIANT

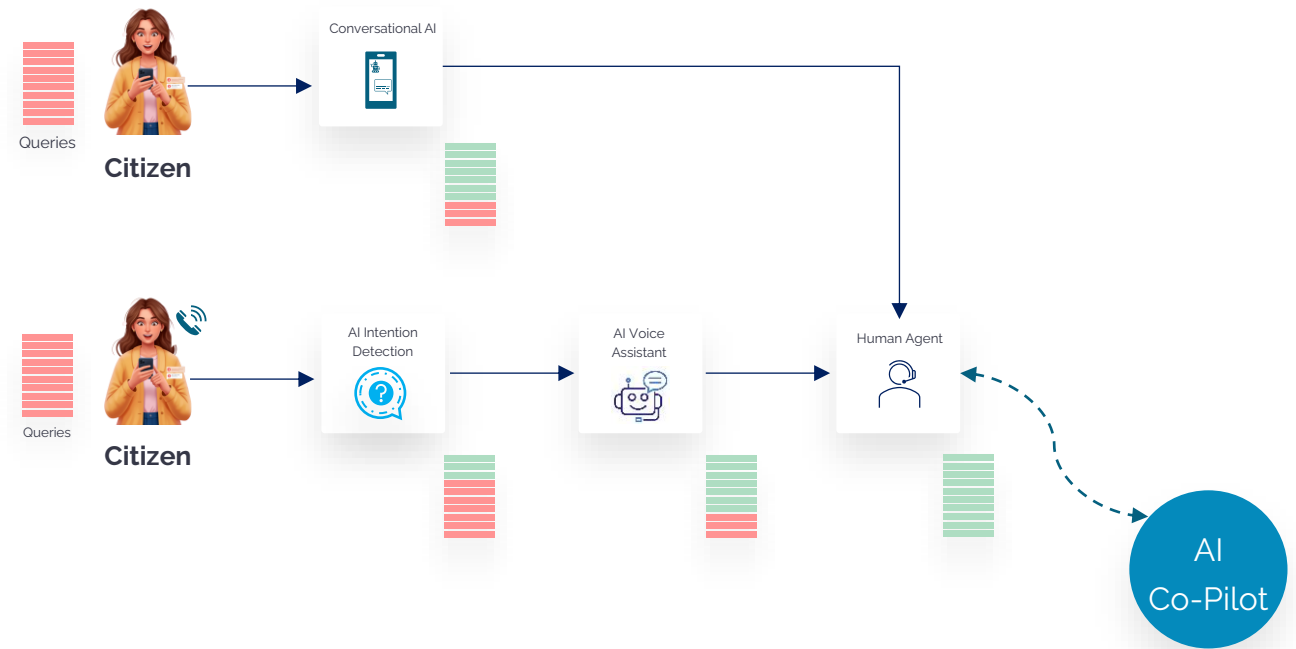
HIPAA COMPLIANT

Using Large Language Models (LLMs) and GenAI to make sure your organisation have a helpful chatbot for citizen support

Citizens might decide to contact services for many reasons: from checking personal details and service status or simply for general guidance. The chatbot in Agent X is designed to respond with the right context by drawing on relevant organisational systems, so answers feel accurate, timely, and grounded in how the service actually operates.

Through natural language conversations, Agent X chatbots help citizens get the information they need without waiting for an agent, particularly for routine or repeat enquiries. The technology is deployed in a controlled way to support clear, consistent responses, helping reduce unnecessary contact while making it easier for citizens to interact with public services.

Citizen chat enquiries are handled through an AI enabled self-service chatbot integrated into digital channels, allowing routine requests to be resolved independently and escalating to a human agent only when required

