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## Wollongong location ticks all Pactera's boxes

When Chinese multinational IT and professional services consulting company Pactera was looking for a location to build a delivery centre in Australia that matched its business model, Wollongong quickly emerged as an obvious choice.

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Pactera's Wollongong Nearshore Delivery Centre Director Michael McCann and Senior Vice-President (Australia and New Zealand) Bob Hennessy at the company's centre at the Innovation Campus.

Pactera was looking for a location in a 'second tier' city that had a strong university, a science park, good communications and transport infrastructure and a quality lifestyle.

Wollongong ticked all those boxes. Financial assistance from the NSW Government's Illawarra Innovation and Investment Fund sealed the deal, and Pactera opened the Wollongong Nearshore Delivery Centre at the University of Wollongong (UOW) Innovation Campus in late 2013.

The centre provides an interface in Australia between Pactera's Australian and Asia-Pacific customers and its main delivery centres in China. Some of the staff at the Wollongong centre work directly on projects for Australian customers, while the centre also facilitates offshore delivery by the company's main delivery centre in China.

Centre director Michael McCann said the company identified a

need for such a centre in Australia to back up its consulting services in Sydney and Melbourne, and began looking for an appropriate location.

"We wanted to follow our Chinese model, and Wollongong proved to be an ideal location," Mr McCann said. "We were able to rent excellent office space on the Innovation Campus, giving us a science park location and a relationship with the University of Wollongong, which is the second largest generator of IT graduates in Australia."

"The Innovation Campus is just over an hour from Sydney's international airport, and has good road and rail links with Sydney. It's also only two and half hours to (the national capital) Canberra.

"But the lifestyle factors are also really important. Wollongong is a great place to live and our office is only a couple of hundred metres from the beach. The staff

love it here, and I am sure the lifestyle it offers will result in a much lower staff attrition rate (over time), compared to if our delivery centre was located in a larger city."

"When you invest time in people, developing their skills and knowledge, it is important to be able to retain them."

Mr McCann said people enjoy living in Wollongong and don't want to commute to Sydney for work - a sentiment he understands well. He has lived in the city since 1990, but managing the Pactera centre is his first job in Wollongong.

Pactera Senior Vice-President Australia and New Zealand Bob Hennessy said the Innovation Campus' focus on high-tech research made it an inspiring location for Pactera staff.

"The Innovation Campus is already a hub for IT groups within the region. When you put the same kind of people together

in a location like this, you never know what will come out of it," Mr Hennessy said. "Wollongong used to be a steel town, but it is a university town now."

Within a year of opening the centre had 23 staff, and Mr Hennessy said the company hoped to build staff numbers up to well over 100 in the long-term.

Mr McCann said Wollongong had a strong depth of IT knowledge, and the company had been able to recruit all its staff locally. This included nine fresh IT graduates from UOW in the first recruitment drive.

"The ability to recruit excellent IT graduates from UOW is a strong attraction," he said. "And we can offer them the opportunity to work for a company (in Wollongong) that has operations in China, the US, Indonesia, Japan..."

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For more information  
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