

## Indian LPO Pangea3 opens in UK in European expansion drive

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Indian legal process outsourcing (LPO) provider Pangea3 has opened an office in London as part of a concerted expansion drive in Europe.

Brian Allan, vice-president of legal services in Europe, will head the office on London's South Bank. He said the decision was taken because the LPO market in Europe has become increasingly buoyant over the last year. Around 80% of Pangea3's clients are general counsel and 20% are law firms.

The LPO provider operates facilities in Delhi and Mumbai, with headquarters in New York. Co-chief executive David Perla claimed that the company's expansion in Europe will allow it to increase revenues by 15% over the coming year.

Perla said that Pangea3 will recruit 'at least' 100 more lawyers in Delhi and Mumbai by the end of 2010, adding to its existing 450-strong workforce. Allan said that over the last two and a half months, the company has already recruited 100 operational staff in India.

Allan added: 'We have been in the US for more than five years and managing our European clients from there. But our European clients are demanding more services and attention.'

Pangea3 operates one other European office, in Malta.

Indian research company Value Notes ranks Pangea3, CPA Global and Integreon and as the three 'pacesetters' in the global LPO market. CPA and Integreon already have London offices.

Pangea3 names multinationals General Electric, Sony and American Express among its LPO clients.

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