



Annual subscription to UK Contact Centre Directories

Offer highlights

- Unlimited access to over 17,000 key decision-makers and influencers at all levels of the business, in over 3,400 UK contact centres
- Full, on-demand databases provided to your specification, when you need them
- One-off annual subscription payment of £3,500

Directory offerings:

The UK Contact Centre Operations Directory is an accurate and extensive database of contact centre operations in the UK. It is used as a sales and marketing tool by suppliers of products and services to the contact centre industry, including hardware and software providers, telcos, training and recruitment companies and other businesses for which contact centres represent a target market.

Operations Directory (19th edition) - released October 2009

- Over 11,500 unique named key contacts at operational level (Contact Centre manager/director, IT, HR, Training, Telecoms, Equipment buyer)
- Over 3,400 UK contact centres
- Previously £4,500 for a full edition, single-copy

The UK Contact Centre Executive Directory is a bespoke database of senior personnel within around 900 UK businesses that run significant contact centre operations. It is a sister database to the UK Contact Centre Operations Directory, and has been created to aid the sales and marketing efforts of those solution providers who wish to target Director and Executive-level contacts, rather than solely operational management.

Executive Directory (11th edition) - released October 2009

- 5,500 unique senior contacts (above the level of the Operations Directory) in UK businesses (including CEO, Overall head of Operations, Sales and Marketing, Customer Services, Finance, IT)
- Around 900 UK businesses
- previously £3,750 for a full edition, single-copy

Clients may rent the entire list or choose smaller extracts to suit their needs.



Proposition:

We can provide you with unlimited access to the most recent versions of the two UK Contact Centre Directories, in their entirety, on heavily-discounted basis, or you can choose specific extracts. You will have the most up-to-date intelligence available, meaning there is a greater chance of communicating your sales and marketing messages to the right decision-maker.

For the full subscription, you pay a single annual fee of £3,500 for unlimited, on-demand use of the most recent versions of both directories for a 12-month period. (The former subscription price for full access to both databases was £12,000). As a subscriber you will have instant access to over 17,000 unique key decision-makers within the UK contact centre industry.

Alternatively, tell us your requirements and we will give you a bespoke count and quote.

Advantages for the solution provider:

- No need to scabble round for budgets. A one-off payment secures unlimited 12-month access to the directories.
- Both the Operations and Executive Directories are telephone-verified twice a year.
- Ongoing research programmes mean that you can request the most up-to-date versions at any time.
- Records are supplied with company name, postal address, telephone number. Over 70% of contacts have an e-mail address.
- Your sales and marketing teams receive unprecedented levels of knowledge about the contact centre operations, including its size, vertical market, inbound/outbound activity and the type of calls it makes/receives.
- You may segment the directory by job function, vertical market, contact centre size or region if required.
- Freshest data possible with 6-monthly updates and 2-month mini-updates on request.
- No additional databases will be required; the subscription will cover all of your yearly prospect data requirements.
- You may use the data **as many times** as you wish over a 12-month period. Terms of use can be found here www.contactbabel.com/terms.htm

For more information please contact:

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THE UK CONTACT CENTRE OPERATIONS DIRECTORY - SPECIFICATION SHEET

Edition: 19th (October 2009)

Research carried out: Aug - Sep 2009

Description: Database of 3,420 UK contact centres and their operational management

Table 1: Contact centres by vertical market

Vertical market	Contact centres
Engineering & Construction	40
Entertainment & Leisure	84
Finance	343
Food & Drink	67
ISP	39
IT	257
Manufacturing	358
Medical	54
Motoring	59
Outsourcing & Telemarketing	256
Printing & Publishing	155
Public Services	696
Recruitment & Training	21
Retail & Distribution	343
Services	296
Telecoms	94
Transport & Travel	208
Utilities	50
Total	3,420

Table 2: Contact centres by agent positions

Contact centre size (APs)	Contact centres
<6	68
6-10	659
11-24	739
25-50	662
50-100	451
100-150	196
150-200	87
200-250	87
250-500	156
500-1000	83
1000+	57
undisclosed	175
Total	3,420

Table 3: Contacts by job title /role and email

Job title / role	Contacts	Email addresses
Contact centre manager or equivalent	2,625	2,037
Contact centre director or equivalent	789	645
HR manager	1,899	1,511
Training manager	883	680
IT manager	1,878	1,501
Equipment buyer	860	715
Telephony manager	682	532
MD / CEO / Senior contact	730	544
Senior Operations Contact	153	115
Senior IT Contact	260	201
Senior Finance Contact	95	73
Senior HR Contact	252	195
Senior Marketing Contact	54	40
Senior Sales Contact	92	75
Miscellaneous	396	284
Total	11,648	9,148

NB: email accuracy cannot be guaranteed.

Pricing: Extracts are charged at 90p per contact centre, plus 20p per additional contact at that site. Based on 12-month unlimited use rental.

For orders over £3,500 in value, the Annual Subscription pricing applies - purchasers receive the entire Operations and Executive Directories, plus all updates for 12 months, for a one-off payment of £3,500.

Minimum order value: None

Cost of count / delivery: None

Terms: unlimited usage for 12 month period

Delivery format: immediate, as Microsoft Excel or CSV file

Specification correct as of: October 13th 2009. All figures subject to change without notice. [Terms of use are available here.](#)

For counts and quotes, contact Steve Morrell - smorrell@contactbabel.com - 01740 629835.

THE UK CONTACT CENTRE EXECUTIVE DIRECTORY - SPECIFICATION SHEET

Edition: 11th (October 2009)

Research carried out: August-September 2009

Description: Database of 5,557 senior contacts in 885 UK businesses with significant contact centre operations.

Table 1: Contacts by vertical market

Vertical market	Contacts
Engineering & Construction	49
Entertainment & Leisure	131
Finance	1,174
Food & Drink	104
ISP	39
IT	304
Manufacturing	384
Medical	61
Motoring	80
Outsourcing & Telemarketing	413
Printing & Publishing	258
Public Services	356
Recruitment & Training	26
Retail & Distribution	756
Services	449
Telecoms	219
Transport & Travel	531
Utilities	223
Total	5,557

Table 2: Contacts by agent positions

UK agent positions reported by company	Contacts
Under 50 agent positions	526
50-100 agent positions	2,117
100-250 agent positions	1,360
250-500 agent positions	771
500 - 1,000 agent positions	299
1,000+ agent positions	292
Not specified	192
Total	5,557

Table 3: Contacts by job title /role and email

Job title / role	Contacts	Email addresses
CEO/MD	926	618
Operations	699	501
IT	729	526
Finance	769	560
HR	769	556
Customer Service	635	454
Marketing	671	466
Sales	359	235
Total	5,557	3,916

NB: email accuracy cannot be guaranteed.

Pricing: 60p per contact. Based on 12-month unlimited usage rental.

For orders over £3,500 in value, the Annual Subscription pricing applies - purchasers receive the entire Executive and Operations Directories plus all updates for 12 months, for a one-off payment of £3,500.

Minimum order value: None

Cost of count / delivery: None

Terms: unlimited usage for 12-month period

Delivery format: immediate, as Microsoft Excel or CSV file

Specification correct as of: October 13th 2009. All figures subject to change without notice.

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