



port@

Delivering flexible contact centres



Are you?

- At **capacity** in your existing call centre?
- Looking to **establish** a new contact centre?
- Inhibited by **outdated** technology?
- Restrained by **capital**?
- **Disillusioned** with the outsource market?
- Facing local **recruitment** issues?

And would your business benefit from paying only for what you use?

If so, Port@I can help...

experience
is
key

Port@l

Port@l, combines the best of in-house and outsourced contact centre methods in purpose designed buildings. This enables clients to grow and contract operations as their demands dictate.

Clients benefit from significant economies of scale and all for a known and predictable monthly fee.

What are the benefits?

- No capital costs
- Speed to market
- Guaranteed delivery to service level agreements
- Removal of property, IT and telephony risk
- Significant savings on both in-house and outsourced options
- Pay only for what you use
- Delivery on time and to budget
- We look after all the peripherals while you concentrate on core activities
- Support and guidance from our industry experts and partners

state
of the
art

your
intellectual
capital

"The unique advantage of Port@l is that we are able to make sure that our customers consistently receive the highest quality of service, our employees have the best call centre technology and all at a lower cost than more traditional methods..."

Duncan Sedgwick, Director of business transformation at Powergen

To find out more why not visit our website at www.portal-centres.com

Who provides what?

We Provide

- The flexible space
- The switch & ACD
- Facility management
- Consultancy services
- Add on services, dialers etc
- Resilience: Network, Generator & UPS
- On-site IT & Telephony managed service
- Purpose built flexible and modern accommodation
- The workstation: PC, desk, chair, telephone, cabling etc.

You Provide

- Your culture
- Your management
- Your agents
- Your database
- Your applications
- We can help with these too through our network of market leading partners including Adecco, Sabio, Callcentric and Blue Sky

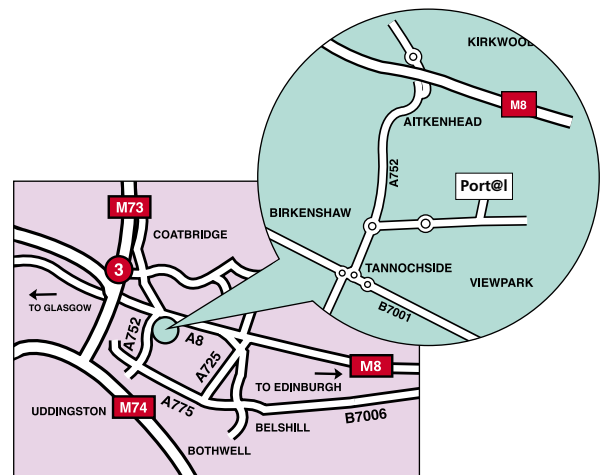
tried
and
tested

Port@I in Lanarkshire

Where is it?

Port@I's Lanarkshire Centre is easily accessible, located at Tannochside Park approximately 10 miles east of Glasgow and 30 miles west of Edinburgh on the M8 corridor; surrounded by the towns of Uddingston, Belshill, Bothwell and Coatbridge.

Glasgow and Edinburgh International airports are 30 minutes drive from Tannochside and there is frequent public transport to the site.



Travelling from Glasgow 1. Get on the M8 and follow the signs for Edinburgh

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2. Stay on the M8 until you see the exit for Uddingston

3. As you come off the motorway take the first left underneath the motorway

4. Follow Aitkenhead Road (A752) until you reach a roundabout

5. Take a left into Tannochside Business Park

6. At the first roundabout go straight ahead

7. Go to the next roundabout and take a left

8. Take left again into Port@I car park

What does Lanarkshire Offer?

High quality workforce

- Port@l's Tannochside site has a large labour catchment (619,000)
- Low call centre density and therefore less competition for staff
- Average wage costs are 8% less than Edinburgh and on a par with Glasgow
- The abundance of close universities and colleges gives you access to the quality employees your customers expect

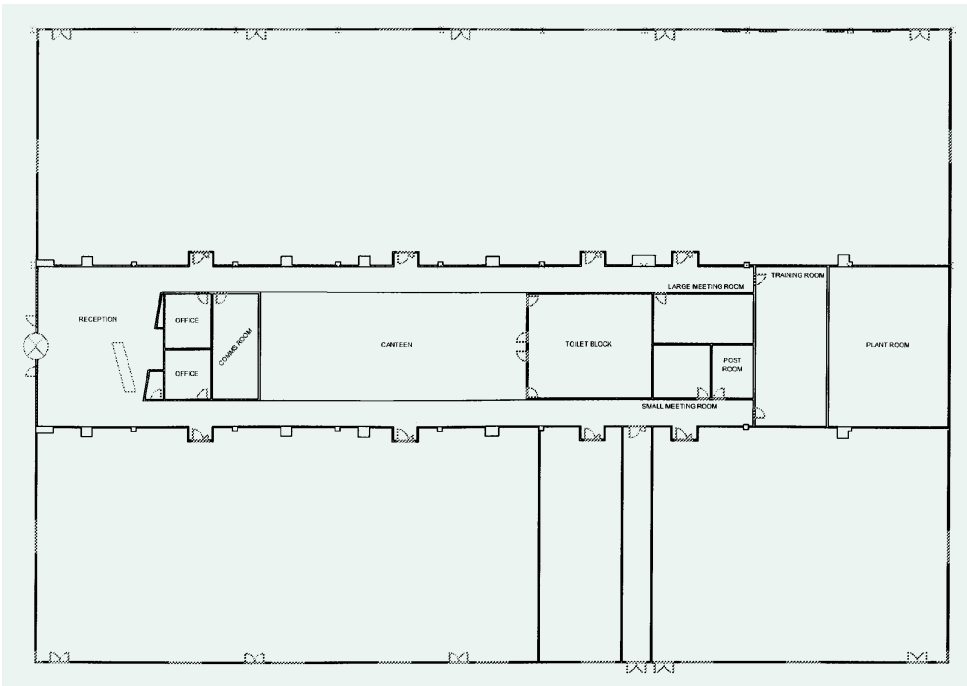
"From a vendor perspective, Port@l was a major factor in our selection of Scotland for the location (Tannochside) of our first international operation outside of the United States..."

Steve Edwards, General Manager of the Morgan Stanley Dean Witter Card Service

The Facility

Port@l's building at Tannochside provides:

- A capacity of 370 agent positions
- Flexibility to create secure client areas
- 180 parking spaces
- Clear open working environment
- UPS & standby generator
- On site cafe and breakout area
- Secure comms room
- Air conditioning throughout
- Secure site with gated entrance & CCTV
- Shared meeting rooms available



Carlton Park
Under construction



Dearn Valley 1
Capacity: 450



Didsbury
Capacity: 230



Sherwood
Capacity: 550



Tannochside
Capacity: 370
Tannochside Drive,
Tannochside Park, Uddingston,
Glasgow G71 5PD
Tel: 0800 389 6389