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COMMUNITY VOICE

EVERY FORTNIGHT

AUGUST 2007

ISSUE NO. 97

DUBLIN 15'S ONLY **FREE!** NEWSPAPER

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900 jobs to be lost in Ballycoolin

Last month's relief that 900 jobs at Xerox in Ballycoolin had been saved through a deal with neighbouring multi-national IBM now appear to be wide of the mark following the disclosure that IBM is planning to outsource their work to cheaper countries in Europe and the far east.

Following a year long review of its global operations aimed at

reducing costs, Xerox announced last month that the 900 staff at its European Contact Centre in Ballycoolin would be transferred to IBM Global Services under an outsourcing agreement. Under the plan they would have become employees of IBM but would remain in their present workplace.

However it has now emerged that IBM is planning to integrate the work of these staff into its

global network and that this work could then be delivered from other IBM centres in Dublin, Scotland, India and the Philippines.

Responding to the new development, a spokesman for Xerox said "redundancies weren't envisaged then nor are they now". In a statement, Xerox said it communicated to employee representatives, transition plans for its outsourcing contract with IBM, whereby IBM will draw upon "its global delivery capability to deliver services to Xerox". This transition is envisaged to take up to 18 months to complete.

ings was to outsource the work to lower cost economies.

A closer reading of the Xerox statement clearly indicates that the bulk of the 900 jobs are set to go through "attrition [death, illness, retirement] and "if necessary voluntary redundancy"

It now appears that following a review of its new contract with Xerox, IBM is planning to integrate the jobs into its "global delivery network" and to outsource most of the work to India and the Philippines. The company is said to be planning to introduce the redundancies at a rate of 450 workers each year over the next two years.

"We believe that changes will be effected through attrition, redeployment and, if necessary, redundancy. Upon transfer, IBM will work closely with affected employees to assist in identifying future opportunities," said the statement.

Community Voice understands that under European employment legislation staff transferring from one company to another under such a deal would be entitled to retain all their pay and benefits. Effectively this would have offered no significant savings to Xerox.


An industry expert who spoke to this paper pointed out that in seeking to outsource the work of its 900 staff, Xerox was obviously looking for savings from such a contract. The only way IBM could deliver such sav-



Fr. Bruno cutting the cake at the recent celebration to mark the Capuchin's 22 years on Main Street. The Blanchardstown Friary will close this month. (see page 7)

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