

# AUSTRALIA Fact Sheet



## AUSTRALIA

- Clients: 4
- Employees: 480
- Seats: 644

## SUMMARY



Operational since 2010



Sites: 3  
(Maitland, Rhodes, Varsity Lakes)



Size: 41,430 square feet  
3,848 square meters



Agent capacity:  
644 seats



Hours of operation:  
24/7

## VERTICAL INDUSTRY FOCUS



FINANCIAL SERVICES

96.3%



TECHNOLOGY

3.7%

## TOP SUPPORT CHANNELS



VOICE

95%



EMAIL

5%

Contact Type % of Headcount	
Customer service	62.1%
Social media	36.5%
Back office	1.4%

Languages % of Headcount	
English	100%

Region Served % of Headcount	
Regional	95.0%
Local	5.0%

## 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.



## AWARDS

- SYKES is the #1 contact outsourcer for the financial services industry in Australia
- 2013
  - Ranked #1 and awarded Asia Pacific Gold Medal by a financial services client for best outsourcing partnership
  - Ranked #1 and awarded World Gold Medal by a financial services client for best outsourcing partnership