



## SHARED SERVICE CENTRES



# NORTH EAST ENGLAND WORKS.

**North East England is home to some of the biggest names in Financial, Professional and Business Services and has a strong reputation in Shared Service Centres and Business Process Outsourcing.**

Our winning combination of a loyal and highly skilled, cost competitive workforce, plentiful Grade A office accommodation and a strong business cluster make our region on one of Europe's best investment locations. The sector is growing, employing over 132,000 people and with over 100,000 students in the region there is a strong talent pool with the specialist skills required in languages, digital, finance, legal and business support to meet sector demand.

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The main benefit of Engie being in the North East is the quality of people – the talent of the workforce and the capacity for growth.  
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John Haynes, Partnership Director, ENGIE UK.

NORTH EAST ENGLAND WORKS.

North East England has an established track record of operating highly-efficient middle and back office functions, shared service operations and customer contact centres.

### Why do businesses choose to locate their shared services operations in North East England?

- **Access to a flexible and multi skilled talent pool;** there are more than 132,000 people employed in the Business Services sector and over 43,000 university students studying relevant subjects, ensuring a constant flow of staff with financial, technical and administrative skills
- **Significant cost savings;** the region is one of the least expensive places in Europe to hire shared services staff yet the education, training and staff care are exceptional. Salary levels for a customer service representative are 14% less than London and 2% to 3% less than Scotland and Cardiff. Plus, Grade A office costs start from £5 per sq ft with Newcastle city centre rates 1/5th the cost of similar London properties
- **Plentiful supply of Grade A office accommodation;** City Centre locations plus out of town business hubs including

Quorum, Cobalt, and Doxford International Business Parks ensure shared service operations have plentiful office accommodation options to suit business needs

- **Superb connectivity;** Our business hubs have superb infrastructure links to the main A1 and A19 roads, major train stations as well as easy access to Newcastle International Airport. Many sites are linked to the Tyne and Wear Metro, the largest rapid transit system outside of London, helping ensure that skilled workers have easy access to their workplaces.

### A loyal workforce

North East England's workforce has a reputation for being warm, approachable and confident. They are also flexible, adaptable and loyal, which is reflected in low staff turnover. In fact, the region has one of the lowest attrition rates in the UK for customer contact centre personnel at 12% (2015), 4% lower than the UK average.

The quality and standard of living in North East England remains one of the highest in the UK. The positive work/life balance experienced by staff results in unparalleled loyalty to both the company and the region.

📞 **A 350 PERSON CUSTOMER CONTACT CENTRE IN THE NORTH EAST WILL SAVE:**

**£4.5m** p.a. COMPARED TO THE LONDON

**£1.6m** p.a. COMPARED TO THE SOUTH EAST

**£1m** p.a. COMPARED TO SCOTLAND

### Unbeatable skills availability

Over 100,000 students study at our five universities and more than 70% of graduates remain in the region after their studies.

This talent pool is well-skilled in digital and business innovation across a range of areas from languages, data analytics, business management and administration, enabling shared service businesses to recruit the right staff.

Colleges and universities in North East England work collaboratively with the private sector to deliver bespoke courses that meet the skills demand for the business services sector.

One third of all students in North East England study a business service related topic that is needed in the sector such as IT, accountancy, legal, and foreign languages.

This, combined with a high rate of overseas students provides a multi lingual workforce equipped with the skills required to operate a global business from the region.

### KEY SPECIALIST OPERATIONS IN THE NORTH EAST WITH SHARED SERVICE FUNCTIONS

Balfour Beatty

Engie

Norton Rose Fullbright

Pentland Group

DXC

Accenture

EY