



25 February 2010

### **beCogents Glitzy 'Oscars' Event**

Staff at Scottish-based contact centre beCogent followed by example after proudly seeing Chairman, Dermot Jenkinson pick up the accolade of Entrepreneur of the Year at the Entrepreneurial Exchange Awards in November. Fourteen of the firm's top performing employees were rewarded at the Company's glitzy annual Oscars event, held in Tiger, Tiger, Glasgow in January.

The event was attended by over 1000 staff from beCogents four sites in Airdrie, Glasgow, Erskine and Kilmarnock and for the second year running was hosted by comedian Fred MacAulay.

As employee engagement is so crucial, beCogent treat staff to complimentary food and drink on the night, along with providing entertainment such as a magician, caricaturist and casino tables.

Over forty exceptional employees were shortlisted for one of the fourteen award categories, which included advisor of the year, manager of the year, support person and support team of the year, the WOW award and the Chairman's award for special recognition.

Alex Armit, an Operations Manager within beCogent and winner of the Chairman's Award said, "Receiving the Chairman's Award at this year's Oscars has been my proudest moment in the time I've worked with the company!"

Back in 2001 when I first started as an agent in beCogent this level of recognition would only have been in my wildest dreams but this just shows if you work hard and remain committed, anything is achievable. I have gained invaluable knowledge and experience in my time with the company and have progressed through the ranks to my current role as Operations Manager, the company itself is a fantastic employer and I'm very proud to be associated with them.

Throughout my nine years with beCogent I have managed to achieve perfect attendance in each and every one which is testament to the people employed by the company who make every day a joy. I take this opportunity to recommend beCogent to any individual out there looking for employment or a career.

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I would like to thank the company for their continued support and feel honored to have received this award.”

Jackie Lowe, Director of Human Resources at beCogent said, “Our Oscars were a fantastic celebration of the achievements of our staff – everyone who won an award truly deserved the recognition and those who didn’t win an award on the night certainly deserved a great evening of celebration to thank them for their hard work and efforts too.”

She continued, “A beCogent employee provides contact centre services to some of the most prestigious blue-chip companies in the UK, we believe that they should be recognised for the exceptional service they provide and that is why we hold these annual awards. It also gives everyone the chance to let their hair down and enjoy themselves for the night!

beCogent appreciates how crucial it is to retain talented and dedicated staff in the business, every one of them has contributed to our significant growth in recent years, which is why we are delighted that they can celebrate with us in style.”

**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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