

Cabot Credit Management Secures its Third Award as 2020 Comes to a Close

Recognition for a multitude of strengths across the company

Xx February 2021 – Cabot Credit Management (Cabot), a market leader in European credit management services, won three awards during the second half of last year which highlighted different strengths of its business. For its overall approach it won the Best Company to Work for award, for its technological approach a Contact Centre Solution award and for its legal excellence the Best Legal Service Provider award.

Craig Buick, CEO, Cabot Credit Management, said: “It has been great to win these awards during such a challenging time and it clearly demonstrates our colleagues determination to keep the consumer at the centre of our business whatever the circumstances. We are constantly evolving our technology to ensure the consumer’s journey is as seamless as possible. These achievements are down to the hard work and dedication of our colleagues and I would like to take this opportunity to thank them all.”

The judges for the Best company to work for – Service Provider, Credit Awards, commented, “Outstanding nomination with an impressive track record and strong evidence of success provided. It is clear that the business takes employee satisfaction seriously and this is closely linked with customer satisfaction and business performance.”

And the judges for Contact Centre Solution – speech analytics a joint win with Call Miner, for the Credit and Collections Technology Awards, commented: “An excellent solution using real time technology and constant assessment of customer satisfaction and outcomes.”



For Best Legal Service Provider Mortimer Clarke, Collection and Customer Service Awards the judges said: "Mortimer Clarke continues to use innovation and advanced technology to improve its operations and enhance its customer service in an industry that is often slow to adapt to new requirements."

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