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beCogent appoints Martin Leven as IT director

Leading Scottish-based customer contact business beCogent has appointed Martin Leven as its new IT Director.

Martin, 36, has 20 years experience in the IT sector. During his career he has been IT manager at both PPL Therapeutics, the Roslin based biotech firm that cloned Dolly the Sheep, and Pharmaimaging group. Before taking up his position at beCogent he was director of technology at The Essentia Group, a Glasgow based contact centre specialising in health and lifestyle services.

Martin's role at beCogent will give him full strategic control of all information and technology assets within the company.

He said: "I am currently getting to know the team and the systems that we use. I have joined the company at the start of some major projects and helping the team deliver these will be my first major priority."

The role involves Martin being based in the company's Airdrie site, however he will be working across all beCogent's operations.

Martin continued: "The opportunity to lead the technology function in such an exciting and innovative company as beCogent is was difficult to resist. IT is often deemed as no more than a necessary support function and it is refreshing to find an entrepreneurial company that truly values the strategic and commercial benefits of investing in cutting edge technology.

"I was especially interested in the role at beCogent as the company has always valued technology and invested in it wisely. I was fortunate enough to meet the senior IT managers and other directors during the selection process and the calibre was exceptionally high – it made me very keen to be part of the team."

Jackie Lowe, HR Director at beCogent, said: "It is extremely pleasing that Martin has joined the team at beCogent – I'm positive that he will be a great asset to the company and its operations.

"IT is an integral part of our company and the role will see Martin taking control of all our IT operations, a position that he is more than qualified for, and overseeing the smooth running of our IT functions and team to produce the best possible results for our clients."

Ends.

Notes to Editors:

beCogent – founded in 1999 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.

Press Release



The Company has developed a portfolio of high-profile clients that includes Argos, 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 year creating nearly 1,000 new jobs, taking the total number of staff across sites to circa 3,000.

Despite its rapid growth, beCogent – which operates contact centres in Airdrie, Kilmarnock, Erskine, and Glasgow – has never lost sight of its ethos of making the right recruitment decisions, continually developing its staff and instigating initiatives to sincerely engage with them.

Issued by Beattie Communications (www.beattiegroupp.com) on behalf of beCogent

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Press Release