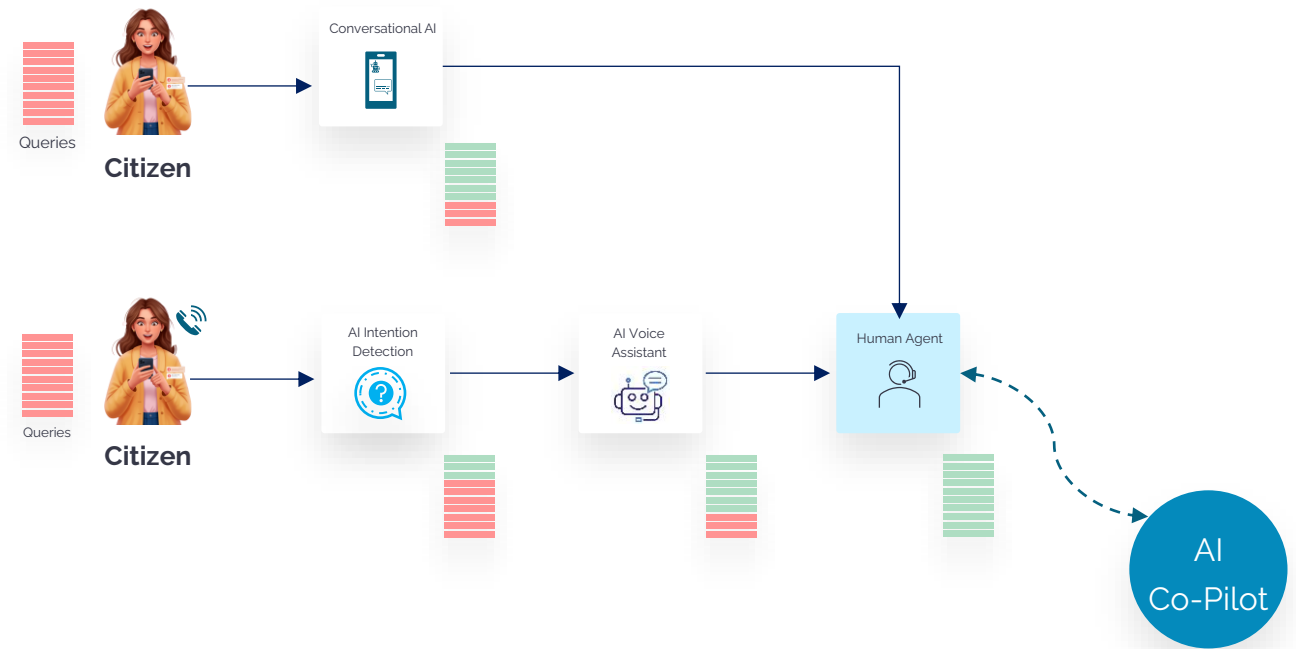


Using AI to provide real time guidance that supports agents during live interactions

In high-volume contact environments where average handling times are under pressure, the AI Co-Pilot functionality in Agent X can be introduced to support agents during live calls. It provides timely guidance and relevant information, aligned to the context of the conversation. It listens to or reads the interaction as it happens and surfaces relevant information, from connected knowledge systems.

This approach supports more efficient use of existing capacity, helping organisations manage costs while maintaining service quality. Citizens benefit from quicker resolution of enquiries and a more responsive service experience, without compromising accuracy or assurance.

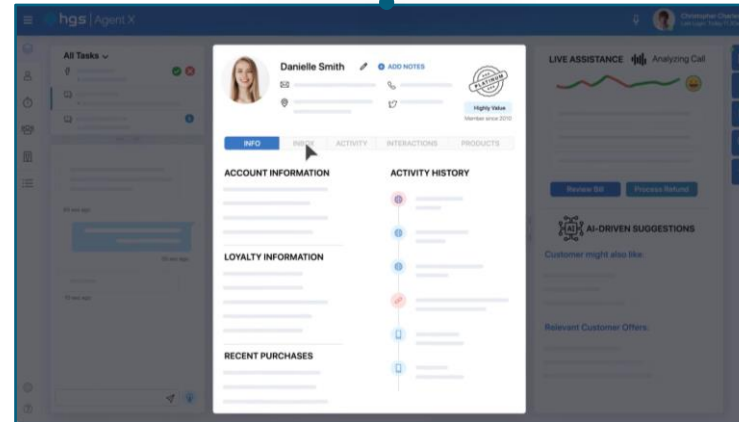
During live interactions with citizens, Agent X AI Co-Pilot supports agents by identifying intent, surfacing relevant information, and guiding agents through appropriate actions in real time.



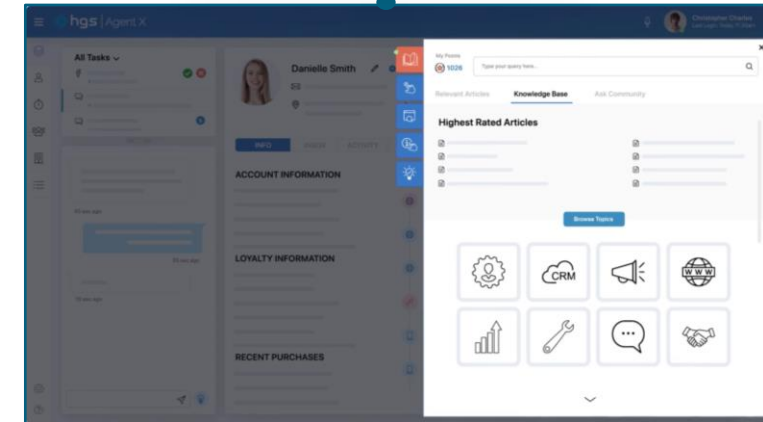
How Agent X helps turns insights into better consumer journeys

- **Citizen 360 view:** Provides agent with a comprehensive profile of the citizen, including preferences, transaction history, and the entire customer journey.
- **Real time assistance:** Offers sentiment analysis and AI-powered suggestions during citizen interactions.
- **Smart Knowledge Base:** Delivers real-time, context-aware answers for both AI and human agents, providing faster response times.
- **Interaction History:** Access to all past interactions with the customer, including summaries, dispositions, and call drivers.

