

WE'RE SHARED SERVICES CONNECTED LIMITED



Shared Services Connected Limited (SSCL) is the largest provider of business-critical services for 21 of the largest Government departments, the Metropolitan Police and the Ministry of Defence.

We provide HR and Payroll, Finance and Accounts, Procurement, Pensions Administration and Resourcing Services, paying hundreds of thousands of public sector employees each month and processing billions of pounds of public sector funds.

Size and scale:

- Paying 550,000 public sector employees each year.
- Receiving over 2 million calls each year into the SSCL Contact Centres.
- Processing around 6.7 million transactions each year.

We employ 2,500 people who deliver digital solutions to make things easier and quicker for our customers. We have won a number of prestigious Industry awards this year that recognise the quality of services for clients – CIPD (Chartered Institute of Personnel and

Development) and CIPP (Chartered Institute of Payroll Professionals), as well as the UK National Contact Centre Association bronze award.

We have six Centre's of Excellence across the UK, including our Newcastle office.

Over the last seven years we have generated around £405m of savings for the public sector, providing more funds for front line public services.

Digital Innovation

We work closely with our clients to design innovative solutions that enhance their customer experience:

- myHub, an online portal providing a streamlined point of access to client systems and guidance for our customers.
- The SSCL App which enables people to access our services 24/7 on a mobile device, wherever they are.

- The use of robots to speed up processes and increase accuracy.

Most recently, SSCL supported the Department of Work and Pensions (DWP) in recruiting 13,000 new Jobcentre Work Coaches as part of the DWP plan to get the UK back to work post pandemic. SSCL has also signed up as a Kickstart employer. This is a £2 billion scheme to get young people into employment and we have welcomed a number of people into our Newcastle and York centres.

We are proud of what we do to make public services work better and our biggest advantage is our people. Their passion, knowledge and ambition ensure we never lose sight of our customers and their priorities.

For more information visit: www.sscl.com