



26 March 2009

First beCogent Award Win of 2009!

Following on from the massive success on 2008, beCogent have done it again! The six time award winning outsource service provider has already scooped not one, but two top recognitions at the Scottish Local Employment Partnership (LEP) Awards, into only the third month of the year!

Local Employment Partnerships (LEPs) are a deal between Government and businesses to tackle the increasing recruitment and skills challenges of the labour market and economy. Working together to identify and release the untapped potential within local communities in an endeavour to secure sustainable employment for all, is the central philosophy of effective LEP partnerships and agreements.

Laura Rankine, HR Manager at beCogent said, "Through LEP we secure candidates with ready to work skills and a ready to work attitude, and we open up opportunities to a wider pool of talent. Proactive partnership working with Job Centre Plus (JCP) across all of our footprint sites, we are able to make a real difference to our employees, our business, our communities and our economy.

Laura continues, "Our staff are engaged, enthused, motivated and productive. By investing in our people, and promoting a culture of workforce development, we have been able to provide our staff with specific job related skills and competencies and more generic traits such as self-confidence and self worth."

The Scottish LEP Awards were held in February in Edinburgh and were designed to recognise and reward effective working partnerships with the JCP.

Press Release

From 6 categories beCogent won 2 awards - the 'Unlocking Talent' Award, given to a LEP employer who shows a commitment to developing their LEP workforce and excels at unlocking and nurturing talent; and the Special Award for 'Outstanding Achievement'. These regional awards result in the company being entered into the National LEP Awards (UK), to be held on 9th June in London.

beCogent's commitment to the LEP agenda is evident. They have implemented a dedicated recruitment hotline number only for LEP candidates, which enable them to monitor, evaluate and continually reassess their success with LEP. beCogent also organise fortnightly site visits for potential candidates all of which has helped to break down barriers and quash stereotypical views of contact centres. They have also adopted a variety of initiatives to help the transition from unemployment to sustainable employment.

Ends

Notes to Editors:

beCogent – founded in 1999 by entrepreneur Dermot Jenkinson, in response to the rapid expansion of the multi-billion pound call centre sector – has grown organically to become one of the UK's leading providers of outsourced customer contact services.

The Company, which turns over in excess of £40m, has developed a portfolio of high-profile clients that includes Virgin Media, J D Williams, John Lewis Direct, Traveline Scotland, House of Fraser, Fortnum & Mason and the National Australia Bank Group.

beCogent has significantly increased its workforce in the last 3 years, taking the total number of staff across all sites to circa 2,500.

Despite its rapid growth, beCogent – which operates contact centres in Airdrie, Kilmarnock, Erskine, and Glasgow continues to focus on development and engagement of its people resulting in a high-end customer service offering to its clients.

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