



BUSINESS PROCESS OUTSOURCING



NORTH EAST ENGLAND WORKS.

The UK's most cost competitive location for Business Process Outsourcing and Shared Service business and talent

Our winning combination of a loyal and highly skilled, cost competitive workforce, plentiful Grade A office accommodation and a strong and growing cluster make our region one of Europe's best investment locations. With over 132,000 people employed in nearly 19,000 companies, and over 40% of its students studying sector-related degrees, North East England works for the Financial, Professional and Business Services sector.

NORTH EAST ENGLAND HAS PARTICULAR STRENGTHS IN BUSINESS PROCESS OUTSOURCING (BPO), SHARED SERVICES AND CONTACT CENTRES.

145 contact centres are based here employing over 40,000 people for global companies such as EE, Virgin Money, Hewlett-Packard Enterprise Services, Barclays, EDF Energy, Tesco Bank, Concentrix, Sitel, Sky (UK) Limited, RWE Npower, BT, Balfour Beatty and Proctor & Gamble.

Why Business Process Outsourcing (BPO) and Shared Service businesses choose to invest in North East England.

An unbeatable location for investors North East England is one of the least expensive places in Europe to hire BPO staff yet the education, training and staff care are exceptional. The typical cost saving is 14% compared to London for a customer services representative and a 2% to 3% saving compared to Scotland and Cardiff.

We offer huge cost savings in comparison to other parts of the UK, with a plentiful supply of Grade A office accommodation including Cobalt Park, the largest office park in the country. Grade A office costs range from £5 per sqft with Newcastle city centre rates 1/5th the cost of London. All of our office parks have superb infrastructure links to the main A1 and A19 roads as well as to Newcastle International Airport. Many sites are linked to the Tyne and Wear Metro, the largest rapid transit system outside London, helping ensure that skilled workers have easy access to their workplaces. This contributes to the region having the second lowest commute times in the UK.

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 achieved by staff results in unparalleled loyalty to both the company and the region.

A Financial Times Benchmarking Study confirmed North East England as the UK's most cost competitive location for business and talent – savings of over £4.5m per year for a 350-person customer contact centre operation compared to London.

Unbeatable skills availability

Colleges and universities in North East England are working with the private sector to deliver courses that meet the skills demand for the BPO sector. The new North East Futures University Technical College (UTC) in Newcastle is creating the BPO and digital workforce of the future. The UTC has private sector backing from global companies with a North East presence including Accenture, Hewlett-Packard, Sage and Ubisoft. One third of all students in North East England study a BPO 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

Balfour Beatty made cost savings of £1.5m in the first year of operations in the North East

Barclays has a specialist centre for fraud detection, the first to be set up in the UK

Npower has identified its site as a national centre of excellence

Concentrix has set up a centre of excellence in Newcastle which complements its existing operations in nearby Quorum Business Park

Ubisoft customer relationship centre employs 150 staff who collectively speak 16 languages from 27 countries

BT operate a business process outsourcing and contact centre in South Tyneside employing over 600 people



The main reason we come to the North East is to access the skills and work ethic...

Nick Wilson,
MD of HP.