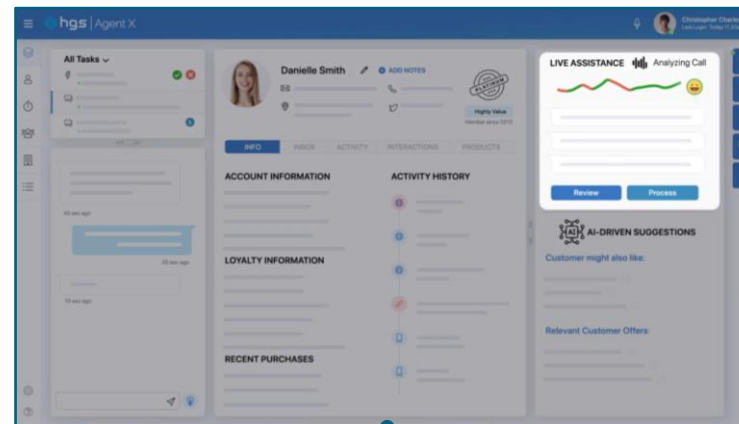
Citizen 360 View



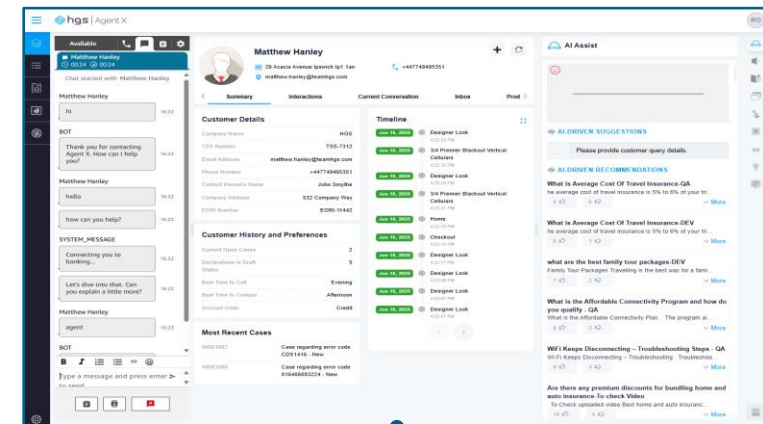
Smart Knowledge Base



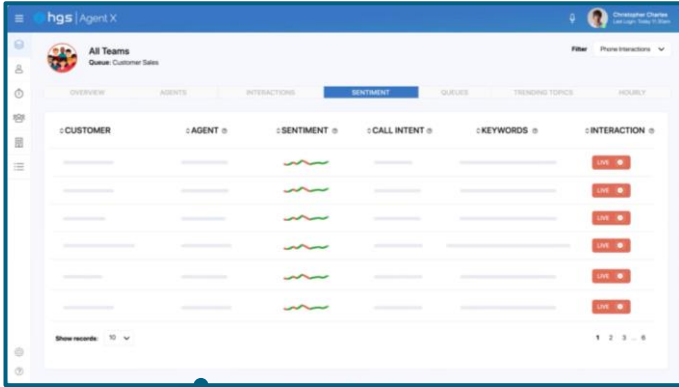
Real time Assistance



Interaction History

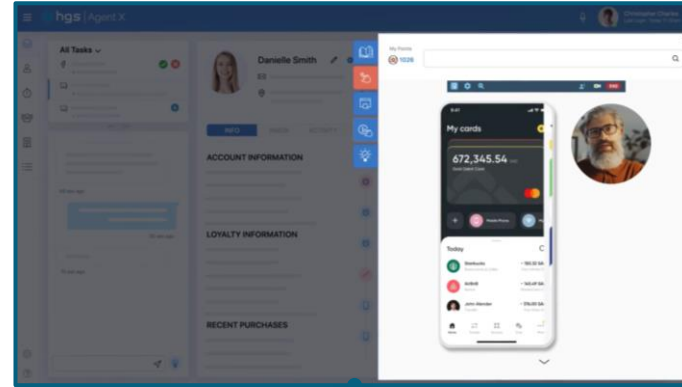


How Agent AI helps turns insights into optimised operations



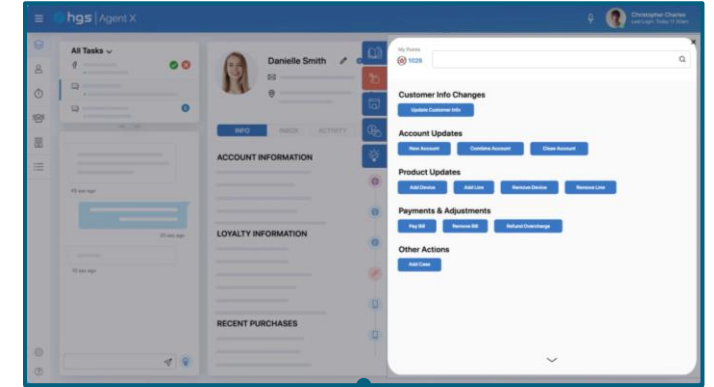
Customer Sentiment Scores

Realtime Agent level customer sentiment scores, enabling immediate action, recognition of best practices, and targeted coaching opportunities



Smart Consult via Screen Share

