RELEASE

HCL BPO Services (NI) announces consultation on redundancy proposals and recommits itself to Northern Ireland for next 5 years

February 13, 2012- HCL BPO Services (Northern Ireland) has today announced a 90-day consultation period on proposals to close its contact centre in Armagh and to reduce employment in its Belfast contact centre. The proposals involve up to 425 people being put at risk of redundancy, including 170 in Armagh. The company said that in the current economic conditions some clients were optimizing resources and consolidating in-house.

While up to 425 people are affected by today's announcement, HCL expects to find alternative employment for around 40% of them during the course of the 90 day consultation period.

Anita Barnard, General Manager, HCL BPO Services said, "As a responsible employer, we are committed to retain and retrain as many of the affected employees as possible and during the consultation period we will engage with each employee affected to look at ways we can assist them gain alternative employment within and outside HCL BPO."

The company said its work for clients would continue as normal but it would, as a matter of course, be keeping all its clients informed of its proposals.

Ms Barnard added: "Northern Ireland, with its talent pool and resources, is HCL BPO's 'Centre of Excellence' in Customer Experience Management, especially for near-shore customers in the region. We are committed to the long-term development of this Centre of Excellence and over the next five years we have plans to invest in our technologies and to create new jobs in Northern Ireland.

"Over the ten years we have operated in Northern Ireland we have built strong relationships with local colleges, our partners and our clients. We already service clients in the financial services, utilities and telecoms sectors from Northern Ireland and have added two more customers in the telecoms and utilities sectors last month. "While customers at different times may move work in or out of our locations in accordance with their needs, our business plans are firmly focused on investing in our capabilities in Northern Ireland."

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Note to Editors ;

HCL BPO's 'Centre of Excellence' in Customer Experience Management (CEM) will be a specialist centre offering CEM programs that help deliver a better customer experience. These service offerings will be delivered in the region as well as in other through a seamlessly integrated model of delivery.

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