



BROUGHT TO YOU BY



Wednesday 30 Jan 2008, 10:04

Individual Pensions

Diligenta signs major deal with UK BPO firm

By Owen Walker - 30th January 2008

Diligenta, the UK business process outsourcing (BPO) arm of Indian conglomerate Tata Consultancy Services (TCS) has scooped its second major deal with a £100m contract with Sun Life and Financial of Canada UK (SLF).

The Peterborough-based firm – which already provides the Pearl Group with BPO administration as part of a 12-year contract worth £486m – is the second biggest life and pensions BPO provider in the UK.

AS Lakshminarayanan, vice-president and country head at TCS UK and Ireland, said: “With the SLF deal, Diligenta is moving into the second phase of its history, expanding its client base and UK market share and we are confident it heralds further growth for Diligenta.”

Janet Fuller, chief executive of SLF, explained Diligenta had been chosen based on its cost guarantees, risk transfer capability and commitment to match or exceed SFL’s service requirements.

She added: “We have confidence that Diligenta will work closely with us and our current provider to transition the services during the second quarter of 2008 – a process that we expect to be transparent to our customers.”

The Financial Times Limited ("FT") does not give recommendations, or advice, on pensions, investment or pension management. The material on this site or accessible via email is for general information purposes only and is not intended to be relied upon for individual investment decisions.

Access to Pensions News is governed by our [terms and conditions](#) which you should read.

© [The Financial Times Limited](#). 2008