

NEW YORK, Nov. 12, 2013 /PRNewswire-iReach/ -- Serco, the international service company, announced today that its Customer Contact Center Outsourcing (CCO) business has been positioned as a 'Leader' by leading global services research and advisory firm, Everest Group, in its recent report,

[Contact Center Outsourcing \(CCO\) – Service Provider Landscape with PEAK Matrix™ Assessment 2013](#)

. Everest Group previously designated Serco as a 'Major Contender' in the Finance and Accounting and Banking Financial Services and Insurance Business Process Outsourcing space and establishes Serco as 1 of 4 market Leaders globally. This report examines the global CCO service provider landscape and its impact on the CCO market. The report provides detailed analysis of market success and wins in 2013, along with assessing the scale, scope, technology, delivery footprint and buyer satisfaction levels of providers' customer contact center operations.

Susir Kumar, CEO of Serco's Global BPO business said, "Serco is honoured to be recognized by Everest Group as a Leader in the Customer Contact Center outsourcing market and to be named as such in this highly regarded and influential report. This is a true testament to the expertise and professionalism of our dedicated people around the world delivering on our promises to our clients—and helping them realize business improvement and true business value through outsourcing. The CCO market is highly competitive and for Serco to have been recognized as a Leader among several large global providers is a significant endorsement of the capabilities that we have built and integrated over the past few years. As one of the world's leading global BPO players, we continue to build on our existing capabilities, continuously improving and enhancing the services we are able to offer our customers."

Serco's BPO capabilities offer middle and back office solutions to public and private sector organizations globally. With a presence in twelve countries with 100 locations and a skilled workforce of more than 60,000 employees, Serco is among the top 20 global BPO players with onshore, offshore and near shore capabilities in the UK, mainland Europe, the US, Middle East,

India

,
South Africa

,
Mauritius

,
Philippines

,
Guatemala
and
Australia

. With flexibility in designing solutions to suit customer requirements, Serco's BPO capabilities have helped customers to re-engineer processes across industry verticals such as Banking, Financial Services & Insurance, Travel, Transportation & Hospitality, Healthcare, Logistics, Utilities, Retail & Manufacturing, Telecommunications, IT & Online services, Media and Entertainment. We provide customer management services, transactional, process and voice support, HR, finance and accounting services and business transformation consulting, allowing us to provide our customers with a full range of end-to-end business services.

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