



MEDIA RELEASE

Ascensos Isle of Wight named Europe's number one

Contact Centre Support Team

Ascensos, the Scottish-based contact centre management specialist, last night (Tuesday 27 November) landed an inaugural award at the European Contact Centre & Customer Service Awards.

The event held in London's Battersea Park saw the Ascensos Isle of Wight office awarded Europe's Best Contact Centre Support Team celebrating the start-up team for successfully establishing the first ever contact centre on the island.

The start-up team was recognised for its operational day to day support at the £1 million facility and also the rapid progress made on the island during its first 12 months.

Ascensos opened the doors to its Isle of Wight centre in September 2017 and it is now one of the island's biggest employers. The initial success of the contact centre saw the team hire around 300 new employees in its first three-months while Isle of Wight Council has valued Ascensos' contribution to the local economy at £35 million.

The experienced Ascensos start-up team trained local replacements to take over the management of their various specialities allowing the business to continue to grow locally and organically. This has helped create hundreds of stable jobs meaning young people don't have to leave home to find work on the mainland, keeping families and communities together.

Press release for immediate use
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The Isle of Wight contact centre has also partnered with local charity the 4Ps, a life changing community programme for young people. Ascensos supports this group with work placements in the contact centre, volunteer support and fund raising.

Ascensos is a specialist contact centre business that manages bespoke and specialised multi-channel customer contact solutions, including social media customer engagement and insights for a range of blue chip retailers.

John Devlin, CEO of Ascensos, said: “At Ascensos our people are at the heart of what we do and the dedication of our start-up team on the Isle of Wight over the last twelve months has seen the contact centre grow to be one of the biggest employers on the island.

“We are extremely proud of the positive impact we have had on the island so far and this award recognises the determination of everyone at Ascensos to ensure our Isle of Wight contact centre continues to go from strength to strength.”

Ends

28 November 2018

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