

Press Release

Serco wins UCAS contact centre contract

3 June 2013

Serco, the international services company, has been awarded the contract to partner with the Universities and Colleges Admissions Service (UCAS) to provide contact centre support in the UK. The deal, for up to seven years, will see Serco handling a range of inbound telephony queries from prospective students, parents and teachers.

UCAS is the UK's shared admissions service for higher education. The charity manages applications from over 600,000 applicants each year for full-time undergraduate courses at over 300 institutions across the UK.

Steve Jeffree, UCAS Chief Operating Officer, said: "When we began looking for a contact centre partner, we wanted to make sure that our customers continue to receive the excellent customer service they expect from UCAS. Serco will provide that and we look forward to working together in the future."

Jonathan Prew, Managing Director of Serco Global Services, UK, Europe & Africa, Public Sector, said, 'We are delighted to be selected as UCAS's long term strategic partner for contact centre services after previously offering contact centre services to support UCAS during seasonal peaks. These peak periods involve a ramp-up in operations to in excess of 20 times the non-peak levels and Serco's highly scalable and flexible contact centre solution enables UCAS to assure its critical services and benefit from significant cost synergies.'

Image caption: Contract signing at UCAS headquarters: Garry Robinson, Neil Woosey, Nigel Bates, Philip Blaker, Steve Jeffree, Stuart Balnaves, My Hoa Lam, Jonathan Prew, David Winter, Mary Curnock Cook, v Jackie Griffiths, Jacqui Jones, Alison Cassidy, Steve Hewlett

Ends

Press Release

For more information, please contact:

Luke Allen, Communications Manager

Tel: +44(0)7718 194509

Email: Luke.Allen@serco.com

About Serco

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos.

Around the world, we improve essential services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Our global BPO business has over 60,000 employees across 100 locations, with a presence in 12 countries providing the complete spectrum of business services to customers in the public and private sector around the world.

As a dynamic global service organisation, our people have the expertise and intimate knowledge of our customers' markets as well as best practice processes and technologies to exceed expectations. We have the vision, agility and determination to deliver cutting-edge business process solutions and set ever-higher standards in the markets we serve.

More information can be found at www.sercoglobal.com