

KenCall nominated for the 2009 Non - European Call Centre of the Year award

By Buffalo Communications

Dated: Aug 24, 2009

- *KenCall set to scoop another impressive win in Business outsourcing.*

The CCF European Call Centre Awards judges' panel has nominated KenCall, Kenya's most successful contact centre as a finalist for the Non European Call Centre of the Year award category. The awards ceremony will be held in September 22, 2009 at the Hilton Birmingham Metropole in the UK. This is the second time that KenCall is being shortlisted having won last year under the same category. The competitors that KenCall will contend with for this year's award are: 24/7Customer, India, Intelenet Global Services, India, Ken Tech Data, Nairobi, Logica, India and Telkom, Centurion, South Africa.

The CCF European Call Centre Awards recognise industry best practice, and there are some twenty different categories ranging from Best Use of Technology and Best Multimedia Strategy to the European Call Centre of the Year and CCF Industry Champion awards. Last year's winners included organisations such as beCogent, British Gas, Capita, Homeserve and Lloyds TSB.

Speaking after winning the award last year, Nik Nesbitt, CEO KenCall commented.

"It was an absolutely incredible feeling getting off the plane from London in Nairobi knowing that we were bringing home to Kenya our team's award for the best non-European Call centre. Winning the award has completely boosted our self confidence, given us that extra bounce in our step and raised the roof on just how high we believe we can soar. It's simply great. We are ready to go!"

The awards ceremony is a reputable and prestigious event where business leaders from all over the world meet and network. This undoubtedly creates an important opportunity for business leaders to know who the players are in different fields and locations and how well they are doing for the purposes of economic partnerships. Commenting about the overall planning and execution of the awards last year many participants and attending delegates felt that the event was well executed and left looking forward to this year's event.

The process of nomination for hopeful organizations has been highlighted as a motivating factor for facilitation of internal reviews on how companies carry out their mandates and also continuously improve their functions.

Emerging the winner brings both reputational and commercial benefits to the winning organization. Because as an international event, the award ceremony hosts many business leaders from all over the world thus providing the platform for a company like KenCall to increase its international profile and create an incredible reputation which could lead to many business opportunities.

KenCall is looking to win the Non European Call centre Award a second time and Nik is confident that this can be done. Speaking about the nomination he said.

'We are very pleased to be considered for this year's CCF's Non European Call Centre award, which stands as a tribute to our outstanding performance in the European Call Centre community. It is a reflection of our strong determination to be a global company, and the continuous effort we have invested in the European market which is exactly what KenCall is aiming to do - assist companies across the globe to provide the very best experience to their customers.'

KenCall has developed a prestigious and growing client base within East Africa over a four year period and built a proven track record of success, which it is currently using as a platform to launch its next strategic growth phase to compete at a world class level and further penetrate the UK outsourcing market.

ENDS

Editors Notes

About KenCall

KenCall is Kenya's largest and most successful contact centre operating globally and providing call centre and Business Process Outsourcing (BPO) services to organizations around the world.

KenCall operates employs over 600 staff in a state of the art contact centre in Nairobi serving clients including Orange. The company has offices around the world including the US and UK. KenCall is an award winning contact centre having received the accolade of Best Non-European Contact Centre in the European CCF Awards 2008, and the Legatum Award for African Entrepreneurship recognising its impressive growth and innovation within the African continent

Press contacts

Toby Brown/ Morgan Fitzsimons

kencall@buffalo.co.uk

020 7292 8691

Category	Business
Email	Click to contact author
Phone	0207 292 8680
Fax	020 7287 2905
Link	http://prlog.org/10319738



Scan this QR Code with your SmartPhone to-

- * Read this news online
- * Contact author
- * Bookmark or share online