



08 October 2009

## **Silver surfers at beCogent!**

As part of their Corporate Social Responsibility strategy, Scottish based outsourcer beCogent offers a two-day training course in basic computing skills, completely free of charge, to retired ladies and gentlemen from the local area.

The course is designed by beCogent's in-house Learning & Development team and teaches participants about general P.C usage, how to surf the Internet and how to send and receive emails.

The latest group of trainees has just completed their programme with great results and are looking forward to putting their new skills into practice. This is extremely beneficial for those who have families living abroad as they can now email and chat to their loved ones at just a click of a button.

This is fifth Silver Surfers course to run since 2007, with over 40 locals from the surrounding areas taking part.

Feedback has been really positive with many recommending others in the Airdrie and Coatbridge area to take advantage of this fantastic learning opportunity.

Bill Pettigrew, from Coatbridge, thoroughly enjoyed the course and said, "I must thank you for inviting me onto your Silver Surfers course, it has been most helpful to understand the working of computers and hopefully to carry on what I have learned."

To enrol on beCogent's next Silver Surfers course please contact Edna McElroy, CSR Coordinator, beCogent Limited, Victoria Place, Airdrie, ML6 9B, or call 05511 452713.



The picture shows, left to right, Lynne Ferguson and Andy Carswell, beCogent trainers, Bill Pettigrew, Ruby Johnston, Joe Zambonini and Robert Cook, Silver Surfers delegates.

## **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 four 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.

**Issued by beCogent Ltd**

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