



## Press Release

June 8<sup>th</sup> 2009

### **Annual Results**

### **Call Centre beCogent exceeds £40-million in its Ninth Year**

In tough economic conditions, beCogent Chairman Dermot Jenkinson reports a very good year to December 2008 with turnover up 10 per cent at £40.6-million and an operating profit of £3.8-million or £5.2-million (EBITDA). New clients were added to the company's portfolio during the year, contributing to the increase in turnover and profit. The balance sheet remains strong with the ability to finance a suitable purchase if the right opportunity presents itself.

A number of major projects were completed during the year, principally the successful opening of a fourth call centre totalling 34,000 sq ft in Glasgow, substantial upgrades to the group IT system and infrastructure as well as the installation of a new security system at all sites at a cost of £3.3-million.

The company now employs over 2,500 people. Importantly, since the year end, the management team has been further strengthened with the appointment of David Halford as beCogent's Business Development Director for Contact Centre Solutions.

In the current year, Mr Jenkinson highlights the recent formation of a new business unit called beCogent Insight Services to be managed by Martin Long, formerly Head of Business Consulting at IRI Infoscan and Commercial Director of dunnhumby where he was involved with the Tesco customer loyalty programme. This service will leverage beCogent's significant IT, data and direct marketing capabilities to provide clients with powerful strategic insights about consumer behaviour and product performance.

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The current year has started well but the Chairman reports that the outlook remains uncertain. With huge focus on cost and productivity, he expects more companies to consider outsourcing all or part of their activities as an efficient and cost effective solution. beCogent should be well placed to benefit from those actions. On the other hand, with lower economic activity, the company expects reduced volumes in some areas. As a result, the Chairman expects revenues to be broadly the same as in 2008.

#### beCogent Results Summary

All in £m	2008	2007	2006
Turnover	40.6	36.9	25.7
EBITDA	5.2	3.4	2.4

ends

**Further information from Dermot Jenkinson on 01236 628 100 or Michael Westmacott on 0131-319 1477.**