



FINANCIAL, PROFESSIONAL AND BUSINESS SERVICES (FPBS)

A COMBINATION OF A HIGHLY SKILLED, COST COMPETITIVE WORKFORCE, GRADE A OFFICE ACCOMMODATION AND A STRONG AND GROWING CLUSTER MAKE THE NORTH EAST ONE OF EUROPE'S BEST INVESTMENT LOCATIONS FOR THE FINANCIAL, PROFESSIONAL AND BUSINESS SERVICES (FPBS) SECTOR.

The region has particular strengths in business process outsourcing, back and middle offices, financial technology, legal services, and contact centres, with a number of well-known businesses choosing to locate to North Tyneside including Tesco Bank, EE, Insure the Box, Engie, Balfour Beatty, and Santander.



19,000
strong cluster of FPBS companies

132,000



people employed in the region's FPBS sector



43,000
people studying FPBS subjects at North East universities and colleges



14%
cost saving for a customer service representative compared to London



40,000
people employed in 145 regional contact centres



2ND LOWEST
attrition rates in the whole of the UK for contact centre employees



3 OF THE WORLD'S TOP 20
process outsourcing companies are based in the borough - Sitel, Accenture, and Concentrix



£9million
annual cost saving for a 350-person customer contact centre operation compared to London