Enables agents to co-browse and screen share with customers, allowing collaborative troubleshooting for faster resolutions.

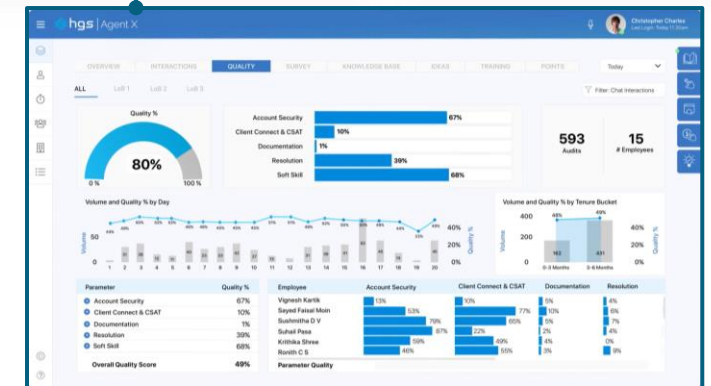
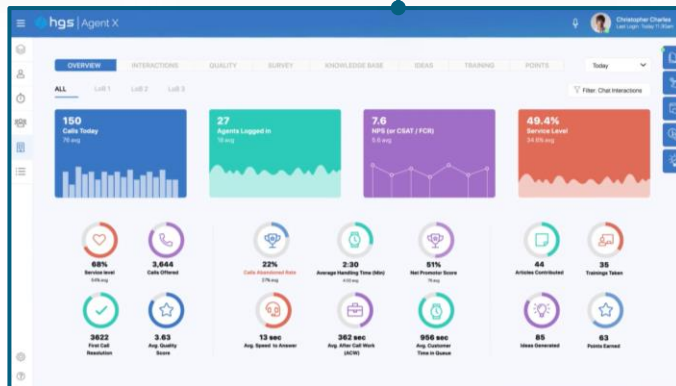


Auto Quality Assurance

Dashboard reports built in to enhance team performance and enable timely identification of critical issues for appropriate corrective action.

Smart Actions

Leverages RPA technology to let agents submit information in one location, automating updates across multiple systems and reducing manual effort.

