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## **BECOGENT SECURES £2MILLION HOUSE OF FRASER DEAL**

Leading Scottish-based contact centre operator beCogent has secured a prestigious contract with House of Fraser.

The three-year, two million pound deal will see beCogent expand its Airdrie operation, and take on a further 30 employees to its growing workforce of 2,500 employees across sites in Airdrie, Erskine and Kilmarnock.

beCogent will provide a specially tailored service for the leading department store group and will supply staff, training and infrastructure to facilitate customer orders and enquiries based around House of Fraser's new website [www.houseoffraser.co.uk](http://www.houseoffraser.co.uk). The implementation has involved the co-ordination of a number of different customer management systems.

Named Employer of the Year at the Orange National Business Awards for Scotland in 2006, and shortlisted for the Investors in People Workplace of the Year 2007, beCogent has developed a retained portfolio of high-profile clients in the retail, finance, and telecommunications sectors.

John Devlin, commercial and operations director at beCogent, said: "Securing this contract is a significant success for beCogent. House of Fraser is a quality UK retailer with extremely high principles and we are proud that we are able to offer a service that meets with its standards. Bringing such a prestigious client on board is testament to the hard work and unrivalled service levels offered by everyone in the beCogent team".

"beCogent is looking to develop its already strong relationship with House of Fraser and work closely with the organisation to provide the best possible service for their customers."

beCogent was founded in 1999 in response to the rapid expansion of the multi-billion pound call centre sector. It has grown organically, with support from Scottish Enterprise, to become one of Europe's leading providers of outsourced customer contact services.

**Ends**

**Notes to editors:**

House of Fraser is a premium department store chain with 61 stores across the UK & Ireland. Founded in 1849, it was acquired by the Highland Group in November

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2006. The portfolio includes some of the world's most famous brands, from Chanel and Estee Lauder to Prada and Max Mara.

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

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