

# Garlands appoints new IT Director

Submitted by: Gray Associates

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Garlands Call Centres announces today that Chris Colyer has joined the company as IT Director, responsible for Garlands' IT and telecommunications systems and the future direction of its IT strategy.

Chris joins Garlands from CosmoCom, the leading provider of all-IP universal access contact centre systems, where he was the global Vice President for Technical Operations.

Chris will have responsibility for Garlands' extensive portfolio of leading-edge technology solutions that includes recent investments in Cisco IP contact centre technology, Aspect Workforce Optimisation software and HP Blade Server platforms at its Hartlepool, Middlesbrough and Stockton sites. He will also have responsibility for ensuring that Garlands' IT systems meet both current and future business requirements of Garlands' internal and external customers.

Based 100% in the Tees Valley, Garlands serves a blue chip client base of companies in the telecoms (fixed and mobile), travel, utilities, internet services, multi media entertainment and financial services sectors. The company currently employs around 2800 personnel.

Prior to joining CosmoCom in 1999, Chris enjoyed a distinguished 10 year career at Nortel where he held a number of international Director positions in technology and strategic marketing/business development.

"We're delighted to welcome Chris on board" said Chey Garland, Chief Executive of Garlands Call Centres. "Technology is playing an increasingly important role at Garlands, ensuring that we're able to efficiently manage customer contacts by phone, email, SMS and interactive TV, as well as gather information that will help us enhance future customer experiences. I believe that Chris' extensive experience in implementing leading edge IP-based voice and data solutions will be invaluable to us moving forward".

## About Garlands

Garlands is a leading UK provider of outsourced customer contact services via phone, email and the Web. In December 2004, it was named Marketing Magazine's UK Contact Centre of the Year.

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, customer lifecycle management and many other back office functions.

Garlands believes that people are the key to delivering superb 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. Garlands Call Centres received a Special Commendation for HR Excellence at the 2003 HR Excellence Awards. Garlands was also named 'Tees Valley Company of the Year' at the 2004 Tees Valley Business Awards.

Garlands owns five prestigious contact centres, three in Hartlepool Marina, one in Middlesbrough town centre and a new Contact Centre Village in Stockton.

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