

arvato and Microsoft partnership wins European award for BPO Contract of the Year

Submitted by: City Press Services Limited

Tuesday, 3 July 2012

London, 3rd July 2012 – arvato's global BPO partnership with Microsoft has been awarded BPO Contract of the Year at the 2012 European Outsourcing Association (EOA) Awards, held in London on 27th June 2012.

The partnership covers global contract-to-invoice processes for four major lines of Microsoft's business that together represent 90% of the company's revenues, or more than \$60billion in FY2011. With unique scale and complexity, the global BPO contract serves customers in 152 countries from six locations worldwide (Dublin, Reno, Fargo, Monterrey, Singapore, Manila). It employs 1,100 people dealing with more than 4,000 individual processes in 15 languages.

The engagement is based on an innovative managed service model, empowering arvato to drive the business forward, deliver effective transformation and achieve efficiencies through responsibility for operational decisions. The model was tested during the complex transition phase, where arvato delivered one of the most complex outsourcing transitions in the history of Microsoft Operations, delivering 12 successful transitions in 12 months.

"Microsoft Operations is focused on delivering exceptional customer experiences with each transaction and at every operational touch point. arvato has been a collaborative and supportive partner in our global quest to continually elevate customer and partner satisfaction through operational excellence," said Mary Ellen Smith, vice president, Microsoft Operations.

"We're extremely proud that our joint approach to global BPO has been recognised on this international level," said Matthias Mierisch, CEO & Chairman, arvato UK & Ireland. "This EOA award is a real testament to the team's commitment and hard work, which has been reflected in the fantastic results to date. We look forward to our continued success with Microsoft."

The EOA Awards, now in its third year, took place at The Law Society in London on 27th June 2012. The awards recognise best practice among the most successful projects in pan-European outsourcing.

Martyn Hart, NOA Chairman, said: "arvato and Microsoft's partnership stood out amongst a list of really strong entries in the BPO Contract of the Year category at this year's EOA Awards. The innovative managed service model, impressive results already delivered and the programme's global scale and complexity differentiated the entry. This partnership is an outstanding example of international BPO best practice, demonstrating the full potential of global business outsourcing."

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About arvato UK & Ireland

arvato is a trusted global business outsourcing partner to the private and public sectors in the UK. With more than 50 years of experience in outsourcing, arvato combines expertise in business process outsourcing (BPO), finance services, contact centres, loyalty and customer retention, supply chain

solutions, and public sector and citizen services to deliver innovative, individual solutions. arvato has long-term partnerships with some of the most respected companies in the UK and globally, as well as innovative public sector clients. It is a subsidiary of arvato AG, an internationally networked outsourcing provider with over 60,000 people employed in over 270 subsidiaries across 35 countries worldwide. arvato has annual revenues of approximately €5bn contributing nearly a third of the Bertelsmann group annual revenues of over €15bn. For more information, visit www.arvato.co.uk

For further information or relevant photography, please contact:

Anna Asamoah
Account Manager
Citypress
Tel: +44 (0) 161 235 0333
Email: anna.asamoah@citypress.co.uk