

Tech Mahindra: Waterford was a 'magnificent choice'



Mr CP Gurnani (CEO and Managing Director, Tech Mahindra) and Robert Finnegan (CEO Three Ireland).

The Three Ireland/Tech Mahindra customer service centre, officially opened at the Butlerstown IDA Technology Park on Friday last, offers further indication about the renewed sense of confidence which international business have in Waterford's labour market.

That was the assessment offered by both Minister of State Paudie Coffey and Tech Mahindra's Sourav Patani, who told The Munster Express about their hopes for the consolidation and development of the new centre.

"The availability of talent in the local catchment area was the key consideration for us choosing Waterford," said Mr Patani.

"I had been to Dublin, Limerick and Cork before travelling to Waterford, but due to the talent and readily available infrastructure that was already in place here, this really helped us to put together this centre in just eight weeks.

"The co-operation we received from the City Council through Michael Walsh and Lar Power, from Minister Coffey helped us to set up in record time and it's an absolute pleasure to be here.

"We are very excited to be here; in fact it's an absolute pleasure and we're very excited at the journey which Tech Mahindra has embarked upon both in Waterford and within this region. It's a very exciting time for us and this is a magnificent place for us to be."

Mr Patani added: "We are starting with 140 people as of today (last Thursday) and by next year we plan to grow ourselves to at least 300 people in Waterford alone and we are looking forward to our business growing in tandem with an expanding regional economy."

Tech Mahindra provides customer care services for Three's consumer customers, along with various back office services.

The new centre in Waterford will, according to a statement, "bolster Three's operations and help deliver market-leading support and services to its customers".

Minister Coffey struck a similarly upbeat tone as he had six days previously when SmartPly revealed details of their €59 million plant expansion project across the Suir in Belview.

"I think we're starting to see the roots of economic growth beginning to develop in the region, and Tech Mahindra's decision to locate in Waterford is a perfect example of that. The company could have gone to any of our other cities, as Sourav outlined, but they opted for Waterford and that's tremendously encouraging and it deserves to be noted."

Minister Coffey added: "Their experience since setting up here via our local administration and enterprise agencies has been very positive and, as a Government representative, I am delighted to support the company in any way I can."

"Mr Sujit Baski (Chief Executive of Tech Mahindra's Business Service Group), tells me that this is only the start; they've a strong partner, both nationally and internationally, in Three Ireland, but they're also looking at more enhanced roles in terms of business and IT support that they can offer from here, and then in turn offer that service internationally. To that end, I've encouraged links with WIT along with our local business community and I think Tech Mahindra will find this region has a lot to offer in terms of growth prospects."

According to Three Ireland CEO Robert Finnegan: "This opening has set in stone our commitment to deliver the ultimate customer service experience to our customers from our Irish-based customer services centres. We announced these jobs in Waterford last October and the process of recruiting those positions is well underway."

Mr Finnegan added: "We're excited to be able to provide valuable local jobs to the people of Waterford and are looking forward to partnering with Tech Mahindra as they grow over the coming years."

As part of their recruitment drive, Tech Mahindra held public interviews in the Tower Hotel on Friday last.

The "relatively quiet recruitment" going on amongst SMEs in Waterford is being noted by Minister Coffey, which he said had contributed to the drop in the south east's Live Register in recent months, adding "and I am confident that there is more to come".