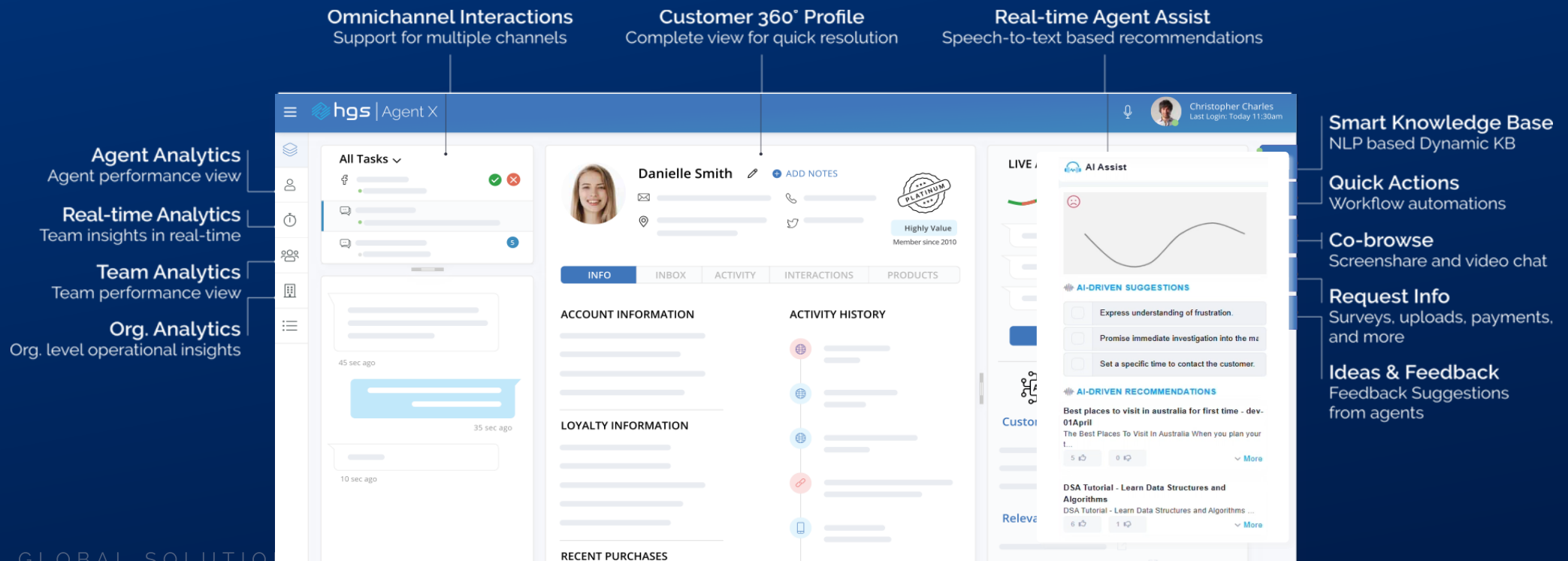


Agent X Engage Hub – Agent Productivity and Performance

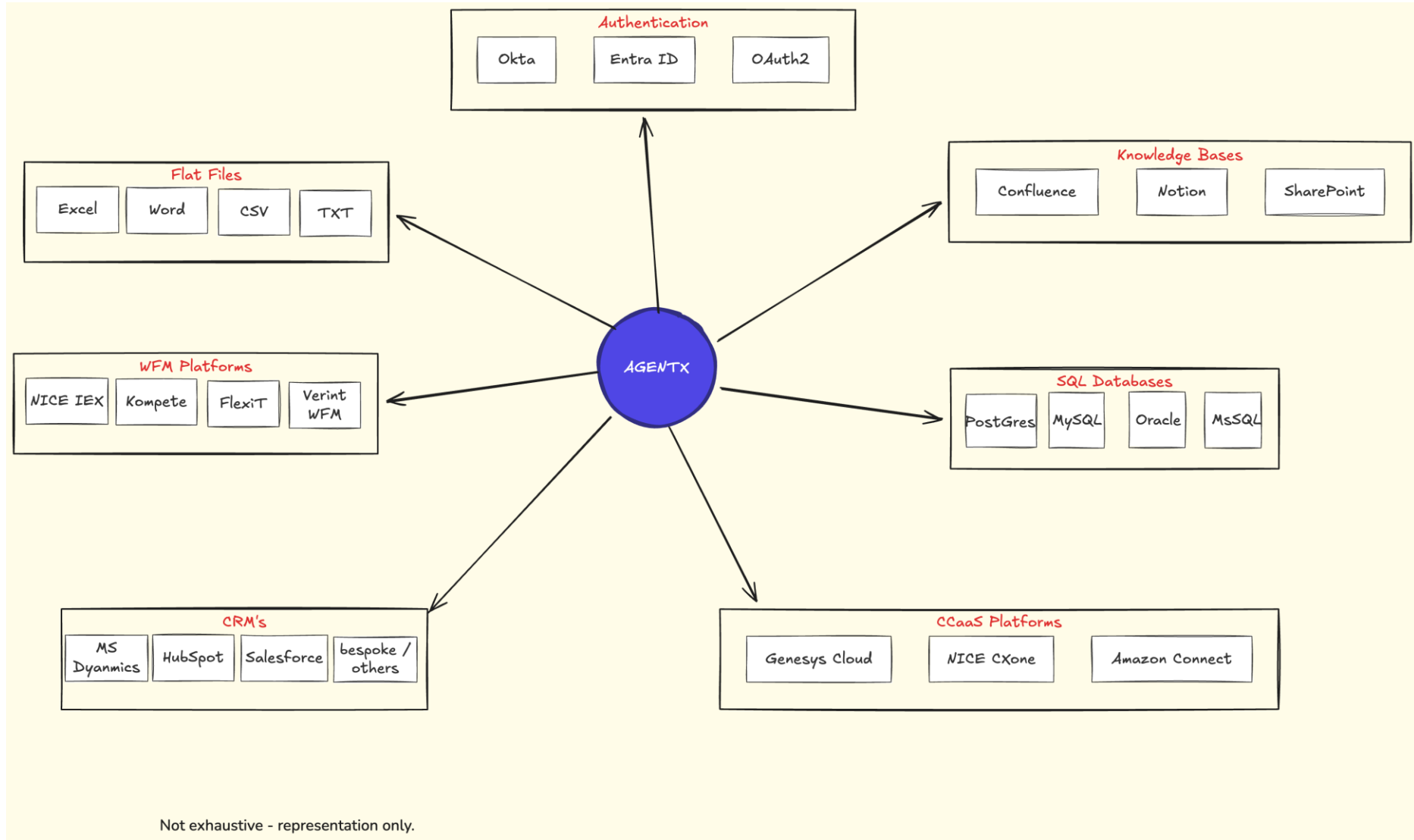


HGS Agent X offers an Engage Hub concept, whereby, and as it explained before in this document, agents are supported through a unified workspace that brings together live interactions, citizen context, knowledge, and operational tools. It also embeds AI Co-Pilot capabilities providing real time awareness during conversations, including live interaction summaries and sentiment signals, helping agents maintain context and adapt responses as interactions unfold.

