



08 December 2008

beCogent Win ROCCO Award

Erskine based contact centre beCogent have been voted Renfrewshire's outstanding performing business for companies with over 25 employees.

They beat stiff competition to win the ROCCO award, which this year attracted a record number of entries.

The ROCCO judges praised the drive and ambition of the company, citing them as an outstanding example of a growing business leading the development and diversification of Renfrewshire's economy.

It has been a time of celebrations for the staff at beCogent as they also celebrated picking up the prestigious Employer of the Year Awards at the Orange National Business Awards for UK.

The winning of these, and many other awards this year, show that beCogent must be doing something right. Director of HR Jackie Lowe comments, "It's simple really. We do appear to be the only large contact centre in the UK to have adopted this unique recipe for success."

"For example, there are 'career opportunities' for all employees through a competency-based training structure. Supporting this we have created our own in-house Academy offering development opportunities to all staff. We also operate a fastrack programme which is supported by senior mentors. We also have advanced performance management, reward, and recognition' initiatives to encourage a high performance culture. But, none of this would work without an element of fun. And underpinning these principles, we encourage our employees to get involved, to be empowered and to make a difference.

Another positive impact has been the appointment of new head of site for Erskine & Glasow sites, Justene Donnelly, who has been with beCogent since April 2008. Justene joined the Company with 14 years experience in call centre management, is responsible for the delivery of many of beCogents large, blue-chip clients, such as John Lewis Direct, Tiscali

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and a well known DIY retailer,. Justene comments, “ The people we have in our team are critical to the success of our contracts here in Erskine and have been instrumental in the winning of this fabulous award. I can honestly say we have a wonderful team, in all of our projects and we aim to make beCogent an ever better place to work, develop and succeed in 2009. I am absolutely delighted to be a part of it.”

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 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 3 years, taking the total number of staff across all sites to circa 3,000.

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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