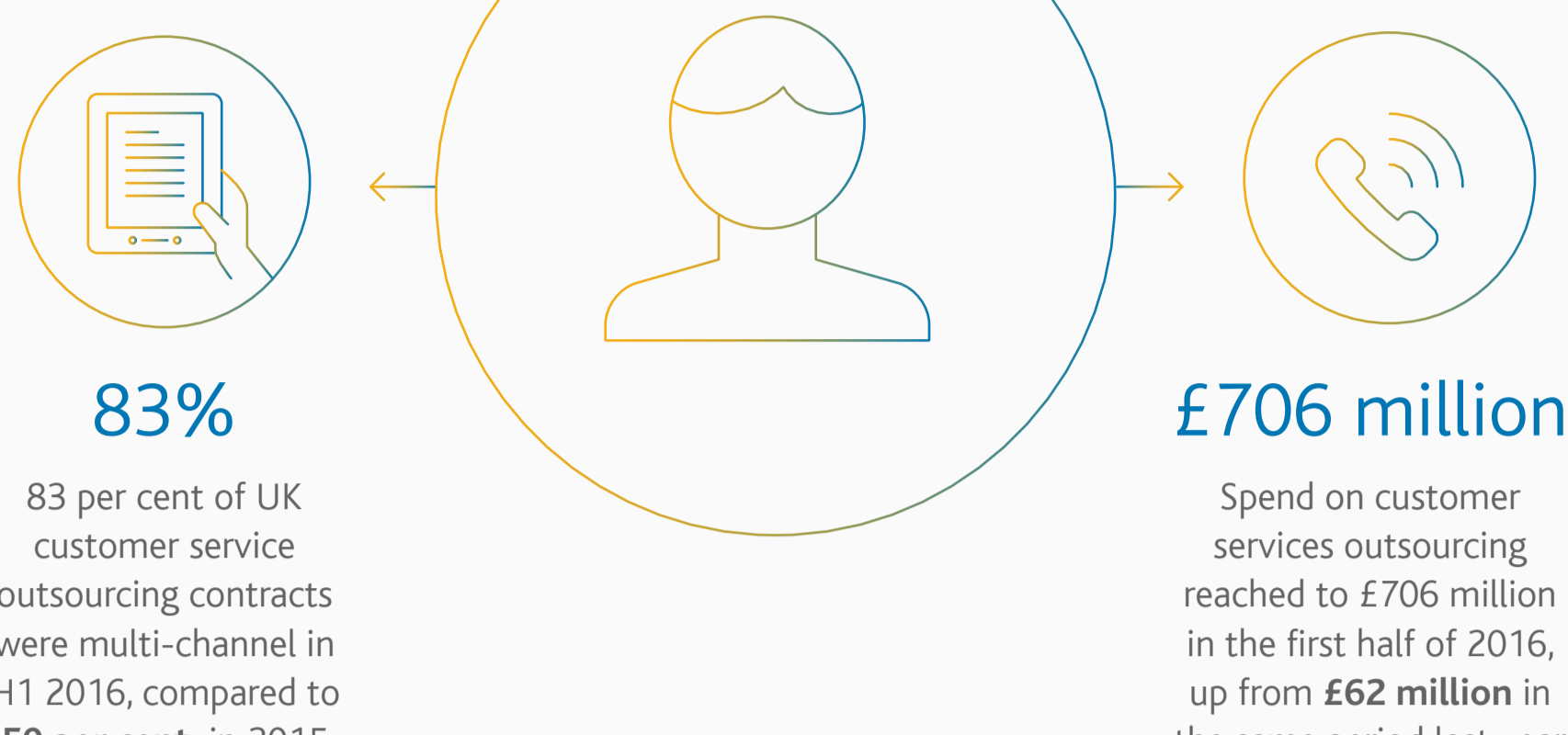


UK Outsourcing Index H1 2016

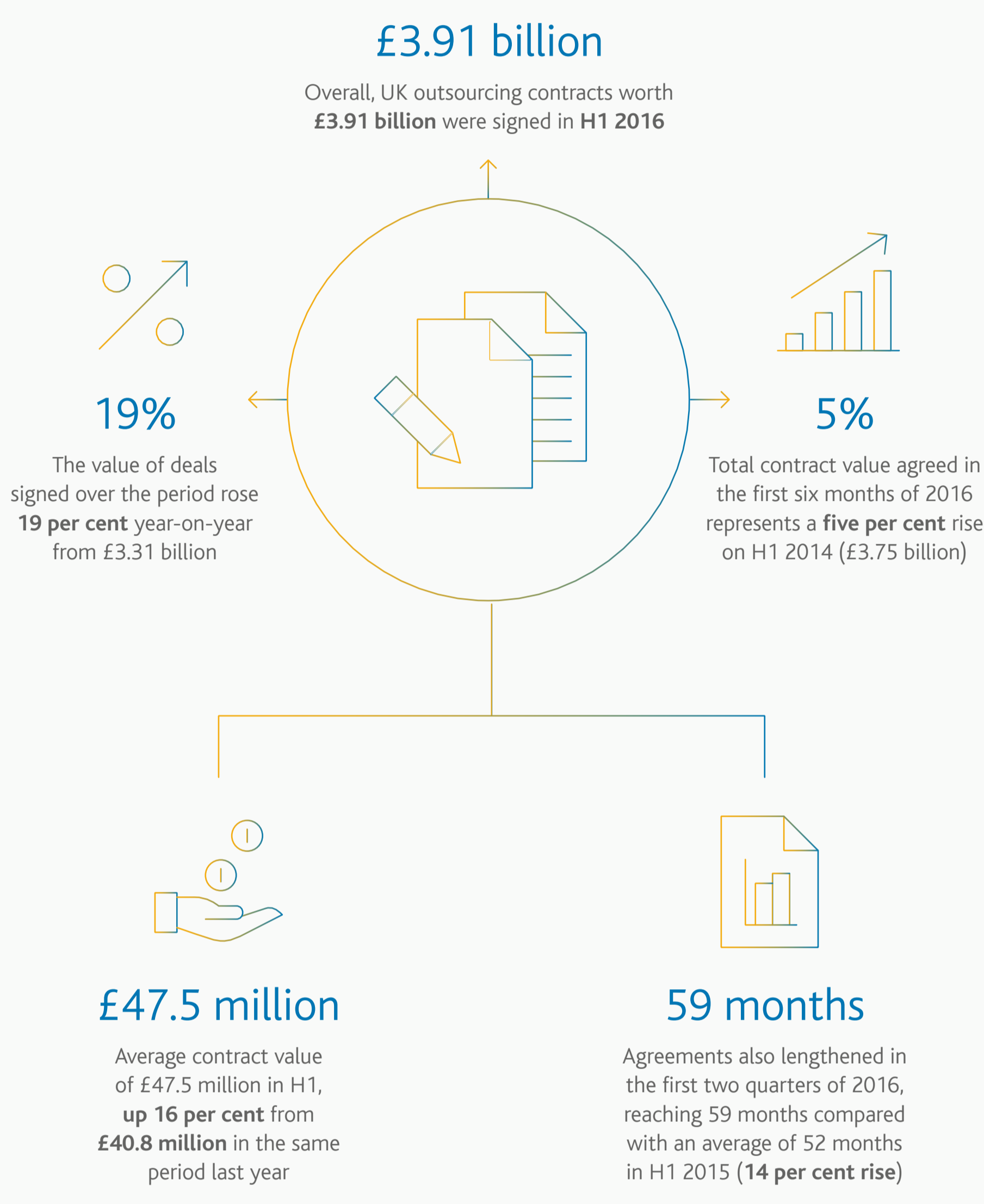
The latest Arvato Outsourcing Index reveals UK businesses are increasingly integrating digital and traditional customer services amid little sign of a pre-referendum slow down

Multi-channel customer services on the rise as companies adapt to changing consumer behaviour