It suffers context aware guidance and relevant knowledge automatically to support consistent, compliant handling, while task automation and intelligent summarisation reduce administrative effort after each interaction. Together, these capabilities enable agents to work more efficiently, respond with confidence, and focus on resolving citizen needs without needing to manage and navigate between multiple systems.



Delivering a more seamless consumer journey and turn insights into optimised processes and operations



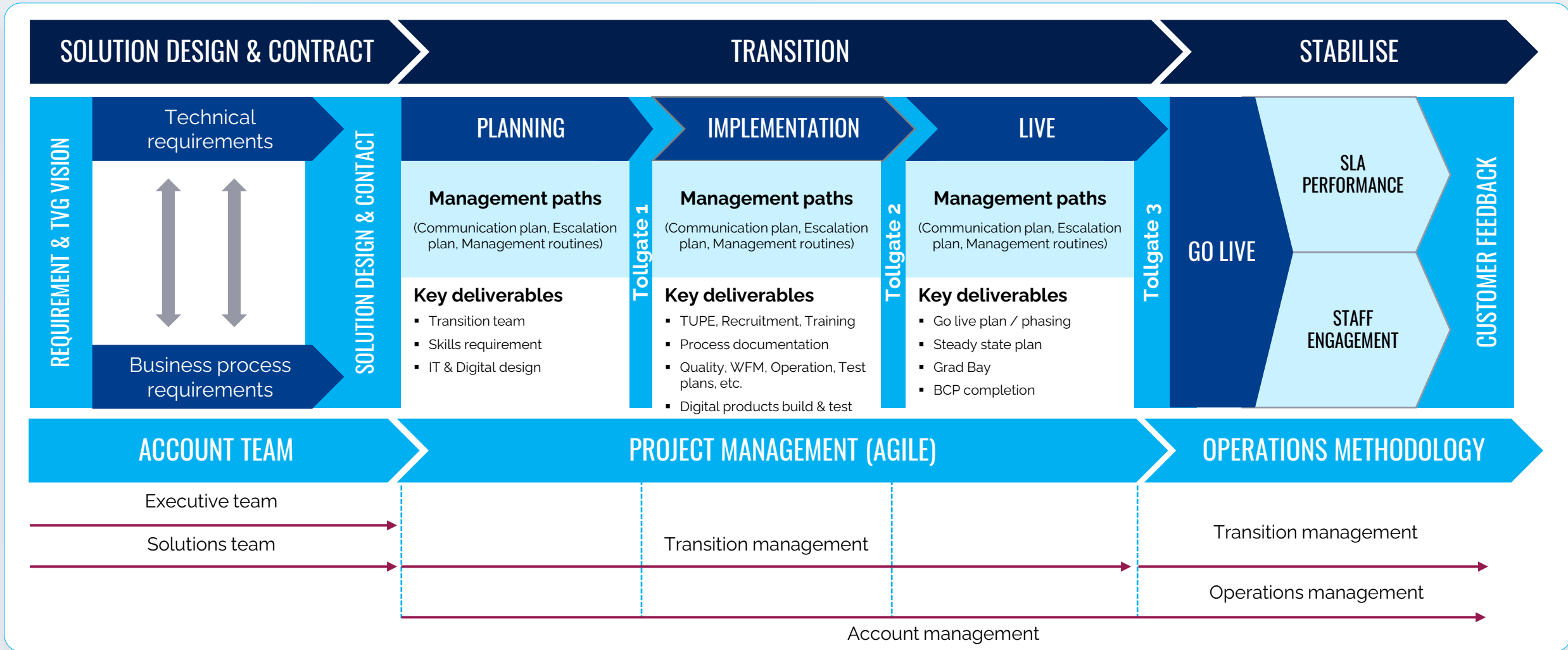


SERVICE DELIVERY & OPERATIONAL ASSURANCE

This final section focuses on how Agent X is delivered and operated in a real public sector environment. It shows the practical delivery approach, from solution design and transition through to go-live and day to day operational management.

It also outlines the security, privacy, compliance, and resilience measures that underpin the service. This includes how data is protected, how access is controlled, how regulatory obligations are met, and how continuity is maintained in the event of disruption. Together, this demonstrates that Agent X is designed to operate as a secure, compliant, and resilient service, ready to support public sector teams with confidence over the long term.

