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## INFORMATION BULLETIN

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Ministry of Labour and Citizens' Services

### **IBM PARTNERSHIP WILL ENHANCE GOVERNMENT SERVICES**

VICTORIA – The Province has concluded an agreement with IBM Canada to run the Service BC contact centre – formerly Enquiry BC – which helps people locate government programs and services by telephone and e-mail in multiple languages.

The company will also bring new resources to the government website, which provides an effective online presence 24 hours a day, seven days a week.

Service BC is part of government's commitment to enhance the delivery of citizen-centered services to the people of British Columbia by providing services online, by phone and in person. IBM Canada will bolster Service BC's ability to deliver access using one-stop shopping convenience.

Robertson Telecom Inc., which has successfully operated the primary contact centre since its inception in 1991, will remain as the subcontractor to IBM Canada to ensure a smooth transition that provides the same high level of service to customers.

The Service BC contact centre recently celebrated its 15th anniversary as one of the province's busiest call centres, providing access to programs and services offered by ministries, Crown corporations, agencies, boards, and commissions. In its 15 years of operation, the call centre has handled over 13 million calls and over 50,000 e-mails, with a 98 per cent satisfaction rating from its clients.

For more information, a project summary report is posted online at:  
[www.saip.gov.bc.ca/ASD\\_Projects.htm](http://www.saip.gov.bc.ca/ASD_Projects.htm)

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Media contact: Graham Currie  
Communications Director  
Ministry of Labour and Citizens'  
Services  
250 387-2699

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