

Garlands Call Centres Strengthens Management Team

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David Ewing, 43, has joined Garlands Call Centres as Client Services Director and as a member of the board. Ewing brings over 15 years customer service and telesales knowledge to Garlands and a mix of both in house and consultancy experience.

Prior to joining Garlands, Ewing worked for Customer Service Partners, a leading international customer service consultancy. His in house experience includes: Freeserve, where he was responsible for implementing a broadband service strategy and enhancing account management skills across a number of contact centre sites; Vodafone, for whom he developed strategies and customer service operations in Egypt; Thus, where he was a Customer Service Director; British Gas; and Scottish Water.

“It’s an extremely exciting time to be joining Garlands” says David Ewing “Garlands has fast gained a reputation as a customer service and telesales thought leader – especially for its refreshing approach to delivering exceptional service and for the way it holistically develops its people within the workplace. Yet the company still has ambitious targets – not least of which is to challenge people’s customer service expectations and to take customer experiences to new places”.

“We’re delighted to have David on board” says Chey Garland, Chief Executive of Garlands Call Centres. “His experience, vision and common sense approach to customer service and telesales delivery are important skills we’ll need as we move forward, helping us to strengthen links with our clients, develop our teams and our people and generally grow and strengthen the business”.

About Garlands

Garlands Call Centres is the UK’s leading provider of outsourced customer contact services via phone, email and the Web. Garlands’ services range from customer service to outbound customer acquisition, debt collection, customer retention, technical assistance, cross selling, upselling, staff accounts, activations, credit management, customer registrations and customer lifecycle management.

The company has a blue chip client list that includes leading businesses in the telecoms (mobile and fixed), utilities, Internet services, multi media entertainment and financial services industries. It provides a truly integrated multichannel contact handling capability with the ability to manage customer contacts via phone, email and the Web as a single queue and in accordance with user-defined business rules.

Garlands believes that people are the key to delivering superlative customer service. It provides

comprehensive and innovative programmes with a holistic focus to develop the skills of its staff - programmes that extend beyond the call centre and into the local community.

The company owns three prestigious contact centre sites, two in Hartlepool Marina and one in Middlesbrough town centre. With 1900 personnel, Garlands is the second largest private employer in the Tees Valley.

Garlands was named 'Best Large UK Contact Centre' at the 2002 National Customer Service Awards and won a Special Commendation for HR Excellence at the 2003 HR Excellence Awards. Garlands Chief Executive, Chey Garland, was named 'Business Services Entrepreneur of the Year' at the 2002 Ernst and Young Entrepreneur of the Year Finals and 'Best Business Leader' in the 100+ employee category at the 2002 Sage Business Awards.

For further media information, please contact:

Michael Gray

Garlands Call Centres

Tel: 020 8744 9168

Email: michael.gray@cjgarland.com