

Business Process Outsourcing and Shared Service Centres



Sheffield

Welcome to Sheffield

Where business thrives

Business Process Outsourcing and Shared Service Centres

Sheffield is increasingly recognised nationally and internationally as one of the most business friendly cities in the UK, and it's easy to see why. We work hard on the things which matter to business, making the city a vibrant and competitive location of choice. Sheffield has transformed into a modern, cosmopolitan and multicultural city featuring impressive public places and great commercial property.

Sheffield is innovative by nature – place your business in a city with a population of over 2.1 million people driving a £10 billion economy. Large companies, entrepreneurs and emerging talent alike are drawn to Sheffield by market opportunities, business benefits, friendly people with a natural inquisitiveness and a thirst for knowledge and improvement, and the vibrancy of Sheffield city life.

The city region is a proven low risk location – with a growing vibrant commercial sector attracting new businesses of all sizes each year, Sheffield is capable of translating your strategic vision into operational success. Big names and multi-nationals already enjoying the benefits of operating here include: HSBC, AON Hewitt, Aviva, Cap Gemini, Capita, DLA Piper, Sitel, Serco, BOC, Royal Mail and British Telecom.

Engage your customers – take advantage of the customer service excellence ethic, and a relatively young workforce who are skilled, flexible and passionate.

A cost competitive city – Sheffield is independently benchmarked as one of the most cost-effective cities in the UK for property and staff. Combine this with great connectivity, customer service excellence, and a business friendly environment and it's a very powerful offer.

Improve your performance – reduce your operating costs, improve your processes and service, drive out waste, gain economies of scale, and add value to your business by choosing Sheffield.

We know how to work hard and play hard. Sheffield offers a vibrant lifestyle with leading theatres, a varied music scene and the beautiful Peak District. What are you waiting for? Visit Sheffield and see it all for yourself.

