

HUNGARY Fact Sheet



Hungary

- Clients: 12
- Employees: 384
- Seats: 420

SUMMARY



Operational since 1999



Sites: 1 (Budapest)



Size: 22,819 square feet
2,119 square meters



Agent capacity: 420 seats



Hours of operation: 24/7

VERTICAL INDUSTRY FOCUS



TECHNOLOGY
82.2%



FINANCIAL SERVICES
8.3%



ENERGY
7.5%



RETAIL
1.4%

Contact Type % of Headcount	
Customer service	43.0%
Technical support	33.5%
Social media	14.0%
Back office	9.5%

Languages % of Headcount	
Slovakian, Slovenian	13.5%
Hungarian	13.3%
Czech	12.6%
Croatian	10.3%
Turkish	9.0%
Bulgarian	8.4%
Polish	6.0%
Bosnian, Estonian, Greek	4.0%
Romanian	3.8%
Dutch, German	3.4%
French, Russian, Spanish	1.6%

Region Served % of Headcount	
EMEA	100%

CORPORATE & SOCIAL RESPONSIBILITY

We proudly participate in and support several community initiatives around the world. From promoting local exercise programs to providing clinical health services and more, we understand the importance of giving back.

SYKES has devoted the past 40+ years to “People Serving People.” This is a commitment we extend to our shareholders, clients, employees and communities alike.

The Budapest site participates in local events that include:

- Hungarian youth and teen helpline (Kék Vonal)



AWARDS

- Best Consumer Support Site Award, Q3 2015, from a technology client at the Annual Supplier Summit
- 2014 Excellence in Customer Service Awards, Silver Award in the Call Centre Category for our work with a major consumer electronics client