

United Kingdom Fact Sheet



UK

-  Clients: 38+
-  Employees: 1,108
-  Seats: 1,189

SUMMARY



Operational since 1995



Sites: 2
(Edinburgh, Galashiels, SYKESHome)



Size: 162,600 square feet
15,111 square meters



Agent capacity:
1,189+ seats



Hours of operation:
24/7

VERTICAL INDUSTRY FOCUS



TECHNOLOGY
52.5%



FINANCIAL SERVICES
20.8%



RETAIL
12.7%



HEALTHCARE
6.5%



CONSUMER
6.4%



COMMUNICATIONS
1.1%

Contact Type % of Headcount	
Customer service	46.2%
Social media	22.4%
Technical support	12.3%
Back office	10.8%
Sales	8.3%

Languages % of Headcount	
English	15.3%
Italian	12.1%
German	9.4%
French	9.1%
Dutch	8.0%
Norwegian	7.7%
Polish	7.5%
Danish	6.6%
Spanish	6.5%
Swedish	6.3%
Portuguese	6.0%
Arabic	2.1%
Czech	1.7%
Bulgarian, Croatian, Estonian, Greek	0.1%

Region Served % of Headcount	
EMEA	80%
Location	20%

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.

Edinburgh’s involvement with the local community and with underprivileged groups continues to blossom each year. Meaning the name and brand of SYKES is reaching more and more people from areas that would not otherwise be accessible to us. Below, please find a few local events that the Edinburgh site participates in:

- Breakfast Club - SYKES in conjunction with Heart of Midlothian FC set up an initiative to provide valued support to local primary school in Sighthill area (neighbors of SYKES Edinburgh) in the form of funding and supporting the Aegon Breakfast Club.
- Hibernian Community Learning Centre
- Homeless World Cup
- Breast cancer appeal



AWARDS

- 2018
 - Global Sourcing Association (GSA): Service Provider Champion
 - GSA: Excellence in Relationship Management with a financial services partner
- 2017
 - ECCCSA: Best Corporate Social Responsibility Award, Alice Donaldson
 - Best Medium Centre
 - Best in Service Providers
 - 2nd overall for Combined Channels
 - Edinburgh Chamber of Commerce: business award for international trade
- 2016
 - UK National Contact Centre Awards: UK Contact Centre Manager of the Year, Catherine Rosso
 - Global Business Excellence Awards: Outstanding Customer Service Team, Edinburgh location
 - GSA European Awards: Innovation in Pan-European Outsourcing
 - GSA European Awards: European Service Provider of the Year
- 2014
 - Scottish Business Awards: RBS International Business of the Year Award (short-listed, commendation received)
 - Call Centre Management Association (CCMA): Call Centre Manager of the Year, Claire Moir
 - CCMA: Customer Service Manager of the Year, 3rd place, Paul McDonald
 - CCMA: Team Leader of the Year, finalist, Lindsay Bruce