

Loot announced winner of the 'European Call Centre of the Year' Award

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Winners of European Call Centre of the Year Awards announced last night.

Birmingham, 17 September 2003. Last night the achievements of call & contact centres and professionals throughout Europe were celebrated, recognised and rewarded at the 8th European Call Centre of the Year Awards 2003.

The Awards, organised by CCF magazine (Call Centre Focus) and sponsored by BT Retail, were presented last night at a Gala Awards Dinner at the Hilton Metropole Hotel, Birmingham, UK. The Awards are held in conjunction with Call Centre Expo 2003 and ASC telecom SmartContact Centre was announced Best Product of Call Centre Expo UK 2003.

"Each year the strength of the entries increases, which is a fantastic reflection of the success of the call & contact centre industry," explains Adam Clark, Publisher of CCF magazine. "The awards, judged by an independent panel of leading professionals from various consultancies, industry associations and media, recognise best practice across the industry. The awards ceremony itself provides organisations the opportunity to be commended for their achievements and the role they play within the industry."

The winners of the European Call Centre of the Year Awards for 2003 are as follows:

Best Call Centre Recruitment Practice, sponsored by Call Centre Focus
NatWest Royal Bank of Scotland

Best Call Centre Training, sponsored by BTEC from Edexcel
PCServiceCall

Best Call Centre Culture, sponsored by The Procter Consultancy Ltd
CIGNA International

Best Call Centre Environment, sponsored by Sky
NHS24

Best Outsource Relationship, sponsored by Call Centre Focus
d+s online AG

Best Customer Experience, sponsored by Academee
Linklaters IT Support

Best Customer Management Programme, sponsored by Direct Dialog
Broadsystem Ltd

Best Use of Technology, sponsored by Invest Northern Ireland
Finansbank Call Centre

Best Call Centre Under 50 Seats, sponsored by Call Centre DataFile
The Phone Room

Best Call Centre Improvement in Performance, sponsored by Calcom Group Ltd
Shell UK

Call Centre Advisor of the Year, sponsored by Verint Systems UK Ltd
Jane Greenwood - Budget Insurance Services

Call Centre People Manager of the Year, sponsored by Search Consultancy Ltd
Maurice Whelan - Vhi Healthcare

Call Centre Support Professional of the Year, sponsored by Call Centre Focus
Allan Pearson - Ventura

Campaign of the Year, sponsored by Call Centre DataFile
CPM

Industry Champion, sponsored by BT Retail
Sandra Procter - Managing Director - The Procter Consultancy Ltd

Judges Special Award, sponsored by Call Centre Focus
beCogent Ltd

Best Product of Call Centre Expo UK 2003, sponsored by CMP Information
ASC telecom SmartContact Centre

European Call Centre of the Year, sponsored by BT Retail
Loot Contact Centre

European Call Centre Professional of the Year, sponsored by BT Retail
Tulay Gungen - Yapi Kredi Call Centre

About Call Centre Expo

To register for free entry to the event, visit www.callcentre-expo.com. Call Centre Expo 2002 took place from 17-18 September 2002 at the NEC Birmingham. The 2002 event saw an increase in attendees, with 7,911 (subject to ABC audit), compared to 7,717 attendees for 2001 (ABC audited). Since its launch in 1999, Call Centre Expo has seen phenomenal and continued growth from exhibitors, visitors and conference delegates alike.

About CMP Information

CMP Information is the UK headquartered professional media division of United Business Media plc. Operating in the UK, US, Asia and Europe, CMPi delivers integrated media solutions to specialist B2B vertical market sectors. Its products including magazines, exhibitions, conferences, awards, directories and websites are targeted at business professionals across a focused range of markets; these include

Healthcare, Property, Entertainment, Travel, Agriculture, IT & Games and Print.

Amongst its well-established brands are industry leading publications including Pulse, Travel Trade Gazette, Building Design, Property Week, Building, Music Week, and Chemist & Druggist. It also has a number of exhibitions recognised as the pre-eminent events in their respective market sectors. These include CPhI, FIE, The Furniture Show, ATC, Confex and IFSEC.

CMPi has recently completed a number of acquisitions to strengthen its media portfolio for the built environment, these included acquiring the remaining 50% of Property Media, the publisher of Property Week in April; the acquisition of the interior Design Handbook in May; and the purchase of the Builder Group and Barbour Index in July, the best-known names in publishing and information services for the building, architects and facilities management sectors. These acquisitions totalled over £83m and have propelled CMPi to the leading media company in the built environment sector.

In the first half of 2003, CMPi's revenues totalled £58.7m.

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