

SYKES ENTERPRISES INC

FORM 8-K (Current report filing)

Filed 05/10/04 for the Period Ending 05/10/04

Address	400 NORTH ASHLEY DRIVE TAMPA, FL 33602
Telephone	8132741000
CIK	0001010612
Symbol	SYKE
SIC Code	7373 - Computer Integrated Systems Design
Industry	Computer Networks
Sector	Technology
Fiscal Year	12/31

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**UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549**

FORM 8-K

CURRENT REPORT

Pursuant to Section 13 or 15(d) of
the Securities Exchange Act of 1934

Date of Report (Date of earliest event reported): May 10, 2004

Sykes Enterprises, Incorporated

(Exact name of registrant as specified in its charter)

Florida

0-28274

56-1383460

(State or other jurisdiction
of incorporation)

(Commission File Number)

(IRS Employer
Identification No.)

400 N. Ashley Drive, Tampa, Florida 33602

(Address of principal executive offices, including zip code)

(813) 274-1000

(Registrant's telephone number, including area code)

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Item 5. Other Events

On May 7, 2004, Sykes Enterprises, Incorporated (the “Company”) issued a press release announcing the appointment of Charles E. Sykes as President of the Company, in addition to his position as Chief Operating Officer. The press release is attached as Exhibit 99.1.

Also, on May 7, 2004, the Company issued a press release announcing the election of Iain A. Macdonald to the Company’s Board of Directors. The press release is attached as Exhibit 99.2.

Item 7. Exhibits

Exhibit 99.1 Press release, dated May 7, 2004, announcing the appointment of Charles E. Sykes as President.

Exhibit 99.2 Press release, dated May 7, 2004, announcing the election of Iain A. Macdonald to the Company’s Board of Directors.

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SIGNATURES

Pursuant to the requirements of the Securities and Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorized.

SYKES ENTERPRISES, INCORPORATED

By: /s/ W. Michael Kipphut

W. Michael Kipphut
Group Executive, Senior Vice President — Finance

Date: May 10, 2004

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Exhibit No.	Description
99.1	Press release, dated May 7, 2004, announcing the appointment of Charles E. Sykes as President.
99.2	Press release, dated May 7, 2004, announcing the election of Iain A. Macdonald to the Company's Board of Directors.

News Release

news release

FOR IMMEDIATE RELEASE

MAY 7, 2004

SEASONED EXECUTIVE, CHARLES E. SYKES, APPOINTED TO PRESIDENT OF SYKES ENTERPRISES, INCORPORATED

TAMPA, FL — May 7, 2004 - Sykes Enterprises, Incorporated (“Sykes” or the “Company”) (NASDAQ: SYKE), a global leader in providing outsourced customer contact management solutions and services in the business process outsourcing (BPO) arena, today announced the appointment of Charles E. (“Chuck”) Sykes, to President of the Company, in addition to his role as Chief Operating Officer. The position of President was previously held by Chairman and CEO, John H. Sykes.

As President and Chief Operating Officer, Chuck Sykes will continue to direct the development and execution of the Company’s extensive portfolio of service offerings and manage the organization’s two operating segments, the Americas and EMEA (Europe, Middle East and Africa). Additionally, Mr. Sykes will continue to manage the Company’s sales and marketing initiatives worldwide, driving to expand Sykes’ vertical market presence, while ensuring a high level of customer satisfaction across all regions.

“Chuck Sykes has a wealth of experience in the strategic and operational facets of Sykes’ business and I am confident that his knowledge and leadership skills will help to drive the Company’s next phase of growth and success,” said John H. Sykes, Chairman and CEO of Sykes Enterprises. “Chuck has demonstrated his capabilities repeatedly, taking a significant role in our organization’s evolution into a global leader with extensive operations throughout North America, EMEA and offshore including locations in the Philippines, India and Costa Rica.”

Chuck Sykes noted, “Our industry presents many opportunities and challenges in the current market environment, particularly as the client demand for an offshore customer contact management solution continues to increase, shifting the direction of our operating model. I believe that Sykes is well-positioned to take advantage of the exciting changes occurring in our industry and I look forward to helping our company continue to grow and improve its profitability.”

Chuck Sykes has over 16 years of experience at Sykes in all aspects of the business, including operations support, sales and marketing. He has been instrumental in the reorganization of the Company’s Sales and Client Services operations in the last two years, leading a successful effort of client growth and diversification. Mr. Sykes has also played a key role in the recent growth and strategic development of the Company’s offshore operations, including Costa Rica, the Philippines and India. Mr. Sykes is a graduate of North Carolina State University where he earned a Bachelor of Science in Mechanical Engineering.

