

# Ventrica takes home 'Silver' at the European Contact Centre & Customer Service Awards for its partnership with New Look

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Outsourced customer contact centre Ventrica (<http://www.ventrica.co.uk>) is celebrating after securing a Silver award in the 'Best Outsourced Partnership - large' category at the prestigious European Contact Centre & Customer Service Awards 2018 (ECCCSAs) (<https://www.ecccsa.com/>). The ceremony was held last Tuesday night at Battersea Evolution in London and hosted by TV personality, Fiona Bruce.

Founder and CEO of Ventrica, Dino Forte commented, "We are so delighted and honoured to win Silver for 'Best Outsourced Partnership'. I am so proud of all the New Look team and their 100% dedication which has led to this award. The ECCCSAs is a fantastic event that rewards the tireless efforts of the contact centre and customer service industry as a whole and it is also a great way of thanking both our staff and clients for the incredibly hard work that goes on behind the scenes during what has been both a challenging but hugely successful year."

The ECCCSAs for 2018 were handed out at a glittering awards dinner at Battersea Park's Evolution in London on 27th November attended by 1,200 leading figures from the contact centre and customer service industry who came to see entrants from 19 countries compete for the crown of best in Europe in 27 categories. The award was presented to the Ventrica and the New Look team by host Fiona Bruce and special guest Sir Ranulph Fiennes, the world's greatest living explorer.

Special relationship – Ventrica and New Look (<https://www.newlookgroup.com/>)

Alice Bagg, Service Delivery Manager at New Look explains why the partnership with Ventrica has worked so well, "The key reasons why the partnership has been successful rests on both mutual respect and communication. New Look has put 100% faith in Ventrica and they in turn have understood that it isn't always business as usual and have gone beyond our expectations in terms of flexibility and commitment.

They have supplied innovation and resilience to overcome the ups and downs of the retail industry and always find new ways of doing things that will benefit the business, enthuse staff and of course connect with loyal customers. Both sides are totally in tune with each other and this is conveyed in the many projects, achievements and innovations we've jointly achieved over the last 12 months. Quite simply, working with Ventrica makes my job easy."

Ventrica's year

Due to the continued rise in demand for high quality on-line customer service, Ventrica continued its double digit growth in 2018 and saw its staff numbers soar from 450 to 600. In June, Ventrica's Nick Upton won a Gold award at the UK National Contact Centre Awards 2018, picking up the top accolade in the Individual awards category of 'Resource Planning Manager'. Meanwhile Ventrica's IT Team went home with a Bronze award for the 'Contact Centre Support Team of the Year' category. In October, Ventrica announced that it had attracted a £9 million investment from Mobeus Equity Partners to support future expansion and growth.

## About The European Contact Centre and Customer Service Awards (ECCCSAs)

The European Contact Centre and Customer Service Awards (ECCCSAs) are the largest and longest running awards in the customer contact industry.

Highly regarded for the integrity and credibility of the judging process, with high calibre judges that are handpicked for their experience and knowledge. These judges can recognise organisations that are leading the way in delivering exceptional service to customers.

These organisations value their people, continually innovate to improve the customer experience, and operate efficiently and effectively.

Chair of the Judges, Ann-Marie Stagg, said of the winners, "It was a delight to see those that have worked so hard get the recognition they deserve. Each finalist went through a thorough two stage process, including face-to-face panel judging and site visits. We strongly believe in the importance of a robust process so that winning an ECCCSA means you know that your initiative really is the best of the best."

In 2017 Ventrica won Gold at the European Contact Centre and Customer Service Awards for 'Best Outsourced Contact Centre' and in 2015 also won a Silver for its work with Purplebricks in the 'Best Outsourcing Partnership' category.

For a list of all the categories and winners visit: <https://www.ecccsa.com/2018-winners/>  
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Editor's notes:

### About Ventrica

Ventrica is an award-winning, outsourced contact centre business that delivers omni-channel and multi-lingual customer service for blue chip brands. Continual investment in globally leading technology allows Ventrica to provide a truly omni-channel customer experience that encompasses calls, email management, web chat, instant messaging and social media into one integrated and unified solution.

The company is headquartered in Southend where it operates from spacious, hi-tech and modern offices, placing significant emphasis on the comfort and well-being of its staff. Ventrica shares the same passion about its customers' business as it does for its own and continually strives for quality and consistency of service delivery.

Ventrica has significant experience of providing customer management and sales across an array of industries, including, Retail, Insurance, Finance, Health, Transport, Real Estate, Leisure, Hospitality, Construction and Publishing. In particular Ventrica is well-known for its eCommerce expertise particularly within fashion retail.

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