



**CONTACT CENTRE  
& CUSTOMER SERVICES  
SUMMIT**

**29th & 30th April 2024**

Radisson Hotel & Conference Centre London Heathrow

## EVENT OVERVIEW

The Contact Centre & Customer Services Summit brings together buyers and suppliers for two days of one-to one meetings and networking.

Bringing contact centre and customer service professionals together for two days of one-to-one meetings with industry suppliers, the Summit provides the unrivalled opportunity to create new business partnerships.

Creating the ultimate platform to network and discuss business, the Summit allows you to host meetings with those looking for your services.

### Who you will meet:

- Customer Service Managers, Directors and Heads of
- Contact Centre Managers, Directors and Heads of
- Heads of Customer Experience
- Customer Service & Insight Managers
- Heads of Operation

### Included in your package:

- Stand, furniture, electrics and name board
- A pre-planned itinerary of face-to-face business meetings
- An audience of senior buyers, qualified and interested in your services
- Endless networking opportunities
- Attendance to a networking dinner with entertainment
- Overnight accommodation at the venue



# SUPPLIER PACKAGES

---

## HEADLINE PARTNER - £12,000 +VAT

### EVENT

- Inclusive of three representatives
- Access to pre-qualified senior delegates
- Itinerary of pre-scheduled 1-2-1 meetings (potential of up to 32)
- 20-25 minute meetings
- 4m x 1m Exclusive Premium Headline Partner stand and location (including table / chairs / lighting / electrics)
- Wi-Fi
- Networking opportunities –
  - Group scheduled breaks
  - 2 x lunches
  - Evening drinks reception
  - 3 x places at evening dinner
  - After dinner entertainment
- Overnight accommodation
- All meals and refreshments throughout
- Logo branding at live event registration stand
- Logo branding on evening meal menu's
- Option to provide promotional bags for all attendees
- Option to provide additional roll-up banners for exposure in event room
- Event guide
  - Directory listing
  - Full page A5 advert – inside front cover

### PRE-EVENT

- Detailed profile on attending delegates
- Access to online portal for meeting selections
- Draft meeting schedule to help prepare for the event (2-3 working days before)
- Branding on event webpage inclusive of logo, description, and URL link to website
- Included in social media posts
- 1 x bespoke email to attendees of event (1 month before event)

### POST-EVENT

- Contact database of all attendees
- Feedback from interested delegates
- 1 x bespoke email to event database (1 month after event)



**CONTACT CENTRE  
& CUSTOMER SERVICES  
SUMMIT**

**CONTACT US**

---

01992 374100  
[enquiries@forumevents.co.uk](mailto:enquiries@forumevents.co.uk)