

Reuters at Home in Sydney

Reuters is a global information company providing information tailored for professionals in the financial services, media and corporate markets.

Founded in London in 1851, it is the world's largest international multimedia news agency with 2,400 editorial staff, journalists, photographers and camera operators in 197 offices serving customers in every country.

Worldwide, the Reuters Group employs more than 15,000 staff based in 89 countries. In Australia, Reuters provides news, financial information, and transaction services to the wholesale financial services industry.

In 2000, Reuters decided to make Sydney the Asia Pacific hub for much of its Asia region customer service. First of the regional centres in Sydney to open was the Asia Reuters Support Centre (RSC), which went live in June 2001, consolidating functions previously performed in a number of countries throughout the region. One of only four such centres worldwide - the others are in St Louis in the United States, London and Geneva - it covers Australia, New Zealand and all of Asia except the Indian subcontinent.

This was followed in 2002 with the establishment of the Asia Business Direct centre, which took over account management responsibility for customers throughout the region who do not require face-to-face interaction. Over 70 per cent of Reuters Asia customers are now account managed out of Sydney. This centre now has a staff of 40.

In late 2003, Reuters further committed to the Australian market with the creation of the Asia Customer Order Management Centre (COMC) in Sydney. The COMC integrates operations previously carried out in countries throughout Asia, which provide customer ordering and billing services, as well as providing a hubbed business administration capability for Reuters Asia.

In 2005, a further function was added to the Reuters team in Sydney when Reuters Editorial based its 10-person Japanese Translation Team in Sydney. This unit provides the bridge between the American and the Asian markets, by translating New York market wraps and key breaking news, ready for the Japanese working day. The team also provides Japanese language translations of Reuters international news for users of Reuters screen-based services and packages the news, photos and other content for Reuters online clients.

The skilled multilingual workforce, a politically stable economy and the affordability factor all confirmed Sydney as the obvious choice for Reuters' increasing activity in Australia.

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