SYKES Enterprises, Incorporated
Corporate Headquarters:
400 North Ashley Drive
Tampa, FL USA 33602
1 - 800 - TO - SYKES
<http://www.sykes.com>

EMEA Operations:
599 Calder Road
Edinburgh EH11 4GA
Scotland
+44 (0) 131 458-6500



Mr. John H. Sykes founded the Company in 1977 and will continue to serve as Chairman and Chief Executive Officer.

About Sykes Enterprises, Incorporated

SYKES is a global leader in providing customer contact management solutions and services in the business process outsourcing (BPO) arena. SYKES provides an array of sophisticated customer contact management solutions to Fortune 1000 companies around the world, primarily in the communications, financial services, healthcare, technology and transportation and leisure industries. SYKES specializes in providing flexible, high quality customer support outsourcing solutions with an emphasis on inbound technical support and customer service. Headquartered in Tampa, Florida, with customer contact management centers throughout the world, SYKES provides its services through multiple communication channels encompassing phone, e-mail, web and chat. Utilizing its integrated onshore/offshore global delivery model, SYKES serves its clients through two geographic operating segments: the Americas (United States, Canada, Latin America, India and the Asia Pacific Rim) and EMEA (Europe, Middle East and Africa). SYKES also provides various enterprise support services in the Americas and fulfillment services in EMEA, which include multi-lingual sales order processing, payment processing, inventory control, product delivery and product returns handling. For additional information please visit www.sykes.com.

For additional information contact:

Subhaash Kumar
Sykes Enterprises, Incorporated
(813) 233-7143

News Release

news release

FOR IMMEDIATE RELEASE

MAY 7, 2004

**SYKES ENTERPRISES, INCORPORATED NAMES IAIN A. MACDONALD
TO THE BOARD OF DIRECTORS**

TAMPA, FL — May 7, 2004 - Sykes Enterprises, Incorporated (“SYKES” or the “Company”) (Nasdaq:SYKE), a global leader in providing outsourced customer contact management solutions and services in the business process outsourcing (BPO) arena, today announced the appointment of Iain A. Macdonald to SYKES’ Board of Directors.

Mr. Macdonald brings to SYKES almost two decades of experience in the technology and services industries, starting with IBM Europe, where he served in various management positions within the marketing and sales functions. In 1984, Mr. Macdonald founded ComputerGroup, a computer services company in which he served as CEO. In 1989, ComputerGroup was sold to SHL Systemhouse, a U.S. based and Nasdaq listed information technology services firm. Mr. Macdonald served on the Board of Directors of SHL Systemhouse for several years following the ComputerGroup acquisition. Mr. Macdonald also served as a director of McQueen International LTD. from 1996 until its acquisition by Sykes Enterprises, Incorporated in 1997. Mr. Macdonald served on SYKES’ Board of Directors from 1998 to 2001.

Presently, Mr. Macdonald serves as the Chairman of Yakara plc, a developer of short message service (SMS) software solutions, and Realise Ltd., an Internet systems integrator, both of which are located in Scotland.

John H. Sykes, Chairman and CEO of Sykes Enterprises Incorporated, commented: “We are pleased to have Iain Macdonald rejoin SYKES’ Board of Directors. Considering SYKES’ significant European presence, Iain’s knowledge of the customer contact management industry in Europe as well as his international business experience will further enhance the Board’s perspective of the opportunities in that part of the world. We look forward to Iain’s contribution in the coming years.”

Iain A. Macdonald’s selection follows the appointment in 2003 of Mark C. Bozek, who brings expertise from the international cable and retailing industries; Lieutenant General Michael P. DeLong (Retired), who brings his government relations expertise and leadership skills; and Paul L. Whiting, who brings strengths and skills in the field of finance and administration.

John H. Sykes further commented: “I want to thank all the Board members, existing and new, for their contributions and unique perspectives. I look forward to working with them to move SYKES along its path of achieving its strategic growth objectives.”

Separately, the term of Thomas F. Skelly, who was appointed to the Board in July 2000, expired effective as of the 2004 Annual Meeting. “I want to thank Tom for his commitment and service on the Board of Directors for the past several years and wish him luck in his future endeavors,” added John H. Sykes.

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