



SYKESHome Europe

SYKESHome is a home-based agent customer support solution that delivers a comprehensive suite of distributed workforce and outsource capabilities across Europe.

This key service offering provides the answer to many business issues. Companies that want to deliver the highest level of customer care and recruit the best talent are not restricted to a single geographic location with SYKESHome.

SYKESHome Solution Advantages:

✓ Seasonal Ramps

During peak seasons, many businesses need to ramp up their customer care. SYKESHome finds, recruits and trains the right people quickly.

✓ Scheduling Efficiency

Provides consistent support and collaboration regardless of physical location, resulting in efficient and effective scheduling of resources.

✓ Cross Border Recruitment

We recruit with few geographic limitations, which enables us to find, onboard and train the best talent.

✓ Multilingual Support

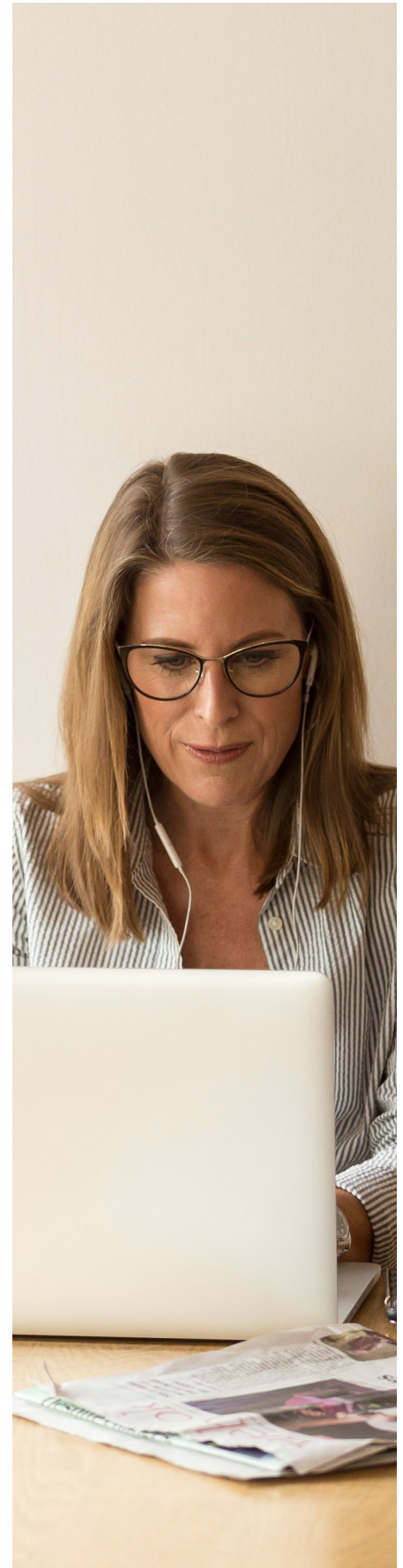
Our expanded recruitment enables us to offer multilingual support across all communication channels.

✓ Customer Affinity

SYKESHome establishes customer affinity by matching agent attributes to customer's profiles.

✓ Cultural Alignment

Working across multiple countries and many home-based locations, agents understand customer needs through their own immersion.





Recruit quickly when you need it, scale back easily when you don't.

Companies today deploy work-at-home models to support needs within their business brought on by factors out of their control. For example; limited talent pools in traditional geographic locations, unable to find Western European languages that were once a stable resource, and generational shifts in working preferences & technology developments all contribute to the challenge.

The decision to work-at-home is normally made by an individual to fit with their living situation. Agent feedback tells us that having the opportunity to work while at home impacts their lives in a very positive way. SYKESHome agents have a typical age between 30-45, and bring with them extensive work experience.

Expand talent pool

SYKESHome provides opportunity to those who can't participate in traditional work environments. With few geographic limitations, we cast a wider net to attract the best talent and tap into pools of highly motivated and qualified candidates, including those with disabilities, return to work parents, military spouses and many others. Our Work At Home agents are located in countries across Europe.

Seamless and secure communication

SYKESHome is a fully digital supported solution operating on our secure PCI compliant OneSYKES platform. We recruit, train and manage our Work At Home teams entirely in the digital domain. OneSYKES enables our agents and management teams to communicate effectively and efficiently, regardless of geographic location.



At a glance

Seasonal Ramps



Scheduling Efficiency



Cross Border Recruitment



Multilingual Support



Customer Affinity



Cultural Alignment

