

UBS based service centre in Sydney

UBS created more than 200 jobs when it relocated its European and North American technical support centres and other IT functions to Sydney. The Global Service Centre provides first line support for UBS Investment Banking employees globally and represents the organisation's latest investment in creating a hub of technology support services.

UBS considered various options around the world for the new centre, from Europe to India and from Stamford to Singapore. The team of multi-lingual support and technology specialists keeps the Global Services Centre working 24 hours a day, seven days a week, in three shifts.

UBS chose Sydney for a variety of reasons including its existing infrastructure and management. Its business units here have been successful and Sydney offered a proven market where they could successfully manage large enterprises.

Of equal importance was the stability and quality of the workforce and the large pool of skilled multi-lingual employees. Further deciding factors were global cost effectiveness, the sophisticated telecommunications and technology infrastructure and quality of life for staff.

UBS is the world's largest wealth manager, a top tier investment banking and securities firm and a key global asset manager.

UBS is present in all major financial centres worldwide with a workforce of more than 70,000 people in 50 countries. In Switzerland, UBS is the market leader in retail and commercial banking. In Australia, UBS provides full investment banking and securities services, employing 1500 people.

The support of the NSW Department of State & Regional Development helped bring the project to completion.

"The commercial manner in which the Government facilitated and supported us in establishing this centre in NSW has helped create new jobs in NSW," said Philip Coleman, Chief Operating Officer, Australasia.

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