

It makes us a very safe organisation to actually deal with.

Q5. And what impact will any economic slowdown have on your growth plans?

Gordon: Well, we're not really greatly impacted by where we are in the economic cycle. Most of what we do is providing a back office support function to our customers, which is required whichever part of a cycle we're at. If there is an impact, where there is a bit of an economic tightening it's more likely that more customers will need to look at their cost saving initiatives and other initiatives that are going to improve their competitive position.

So if anything, economic slowdown is good for us in terms of opportunities.

Paul: I think it's fair to say, if you look over the last six months or so, that we have definitely seen an increase in the number of enquiries and opportunities we've had from the financial services sector. I think they've now anticipated that 2008 will be a harsher climate. And on the back of that we've seen quite an increase in the number of enquiries from people who are looking to us, first of all, to try and save them some money and, secondly, to see if we can move the service quality forward for them.

So to sum up then, what's your strategy for sustained growth going forward?

Paul: Well, I think we have been accused in the past of being a fairly boring company. In fact, I think we once won the Boring Company of the Year Award – which from our perspective we view as something of an accolade and something that we're quite proud of.

We think that we have a winning formula in what we've done over the last 20 years, and certainly the plan over the next five years is to continue to do much the same. Our strategy is very much to be UK-focused; we are also focused on white collar outsourcing.

We've got very clear guidelines about what we do want to do and, equally important, about what we don't want to do. And I think from our shareholders' perspective – and also from our customers' perspective and, indeed, the staff that we have working for us – they will see us adopt a very similar strategy over the next five years to the one that we have historically adopted.