

Expanding Southend contact centre business opens new facility and creates 180 jobs

Submitted by: TTA Communications (Bath)

Monday, 1 December 2008

Southend, UK, 1st December, 2008 – Converso Contact Centres (<http://www.converso.co.uk>), based in in Southend-on-Sea has opened a new additional 2,750 sq ft wing as part of an on-going expansion that can bring an additional 180 contact centre jobs to the region.

The Mayor of Southend Gwen Horrigan who was present at the official opening ceremony commented, "This is wonderful news for Southend, particularly in the present economic climate. It is gratifying that companies such as Converso are continuing to invest further in the region and provide local people with new career opportunities. I'd like to wish Converso Contact Centres all the best for the future and support their bid to create a total of 400 new jobs by 2010."

Nalin Tikkoo, Director at Converso Contact Centres commented "Over the last 12 months we have invested heavily both in marketing and infrastructure to make Converso one of UK's leading outsourced contact centres. As a result we have attracted new business from many major blue chip companies which has led to the recent expansion."

He added, "The opening of the new floor demonstrates our commitment to Southend and recognises the calibre of labour available locally. Historically the town has been home to many major financial institutions and large PLCs and as a result there is a wealth of contact centre experience to draw on in the area."

The company's future strategy is to secure further 'blue chip' contracts and acquire other complementary businesses that it would look to re-locate to the Southend facility. Converso will also invest in its centres abroad to offer large companies the choice of both UK and offshore services. As part of its continued expansion, Converso will also invest further in its IT infrastructure and quality management team.

www.converso.co.uk

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Editor's Notes:

About Converso:

Headquartered in Southend, UK, Converso Contact Centres (<http://www.converso.co.uk>) provides outsourced inbound and outbound call handling. The company's well-trained, highly motivated and friendly staff are an all-important first point of contact for its customers and are backed up by a virtual call centre - a sophisticated blend of people skills and advanced computer and telephone integration. The company services a range of industries including finance, utilities, public sector, manufacturing, leisure, IT & telco, retail and the arts. Converso employs over 250 staff and works for some of the UK's best known "Blue Chip" companies and government departments. In 2007, the company was acquired by Usha Martin Group (<http://www.ushamartin.com>)

Pictures of the Mayor opening the new contact centre at Converso and pictures of the new contact centre itself, are available on request.

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