Insight
Sheffield

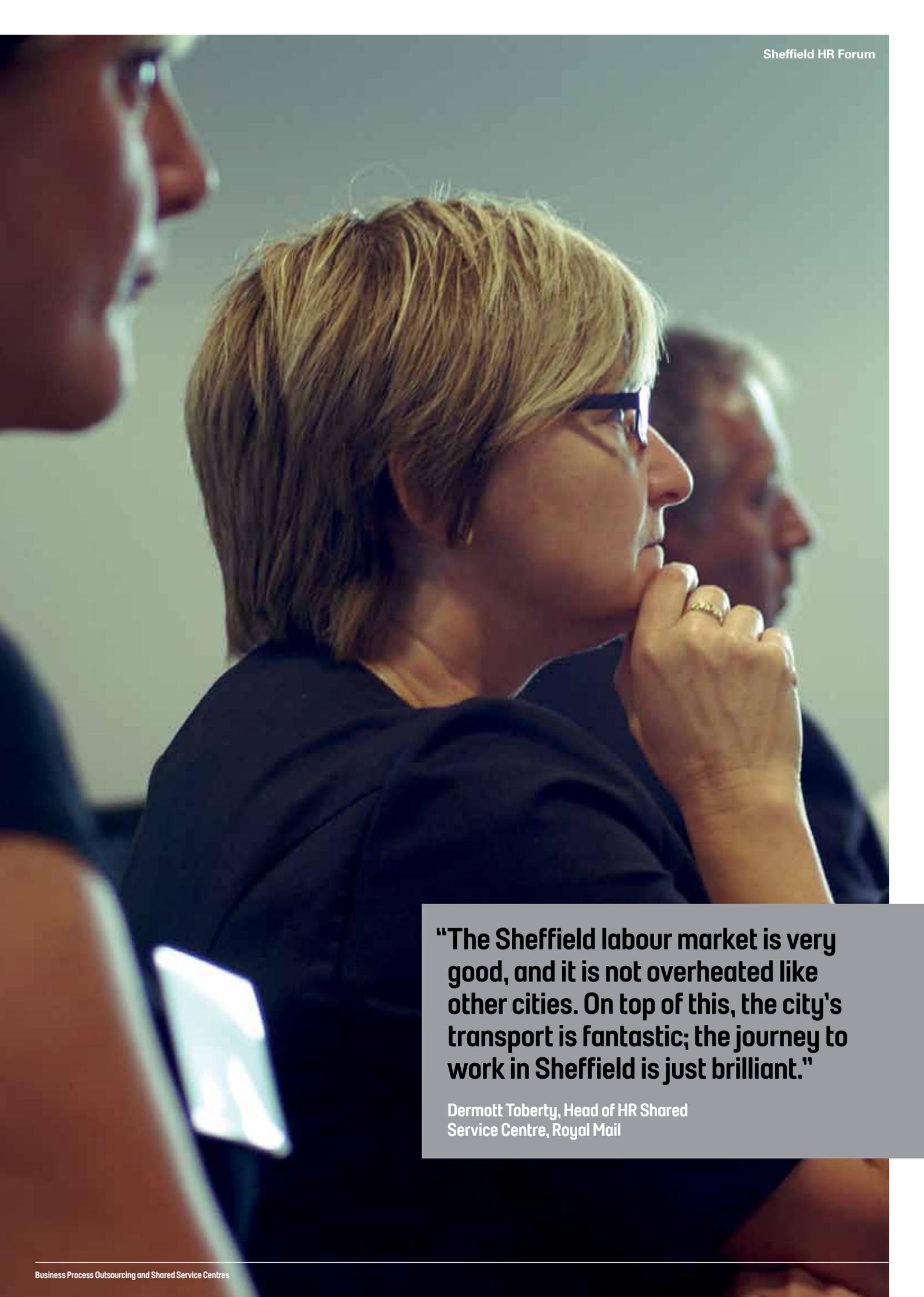
Ins



ight[®]

"Insight operates across 14 countries in Europe, our Sheffield based European finance shared service centre is required to support international clients. We have found there to be a plentiful supply of high calibre candidates with language skills."

Russell Leighton , Senior Vice President Finance, Insight EMEA & APAC



"The Sheffield labour market is very good, and it is not overheated like other cities. On top of this, the city's transport is fantastic; the journey to work in Sheffield is just brilliant."

Dermott Toberty, Head of HR Shared Service Centre, Royal Mail

Sheffield: A city recognised for quality right across the globe

Sheffield has a well-established business process outsourcing (BPO) sector, employing over 15,000 people across various disciplines. The city has key strengths in finance, life and pensions administration, customer services and IT development support. A wealth of blue chip companies with shared service centres continue to thrive in Sheffield's stable environment having access to a workforce with the relevant key skills.

Sheffield stands out from other cities. We don't follow the crowd and we are proud to be unique. Sheffield breeds winners and reaps success, which means the business case to invest here makes perfect sense for you and your bottom line.

YOU'RE IN GREAT COMPANY:

Big brands with BPO operations serving regional, national and international markets have recognised the benefits of operating here and enjoy success in the City Region. You too could enjoy the benefits that AMEY, AON Hewitt, Cap Gemini, Capita, Carillion, Webhelp TSC, Liberata, Northgate, Serco, Sitel and Tata all recognise.

Home-grown talent includes local niche providers in the banking, insurance and telemarketing fields: Ant Marketing, DDC Outsourcing, Direct Group, Parseq, and Voice Marketing.

Private service sector companies employ nearly 421,000 people (45.5%) in Sheffield within the one hour peak journey to work catchment. The financial and business service sector is one of the largest sectors in the area, employing 12.7 per cent of the workforce (117,100 people).

Shared service centres are a hidden employer. Besides business service companies there are a wealth of centres amongst our manufacturing community.

- 18,900 people have banking and finance skills. HSBC is one of the largest private sector employers in the city, employing over 4,500 people. DLA Piper, BOC and Insight all have European finance shared service centres in the city
- Over 7,000 accountants are registered with professional bodies
- 13,400 people work in IT support and development. HSBC's global IT shared service centre employs 2,000 people in Sheffield
- Legal activities employ 8,600 people. Irwin Mitchell have bulk process conveyancing facilities at their headquarters in the city
- Insurance accounts for 7,700 employees, including life, pensions administration and employee benefits. Aviva employs 1,800 people in the city
- Royal Mail employ over 300 staff in Europe's largest HR shared service centre in the city
- Capita also have HR, finance and IT shared service centres amongst their 8,300 staff in the City Region

Sheffield has developed a vibrant commercial environment in which business and financial services operations can thrive. This makes the city region the location of choice for a variety of recognised brand BPO providers, contact centres and shared service centres.

Did you know?

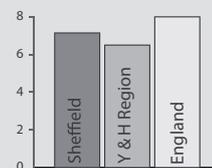
SHEFFIELD IS HOME TO EUROPE'S LARGEST HR SHARED SERVICE CENTRE

East West Locations

2.1 million residents

1.4 million of working age

7.2% change in total population since 2001



"The catchment population has been growing at a faster rate than the Yorkshire region.."

"We have a very positive staff experience in Sheffield, strong links with local organisations and our staff turnover rates are very low enabling us to deliver high quality, cost-effective services."

Tracey Moore, Operations Director, Capita

Sheffield City Region offers...

