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## **beCogent announces seven figure contract with Fortnum & Mason to create 35 new jobs**

Leading Scottish-based contact centre provider, beCogent, is delighted to announce it will be working in partnership with one of the UK's most high-profile retailers, Fortnum & Mason.

The three-year contract will see the company manage Fortnum and Mason's customer service, orders and enquiries for the fast-growing home shopping business– including their world-famous Christmas hampers.

The multi-million pound contract will see the creation of 35 new highly-specialised jobs.

John Devlin, beCogent's Commercial and Operations Director, said: "This is a fantastic and prestigious contract win for us and highlights our successful track record and reputation when yet another globally-recognised firm is willing to entrust us with their business.

"Fortnum & Mason are intrinsically associated with exceptionally high quality products and service and this partnership will further develop our capabilities in the prestige retail sector as well as providing up to 35 higher quality and more specialised customer service positions."

"We are absolutely delighted to be associated with such a world-class brand name. Fortnum & Mason have just recently celebrated their 300<sup>th</sup> birthday with a stunning refurbishment of their Piccadilly store and we are confident that beCogent will play a significant part in delivering future success to the business."

Fortnum & Mason Commercial & Marketing Director Alison Jordan, said: "At Fortnum & Mason we pride ourselves on the standards of service we offer to all customers, and so we were careful to ensure we chose a partner who shared these goals., . beCogent convinced us they will do everything possible for our customers and treat them with the courtesy and expertise they expect from Fortnum & Mason."

**Ends**

**Issued by Beattie Communications ([www.beattiegroupp.com](http://www.beattiegroupp.com)) on behalf of beCogent.**



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Notes to Editors :

beCogent has developed a retained portfolio of high-profile clients that includes John Lewis, Argos, Virgin Media, JD Williams, Traveline Scotland and the National Australia Bank Group.

**Press Release**