

INDIA Fact Sheet



India

- 📁 Clients: 5
- 👥 Employees: 458
- 🪑 Seats: 560

SUMMARY



Operational since 2006



Sites: 2 (Hyderabad)



Size: 49,145 square feet
4,566 square meters



Agent capacity: 560+ seats



Hours of operation: 24/7

- 90 percent of our agent population has a college degree
- SYKES India offers premier career opportunities and our focus on employee training programs ensures continuous professional growth
- About 60 percent of SYKES India leaders are home-grown talents promoted from within

VERTICAL INDUSTRY FOCUS



TECHNOLOGY
54%



FINANCIAL SERVICES
45%



CONSUMER
1%

TOP (3) SUPPORT CHANNELS



CHAT
45%



VOICE
35%



EMAIL
10%

Contact Type % of Headcount	
Tech support	90.8%
Back office	45.9%
Customer service	9.2%

Languages % of Headcount	
English	100%

Region Served % of Headcount	
North America	63.4%
Asia Pacific	28.9%
EMEA	6.9%
Latin America	0.8%

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.

Community involvement:

- Donations to support orphanage in Hyderabad
- Donations to provide financial assistance in times of natural disaster

Green Efforts:

- Certified “Green Building” and paperless office