Delivery Approach



MEETINGS: **Executive & Steering:** Weekly | **Project:** Daily & Bi-weekly | **Transition:** Weekly | **Tollgate:** Go/No Go

DOCUMENTATION: PID | Detailed Transition Plan | Communication Plan | Risks & Issues Register | Requirements & Solution | Test Sign-Off | Transition Handover | Meeting Notes & Actions

Planning Phase

During the Planning phase, operational details of the transition are refined, and transition teams from both HGS and the Client are identified. One of the primary activities is defining the clear scope of the engagement. Both the HGS transition team and the Client project team validate the understanding including the scope of engagement, timelines for migrations, and role expectations from each party.

Execution Phase

The Execution phase involves implementing the plans developed during the Planning phase. It starts with a kick-off meeting that includes key members from each functional group to discuss the transition plan and approach, confirm a realistic and achievable plan, and define the responsibilities and deliverables expected from each project team member. A project timetable detailing the milestones and key activities will be submitted to the Client for approval. Prior to going live, User Acceptance Testing (UAT) among operations, technology, and project transition teams will be conducted to validate the technology rollout and facilities build-out as required.

Stabilisation Phase/Parallel Run

The Stabilisation phase or Parallel Run is critical for ramping up transactions and handing over the project to operations. The transition team will ensure a clean transition from Day 1 of go-live and will continue to monitor the progress of the programme until it stabilises. After go-live, the operations team will focus on monitoring and achieving the project's steady state, collaborating with the Client towards process improvements. After the transition is complete, the assigned Account Manager will be responsible for managing the account as per HGS's governance model.

Security & Privacy (1/2)

Aspect	Summary
Security by Design	Agent X is built using a security-first approach across Microsoft Azure and AWS, with encryption applied to data at rest and in transit, supported by antivirus, threat detection, SSL/TLS, token-based access, and multi-factor authentication.
Cloud and Infrastructure Security	We uphold strict privacy by designing secure, private cloud environments across Azure and AWS with encrypted storage, segregated network zones, hardened systems aligned to CIS benchmarks, and routine patch management.
Auditing and Assurance	Our platform is rigorously audited across both cloud environments. All changes and updates are carefully examined by security experts. Regular scans for vulnerabilities and comprehensive code reviews are conducted before deploying any updates into production, instilling confidence in the security of our systems.
Private, Segregate and Secure	We uphold strict privacy by designing segregated networks and services for our clients across Azure and AWS. This includes individual network setups, application services, key vaults, and segregated recording storage, safeguarding the integrity and confidentiality of your data.
Database Security	Our databases are fortified with unique encryption keys, encrypted replication, IP whitelisting, secure backups, comprehensive auditing, and controlled access across Azure and AWS.
Platform and API Security	Our platform guarantees SSL encryption for data protection over the internet and utilises token-based and multi-factor authentication to secure access points across Azure and AWS. The platform APIs are protected with strong authentication, token-based access, and safeguards against common vulnerabilities including injection attacks.
Data Loss Prevention	HGS employs a robust array of techniques and policies to safeguard data. Data encryption is a fundamental practice, with data in transit and at rest being encrypted with a minimum of AES-256 encryption, extending to all user endpoints. Moreover, HGS has established a comprehensive information security classification policy, referred to as "DO42 Data Classification, Handling, and Media Destruction policy." This policy categorises data based on its sensitivity, enabling the application of corresponding Data Loss Prevention (DLP) policies.

Aspect	Summary
Endpoint Protection	We use endpoint protection to detect and remove ransomware or other malware from our systems and devices. AV installed and current. To ensure endpoint security, we have the following controls in place: • Full Disk Encryption enabled. • Patch Management and Vulnerability Scanning is in place. • Voice and screen recording per client requirement. • Security Information and Event Management (SIEM) logger is in place. • VLAN Segregation. • Email gateway (2 layers) for inbound emails with antispam/malware filters. • Risk Assessment on perceived RISKS for all desktops (GPO Audits and Random Samplings). • Desktops are locked with external device storage blocked, No saving capability, No Paint and Snipping tool. • VPN /VDI with MFA access is required to access the HGS environment. • Hardened base images as per HGS and client security requirements.
Threat and Vulnerability Management	Ransomware and malware attacks are covered by the HGS Incident Management Policy. We actively protect the platform by controlling network access, monitoring for suspicious activity, blocking malicious emails and websites, securing staff devices, and regularly testing the environment to identify and fix vulnerabilities before they can be exploited.
Privacy Practices	HGS Privacy-by-design approach is aligned to GDPR principles, with strict access audits, controlled data handling, secure data destruction following NIST standards, and continuous compliance monitoring.