UNIQUE PEOPLE AND SKILLS

- A peak 60 minute catchment of 2.1 million people, with 64% or 1.4 million of working-age – more youthful than the national average
- 340,000 of the working-age population have a degree level qualification, that's one in four people
- 12 universities within a 60 minute travel time with 313,000 students and 92,000 graduates each year
- 63,500 students at two universities in Sheffield produce over 20,000 graduates each year – both universities have particular strengths in Law, Business Studies, Modern Languages, Finance and IT
- Over 60,000 people speak a second language and there are over 11,500 students in Sheffield from outside the UK
- The 'Made in Sheffield' brand is synonymous with quality and pride, it is in the city's culture and DNA
- The Sheffield work ethic means loyal and flexible employees

CONNECTING TO YOUR AUDIENCE

- Six international airports within a 65 mile radius connect you to the world
- UK time zone is perfect for connecting offshore operations in UK-India-US
- Well connected to other cities being at the heart of the UK road and rail network
- Sheffield to London by train in only two hours and four minutes - one hour and 45 minutes by 2019
- The least congested city in England according to GVA Grimley, with an extensive tram and bus network for easy commuting

- Digitally connected - the major telecommunications and internet networks provide efficient access to the UK, Europe and the world. Sheffield sits close to the middle of the UK's 'figure eight' layout providing trunk access to the network points of presence you need

GREAT BUSINESS BENEFITS

Sheffield offers a great package of support from a dedicated team of experts.

- Sheffield provides you with the opportunity to become an employer of choice. The market has capacity, reducing your recruitment costs and risk
- We're one of the most cost-effective cities in the UK with salary costs 28% lower than London, and office occupancy costs 39% lower
- Take advantage of our customer service excellence and engage your customers
- Trust in our key asset – our people who are renowned for their independence, authenticity, hardworking attitude, creativity and innovation
- The Sheffield brand is synonymous with quality and pride

NETWORKS AND EXPERTISE

- Two internationally renowned universities teaching specific qualifications accredited by professional institutions including: CIMA, ACCA, ICAEW, CIPD and CIM
- **The University of Sheffield Management School** is a dynamic, research-led multi-disciplinary School, one of only 58 Triple Crown Accredited Schools in the world

- **The Institute of Work Psychology** at The University of Sheffield is world-renowned and home to four human resources management/ organisational behaviour research clusters. **ConsultIWP** a collaboration between the Management School, the IWP and industry, uses the latest research findings to improve the workplace, offering customised support
- **The Logistics and Supply Chain Management (LSCM) Research Centre** focuses on research, development and application of leading edge work on logistics and supply chain management, nationally and internationally
- **Sheffield Hallam University Business School** at one of the UK's most progressive and innovative universities, is one of the UK's top providers of business and management education. The university boasts links with over 25 professional bodies, and with business and industry leaders including Sony, BP, NHS, Network Rail, Cisco, SAP and Microsoft. It includes four research and knowledge transfer centres, with expertise covering diverse areas such as business innovation, coaching and mentoring, change management, third sector and facilities management
- **The Sheffield HR Forum** provides an excellent opportunity for employers to network with fellow professionals and hear from specialist speakers about the latest HR thinking, research, best practice, and to share ideas
- **The Professional Institutes Networking Society (PINS Sheffield)** provides a valuable link between institutes and professional bodies in the region

“Creative Sheffield has been a great support to Sky, during the decision making process and during our time in Sheffield to date.”

Rob Sargent, Head of Service Centre, Sky

How we can help you

CREATIVE SHEFFIELD IS HERE TO ASSIST YOU IN SETTING UP AND GROWING YOUR BUSINESS. WHETHER YOU ARE LOOKING TO LOCATE IN SHEFFIELD, START-UP, OR ARE AN EXISTING SHEFFIELD BUSINESS, SOME OF THE SPECIFIC AREAS OF SUPPORT WE CAN OFFER ARE:

PROPERTY

Our comprehensive property database will help you identify the most suitable office or industrial premises for your business.

FINANCE

We can help you identify and access appropriate grants, loans, or equity finance.

RECRUITMENT

A unique HR consultancy service to assist you in accessing the most cost-effective local sources of information and support.

ACCESS TO SUPPLY CHAINS AND NETWORKS

Help to identify and introduce you to the appropriate local and national supply chain partners and networks relevant to your business needs.

KNOWLEDGE AND INNOVATION

Access to our regional knowledge base, which includes local universities in addition to many private sector research organisations.

INTERNATIONAL TRADE SUPPORT

Specialist support to help you develop new opportunities overseas.

RELOCATION SUPPORT

A tailored relocation service to support the requirements of key personnel relocating to the city.

ACCESSING COUNCIL SERVICES

Access to the relevant local authority statutory services provided by the council, including planning, environmental permits etc.

ONGOING SUPPORT

Once established in Sheffield, we will support the ongoing growth of your business and work with you proactively to develop further opportunities to invest within the city.

BENCHMARKING

Data to help you benchmark the city or make an investment case for your business.

All our core services are bespoke, free of charge and confidential. To discuss your requirements further please contact us.





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