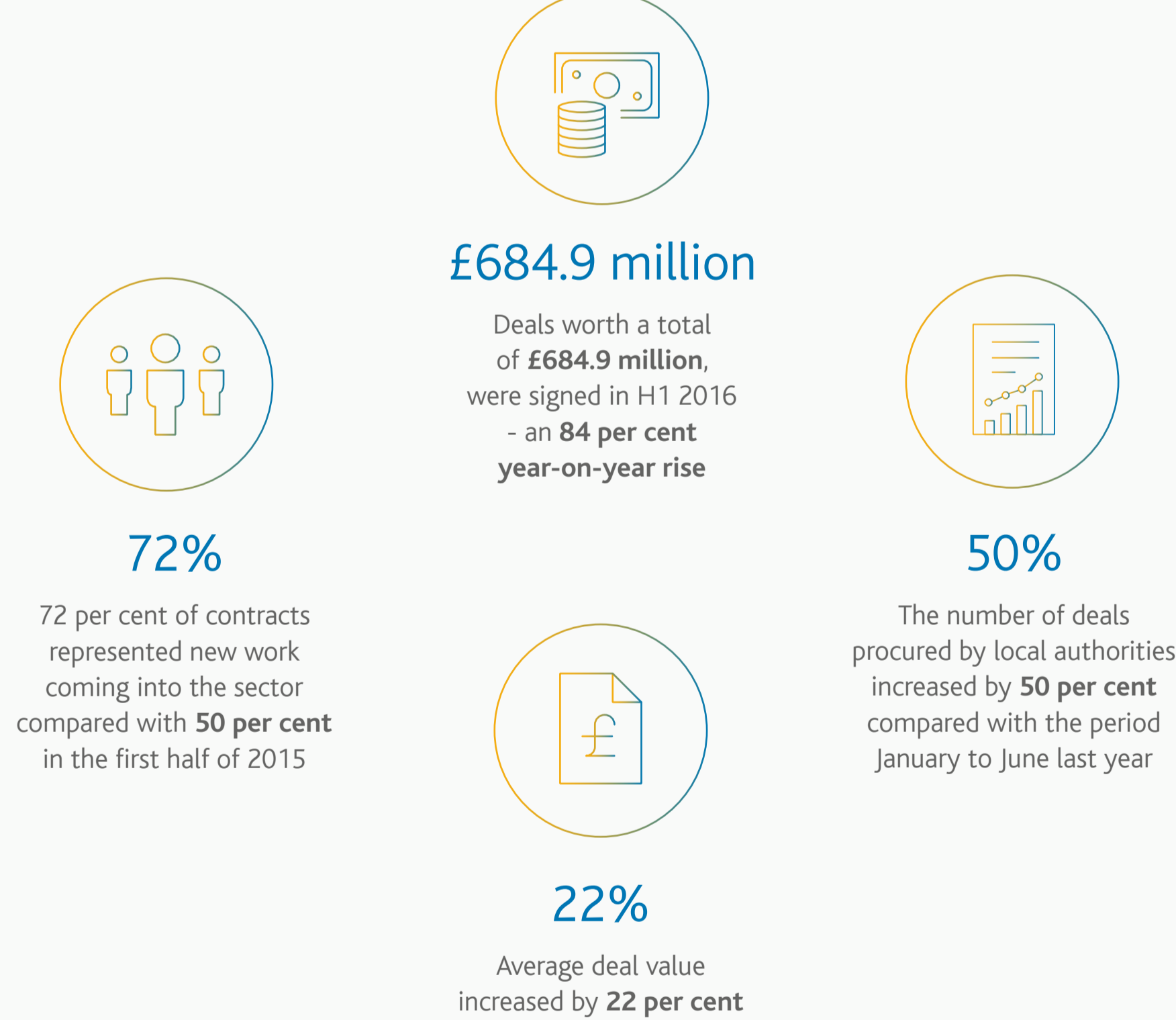
Outsourcing market undamped by Brexit uncertainty in H1

The UK market performed strongly in the first half of the year despite the political and economic uncertainty in the run up to the EU referendum