Aspect	Summary
Regulatory and Industry Compliance	HGS Agent X complies with key global regulatory and industry standards, including PIPEDA, GDPR, PCI DSS, HIPAA, GLBA, and URAC, supporting regulated service delivery across sectors and regions
Compliance Governance	The Compliance Department conducts monthly audits on the completion rates of mandatory Information Security Awareness training, webcam inspections of remote workspaces, and electronic sign-off of HGS policy documents. This team oversees adherence to security, privacy, and regulatory obligations, supported by defined audit, review, and escalation processes.
Access Management	Privileged access to the HGS network is reviewed quarterly by IT Governance to ensure access remains appropriate and aligned to role requirements.
Security Testing and Validation	HGS runs internal scans on its networks and systems on a quarterly basis, ASV scans on a quarterly basis, and external pen-test scans at least once per year. The results of these scans are tracked. Results are shared with the impacted parties and remediation plans for identified vulnerabilities are put into place. These reports are available to the client organisation upon request.
Ongoing Internal Audits	Monthly and quarterly audits are conducted across systems and access controls, including directory services, multi-factor authentication tools, call recording systems, and physical site access where applicable.
Audit Trials & Data	Our ability to generate and store audit trails and data is a crucial aspect of data management and security including information technology. Audit trails help track, and record activities related to data access, changes, and system operations such as security, compliance, and troubleshooting. HGS is currently certified on an annual basis for: • PCI Compliance: Audit was completed by Ubitrak – a division of Kerson Wallaw. • SOC2 Compliance: Currently, we have two (2) certifications: • One specific to a client completed by Ubitrak Mallette Chartered Accountants. • One applicable to the entire HGS operation completed by KPMG. • ISO 27001/9001: HGS was certified for ISO in October of 2022. The certification process was completed by TUV Rheinland.

Disaster Recovery & Business Continuity Overview (1/2)



Aspect	Summary
BCP & DRP Practice Standard	HGS's Business Continuity Plans (BCPs)/Disaster Recovery Plans (DRPs) is built on the principles and is compliant with ISO 22301. We offer the client redundant and highly available core network and edge devices which are connected to multiple service providers, offering resiliency and high availability with no single point of failure.
Overall Approach	BCPs are developed and managed across IT infrastructure, networking, telecommunications, applications, operations, and facilities to ensure service continuity during disruptions.
Network and Connectivity Resilience	Redundant core switches, routers, and gateways with multiple service providers eliminate single points of failure and support high availability across core, internet, and MAN/WAN connectivity.
Power Continuity	Contact centres and data centres are supported by UPS systems and diesel generators with automatic failover, fuel supply contracts, routine testing, and preventative maintenance.
Equipment and Agent User Recovery	Recovery plans exist for all critical equipment. Agent workstations are portable and can be redeployed to alternative sites or home-working environments as part of disaster scenarios.
Work at Home Enablement	Secure remote working is supported through VDI and IGel technology, enabling agents to operate securely from alternative locations while maintaining PCI DSS and SOC2 compliance.
Voice and Data Communications	HGS's local communication providers safeguard our voice and data delivery with self-healing technology. The technology automatically delivers voice and data traffic via an alternate route in the event of an equipment failure or a cut cable.

Disaster Recovery & Business Continuity Overview (2/2)

Aspect	Summary
Servers Backup	HGS backs up production, file, and print servers daily. Depending on data housed on the file server, we perform a combination of incremental and full backups daily. HGS stores daily and weekly data for a minimum of eight (8) weeks and monthly data for a minimum of 78 weeks. We retain yearly backups indefinitely and store all backups in physical storage (fireproof cabinets or in lock boxes off-site) or in the AWS cloud based on the client's preference.
Data Information Backup	To protect its technology platforms and data collected from the client programme, HGS archives information daily, weekly, and monthly. Using standard backup procedures, we maintain 30 generations of daily incremental backups, eight (8) generations of weekly full-system backups, and 12 generations of monthly backups. We store the data archives off-site in a secured area or the AWS cloud, based on the client's preference.
Telecommunication	HGS can assign primary and secondary termination locations for each toll-free number that it manages. This standard practice enables us to redirect calls to alternate contact centres when necessary.
Facilities Protection	To detect problems before they develop into disasters, HGS has installed smoke, heat, water, and fire alarms throughout its data centres. These alarms are connected to a centralised panel, monitored by the police and fire departments.
Data Reliability and Availability	Few have established a formal data ownership, backup schedules, offsite storage, secure media handling, and restoration procedures ensure data can be recovered within defined recovery points
Service Continuity Planning	Programme-specific Service Continuity Plans include risk assessment, recovery procedures, escalation contacts, vendor dependencies, and off-site recovery requirements, and are reviewed and updated as needed.

Thank you.

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