

Our mission is to enable our clients to leverage their total investment in IT and Operations to optimize their business performance while differentiating themselves from their competitors.

About SYKES

SYKES is a global leader in providing customer management solutions and services to technology-enabled companies primarily within the Internet, e-commerce, communications, and financial markets.

SYKES provides professional services in e-commerce and customer relationship management (eCRM) with a focus on business strategy development, project management, business process redesign, change management, knowledge management, education, training, and web development. SYKES offers customer support outsourcing services with emphasis on technical support and customer service. Headquartered in Tampa, Florida, SYKES has over 17,000 Employees, operates 42 customer interaction centers, 5 e-commerce fulfillment centers, and 167 branch offices throughout North America, Europe, Latin America, and Asia, and speaks in 30 languages.

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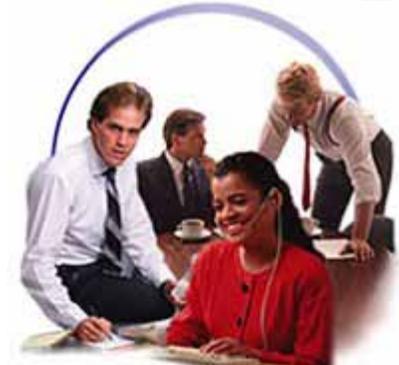
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SYKESSM

Real People. Real Solutions.

Professional Services



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Real People. Real Solutions.

Sykes Enterprises

32 Daniel Webster Highway
Harris Pond Office Park, Suite 25
Merrimack, NH 03054
Phone (603) 889-3699
Fax (603) 889-3772

<http://www.sykes.com>
Nasdaq: SYKE

The SYKES Advantage

We strive to partner with you to provide value-added solutions that range from Workforce Solutions (IT Staffing) to short-term, critical staffing (Outsourcing) to Customer Relationship Management (eCRM) Consulting.

We address and solve your business needs by leveraging our in-house expertise and our robust set of disciplines and capabilities.

We have the global presence, technical competency, breadth of skills, and flexibility to give your business the competitive edge.

We're global, yet we're local. We have the resources of a large corporation, yet the personality of a small firm. We're available to design a solution for your information technology needs - when you want it, where you want it.

In addition, we help you select the arrangement, whether it is insourcing or outsourcing, and help you select the technology suitable for your business needs and financial or budgetary constraints.

The global business market space changes daily, and SYKES has the expertise to provide you, our client, with innovative professional services to help you design and realize your short-term and long-term strategic business goals.

Workforce Solutions

When you let us take over some or all of your IT concerns, you have more time for your core business. We can save you time and money by eliminating the recruitment, management, and overhead associated with permanent personnel.

When you need to augment your staff with consultants, permanent employees, or you want us to do the work for you, SYKES has the information technology (IT) staffing services to get the job done.

Companies from such industries as banking and finance, software publishing, computers, telecommunications, utilities, manufacturing, transportation, insurance, pharmaceuticals, health care, and government have placed their confidence in SYKES for their IT staffing needs.

SYKES can provide the following services:

- Technical and Professional Documentation
- Documentation Management
- Instructional Design and Course Development
- Media Solutions
- Graphic Design
- Data Processing Consulting
- Programming and Application Development
- Systems Operations
- System Maintenance Services
- Technology Support

eCRM Consulting

SYKES eCRM Consulting helps your company deliver products to your customers. We help your customers to incorporate technology into their lives. We continue to help you deploy innovative solutions that reduce costs, build loyalty, and enhance revenues.

SYKES has the highly effective recruiting team that makes rapid, high-quality placements possible. Our team plays a critical role in locating the highly skilled consultants you need on your team.

In fact, the Software Support Professionals Association (SSPA) has recognized SYKES excellent customer service by inducting SYKES into its Hall of Fame.

Our eCRM solutions offerings include:

- Project Management
- Business Process Design/Engineering
- Change Management
- Knowledge Management
- Education, eLearning, and Training
- eTechnology Solutions

SYKES: The Complete Practice

Workforce Solutions

Consulting