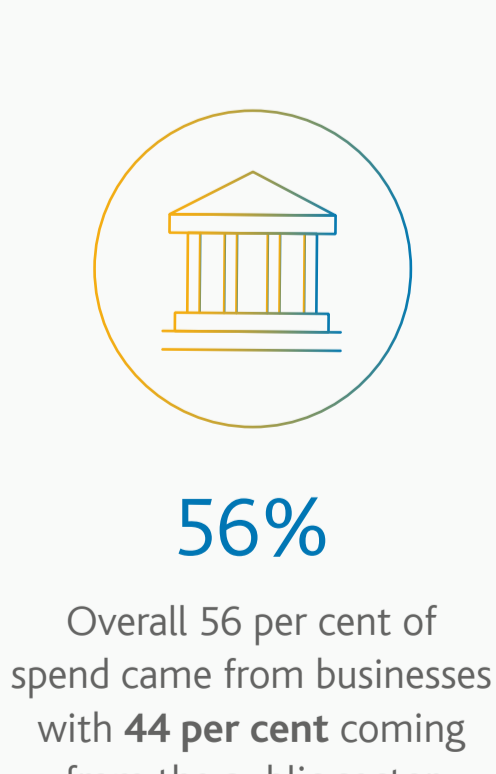
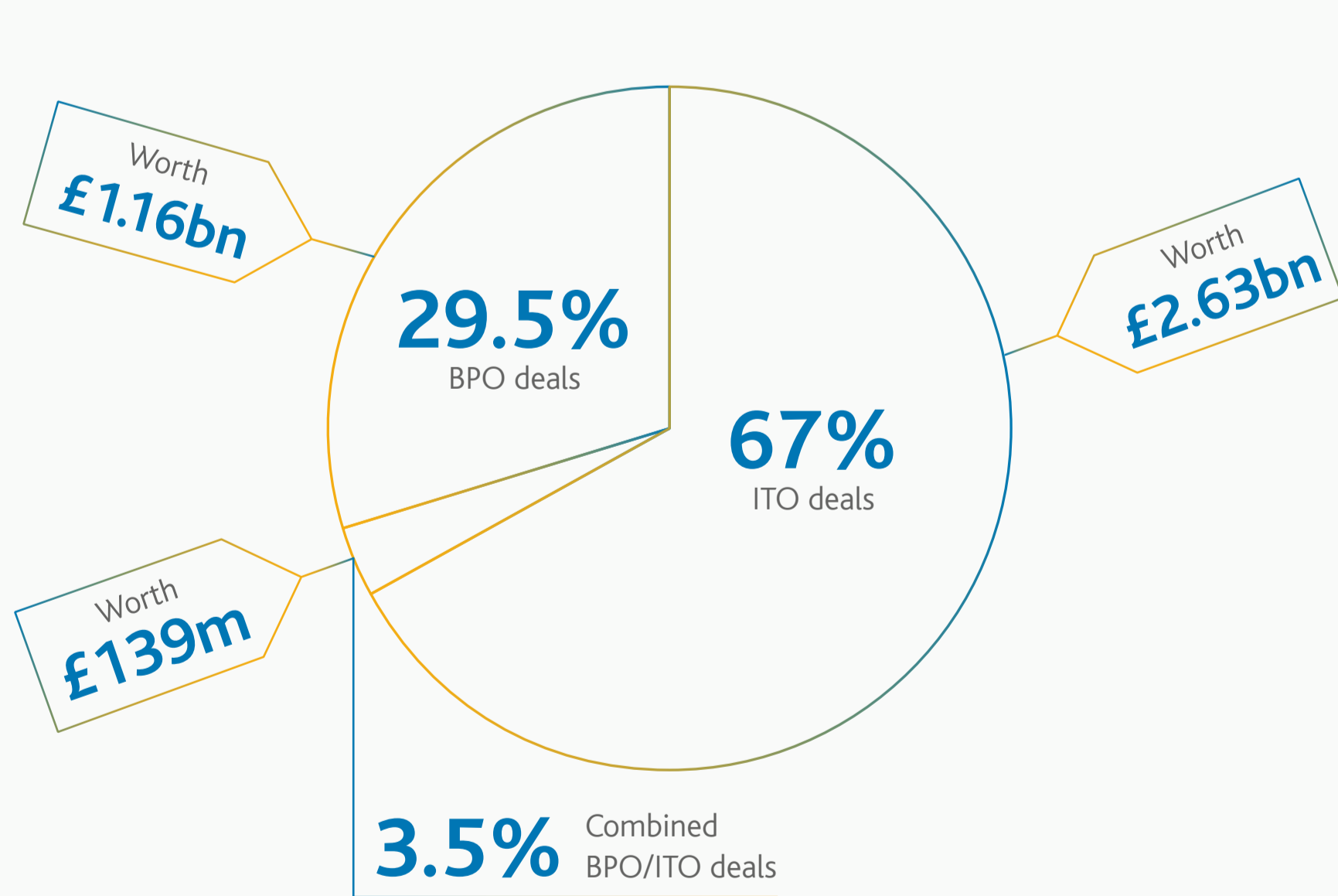


Local government market remains buoyant

The sustained growth witnessed in local government outsourcing over the last 18 months continued in the first half of 2016, reflecting ongoing pressure on local authorities to adapt, innovate and transform



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data provided by NelsonHall