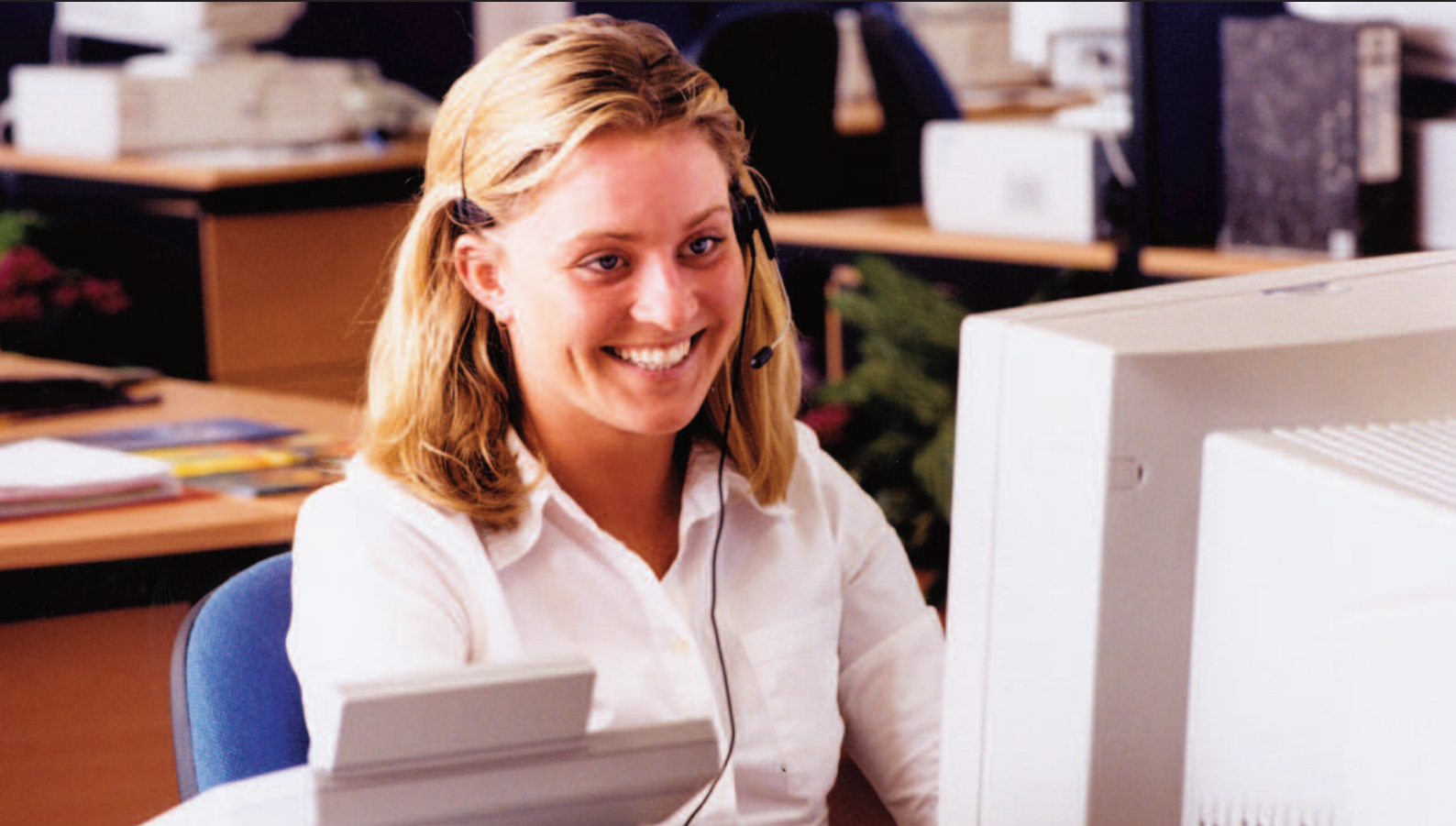


Contact Centres



“In what is a different economic climate the public and private sectors both face the same challenges.

We are all required to deliver high standards of service to our customers, and to do so with maximum efficiency. To succeed in reconciling and achieving these demanding goals we need, above all skilled and efficient staff. Talking Tayside provides a forum, for us to share best practice, to learn from each others experience, and to maintain the standards and profile of the contact centre industry across Tayside.”

Sandra Dancer, Dundee Pension Centre

Contact Centres

Overview

Dundee's success in contact and financial services is its strategic location, excellent communication links, a strong labour pool including graduate output from three key Scottish Universities and a cost effective location, with low property and staff costs.

Workforce

Dundee is a smart location - voted 3 times as one of the Top 7 most intelligent communities in the world by New York think tank, ICF.

Dundee has a catchment of 300,000 people within a 30-mile radius and over 640,000 within a 60-mile radius.

Dundee is a campus city with 2 universities within the city centre - University of Dundee and the University of Abertay Dundee, an institute for Islamic & Arabic Studies and an award winning further education college. The University of St Andrews is only 14 miles away.

There are more than 35,000 students - giving Dundee one of the highest ratios of student to resident ratios in Scotland with over 75 nationalities represented.

Communications

Dundee's businesses have access to the latest digital technology providing high-speed connectivity, guaranteeing unrivalled levels of access.

The Facilities within the city include fibre connectivity infrastructure provided by Virgin Media, C&W, Brightsolid, Fibrecity and BT. There is a whole host of providers delivering a multitude of services including VoIP, 3G, voice and data services working on this infrastructure.

Dundee is currently progressing towards being Scotland first Peer 2 Peer Fibre city allowing duplex connection speeds 100mb to all homes and businesses.

Sector

There are currently over 6000 people employed within the industry in companies such as

- Alliance Trust
- HBOs
- Tesco
- BT
- HMRC
- Jobcentre Plus

Networks



Talking Tayside is a public/private partnership primarily to attract businesses into Tayside as well as develop and promote a positive image of the industry.

Members include Dundee College, Jobcentre Plus and Careers Scotland.

www.talkingtayside.co.uk

