

ClientLogic builds UK operations with 500 additional staff

Submitted by: AxiCom

Friday, 5 November 2004

ClientLogic builds UK operations with 500 additional staff

— European operations continue to flourish; 'right-shore' strategy takes off —

November 2004 – ClientLogic Corporation, a leading international business process outsourcing provider in the contact centre industry, has announced that it continues to see strong demand for its customer management services and plans to add 500 staff to its UK operations by the end of the year. The increase in staff at the company's contact centres in Newcastle, Watford and Derby is a result of growth in the services provided for existing clients and additional new business.

This latest expansion reinforces ClientLogic's market leading position and reflects growing customer confidence in the company's ability to deliver high-quality outsourced customer support and management services. ClientLogic now manages more than 140 million customer interactions globally and, with the new hires will employ 3,600 staff in the UK.

"We have made outstanding progress in the UK during 2004, growing our operations by about 6.5% and fully expect this to continue into 2005. Our clients are recognising our operational excellence and choosing to come to ClientLogic based on the quality and flexibility of our service," said Howard Sarna, VP sales and marketing, ClientLogic Europe. "It is clear that ClientLogic has set itself apart in the market through our pro-active focus on customer satisfaction and our right-shore strategy," added Sarna.

The growth in the UK mirrors ClientLogic's momentum in Europe. Over the last six years the company has built world class facilities in 18 locations, with more than 5,500 employees, and customer satisfaction rates well above the industry average at 85%. In addition to the new staff in the UK, ClientLogic is recruiting across its European operations including; 300 staff for its centres in France, 500 in Germany, and 200 in the Netherlands. The company has also recently announced that has opened its first facility in Morocco, with 500 seats.

ClientLogic's 'right-shore' network of on-shore, nearshore and offshore sites offers clients tremendous potential for reducing support costs while also improving service speed and increasing flexibility. Right-shoring creates a mix of on-shore, nearshore and offshore support that balances the needs of each particular client and its customers including 24x7, follow the sun, low cost and multilingual support.

Just as most products now contain components and materials from around the world, ClientLogic believes that the service strategy of the future will be equally geographically diverse.

About ClientLogic

ClientLogic is a leading international business process outsourcing (BPO) provider in the contact centre and fulfilment industry. A subsidiary of Canadian diversified company Onex Corporation, ClientLogic operates in 53 locations in 12 countries throughout North America, Europe and Asia. ClientLogic's

consistent service quality across channels, media and countries helps clients reduce service costs, improve customer retention and increase revenue per customer. ClientLogic's industry-leading clients include Sony Corporation, DIRECTV, ABN AMRO, Gateway, TiVo, British Telecom (BT), National Geographic Television and United Online (Juno/NetZero). ClientLogic is among the top 5 global contact centre providers, managing more than 140 million customer interactions in 2003. For more information, please visit <http://www.clientlogic.com>.

Contact:

Lewis Webb

AxiCom (for ClientLogic)

+44 (0) 20 8392 4065

lewis.webb@axicom.com