



September 2008

## beCogent's double victory at National Business Awards

Leading contact centre provider beCogent shone at the National Business Awards after scooping two of the top accolades.

The Airdrie-based company picked up the Employer of the Year award at the annual National Business Awards for Scotland and Business of the Year at the ceremony held at Glasgow Hilton Hotel last night (Thursday).

The awards are designed to recognise success, innovation and ethics embracing businesses of all sizes across Scotland with fierce competition across diverse sectors.

Judging is based on stringent criteria in order to recognise the organisation that best demonstrates how stimulating and supportive workplaces, and the active development of all employees through human and supporting resources, can play a key role in the company's commercial success.

The expert panel said that this year's competition was the hardest to date, but were impressed with beCogent's 'exceptional financial returns, strong growth and innovation strategies.'

Since launching in 1999, beCogent has fast become one of the UK's leading outsourcers. The largest employer in North Lanarkshire, beCogent has a growing workforce of more than 3000 across its Glasgow, Airdrie, Kilmarnock and Erskine contact centres.

Jackie Lowe, HR director at beCogent, said: "To be recognised at the National Business Awards as Business of the Year and Employer of the Year is a massive achievement and we are thrilled to be celebrating this double victory.

"beCogent is committed to providing not only a fabulous working environment, but also development opportunities to all staff members. A significant number of employees have gone on to realise their aspirations and potential within the business as a result of the opportunities that exist here for them.

"In return, we have a loyal, committed, and hard-working workforce that together have achieved significant growth, with revenues more than doubling in the last three years.

"We do our utmost to give back to our staff and the local communities in which we operate, and the award is a fantastic incentive for us to continue doing so. These awards are a wonderful accolade and testament to the hard work and efforts of our employees."

beCogent has a growing blue-chip client portfolio that includes John Lewis Direct, House of Fraser, Argos, Virgin Media, JD Williams and the National Australia Bank Group.

John Devlin, beCogent's commercial and operations director, added: "We have brought a number of prestigious UK-wide brands on board recently, and have secured contract extensions with several key clients. This is testament to the hard work and unrivalled service levels offered by everyone in the beCogent team, and our unique approach to building long-term client relationships.

"Going forward, this award win proves we are currently in a position of real strength and there is no doubt that we will use it as a platform for further significant growth and success."



Press Release

**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.

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](http://www.beattiegroupp.com)) on behalf of beCogent**

**For further information please contact:**

**Kimberley Hamilton 01698 787858**  
[kimberley.hamilton@beattiegroupp.com](mailto:kimberley.hamilton@beattiegroupp.com)

**Press Release**