



# International Companies in MK

# Konecta

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## Proud to be a benchmark in the contact centre world

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Konecta are a leading provider of contact centre and BPO outsourcing services. Since 1999, Konecta has worked closely with emerging SME's and leading brands offering personalised contact centre and outsourcing solutions, adapting our services to the constant demands of developing markets.

With over 20,000 employees and 400 clients such as Vodafone, AIG, Santander, Shell, City Link, IBM, Scottish Power, American Express, Nestle, BMW and many others, Konecta can be proud to be a benchmark in the contact centre world.

Their vision is to provide innovative solutions with cost effective price models that assure customers the satisfaction they deserve and a secure ROI for our clients.

Their mission is to re-establish the concept of "brand ambassadors", develop our employees with passion and engagement, and provide secure, flexible and scalable resources towards the predictable and unpredictable business trends of current and future business partners and their values are for "people that deal with people", making customers, clients and shareholders proud of what we do

### Doing Business in Milton Keynes

Milton Keynes is one of the fastest growing cities in the country, with more and more national businesses choosing to set up or migrate their operations in the city. These companies want, and demand, professional services to the high standards they have come to expect. Operating from Milton Keynes provides Konecta with a unique opportunity to work with these companies in a close partnership



### Choosing Milton Keynes

The increasing reputation of Milton Keynes as a national business hub has allowed Konecta to experience the significant growth the growth they have achieved. Since UK operations began in 2008, the workforce has more than doubled by working with new and existing clients in and around the city

## **Expansion in Milton Keynes**

The close proximity to London, Birmingham, Manchester and other regional hubs has allowed Konecta to offer clients a service from a location that is easily accessible from their existing sites. Milton Keynes has one of the most rapidly expanding demographics in the country, combined with the increasing youthful population allows Konecta to source not only experienced, senior members of staff, but to offer younger workers a road into their career

## **Working with Partners**

Konecta are keen to work with local based business to not only increase their client base, but also to continue developing Milton Keynes as a benchmark for future businesses. Recruitment activity has been greatly supported by the local schools and colleges for work experience roles as well as full and part time employment for students. Milton Keynes council has supported Konecta throughout our expansion process, providing key contacts for new clients



**For more information  
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