



# CONTACT CENTRE & CUSTOMER SERVICES **SUMMIT**

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

**6th & 7th May 2026**

Radisson Hotel & Conference Centre London Heathrow

**14th & 15th September 2026**

The Manchester Deansgate Hotel

In association with...

**CONTACT CENTRE  
BRIEFING**

# EVENT OVERVIEW

The Contact Centre & Customer Services Summit is a highly targeted event, creating a platform for innovative suppliers to meet up to **60 senior customer service professionals**, with job titles including:

- 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

## All-inclusive packages include:

- An itinerary of pre-arranged, one-to-one meetings with pre-qualified customer service buyers based on mutual interest
- A fully furnished stand, with electrics
- Delegate contact database post-event
- Extensive brand exposure
- Unlimited networking opportunities
- Full hospitality – overnight accommodation, all meals and refreshments throughout

We organise personalised appointments for you to host at your supplier stand. Each supplier will have **25-minute meetings** with key decision makers throughout the event.

The Summit has been running for **22 years**

Over **1280** business **meetings** facilitated at each event

### Average Annual Spend

£250K

£5M+

All delegates attending  
require new solutions

**72%**

of companies have  
secured business post-event

Here is a taste of our event experience...



We had a great event which has resulted in over 75% of our meetings booking appointments with us there and then. The matching process really suits us as it enables quality over quantity. We are certainly going to be joining this event again

PREMIER CX

Always a well organised event with close dedication of support from the event team. business of all sizes generating thought provoking conversations and suggestions

KONECTA

Great format with a welcome relaxed atmosphere. Meetings are well planned and I believe most attendees are gaining value from the ability to interact in this way without any need for pressure

IRIS

# ALL-INCLUSIVE PACKAGES

## 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 days before)
- Branding on event webpage inclusive of logo, description, and URL link to website
- Included in social media posts

## DURING THE EVENT

## POST-EVENT

- Contact database of all attendees
- Feedback from interested delegates

## DUAL PACKAGE OPTION

Book both editions of Contact Centre and Customer Services Summit (held twice a year) and benefit from our Dual Package discount:

- **Gold Dual Package:** £14,000
- **Silver Dual Package:** £12,000

Enjoy consistent brand exposure across both events and save when booking together.

## GOLD PACKAGE - £8,400 + VAT

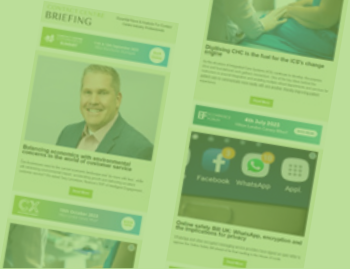
- Inclusive of two representatives
- Access to pre-qualified senior delegates
- Itinerary of pre-scheduled 1-2-1 meetings (potential of up to 25)
- 25 minute meetings
- 2m x 1m stand (including table / chairs / lighting / electrics)
- Additional separate table/chairs for 2nd representative meeting
- Networking opportunities –
  - Group scheduled breaks
  - Lunch
  - Evening drinks reception
  - 2 x places at evening dinner
  - After dinner entertainment
- Overnight accommodation
- All meals and refreshments throughout
- Logo branding at live event registration stand
- Event guide; Directory listing and full page A5 advert
- Contact Centre Briefing Newsletter –
  - 1 x Insert banner in 2 newsletter editions
  - 1 x Q&A interview with senior team member
  - 1 x Product spotlight
  - Content promoted via social media

## SILVER PACKAGE - £7,150 + VAT

- Inclusive of one representative
- Access to pre-qualified senior delegates
- Itinerary of pre-scheduled 1-2-1 meetings (potential of up to 15)
- 25 minute meetings
- 2m x 1m stand (including table / chairs / lighting / electrics)
- Networking opportunities –
  - Group scheduled breaks
  - Lunch
  - Evening drinks reception
  - 1 x place at evening dinner
  - After dinner entertainment
- Overnight accommodation
- All meals and refreshments throughout
- Logo branding at live event registration stand
- Event guide; Directory listing
- Contact Centre Briefing Newsletter –
  - 1 x Product spotlight
  - 1 x PR sponsored content
  - Content promoted via social media

# CONTACT CENTRE BRIEFING

Contact Centre Briefing is an industry resource delivering news & analysis from across the Contact Centre Industry, directly to the people who matter – through a dedicated online portal and a fortnightly email newsletter.



14,583  
subscribers

## FEATURES

### JANUARY

Agent Coaching  
& Monitoring

### FEBRUARY

Analytics

### MARCH

Call Centre  
Technology

### APRIL

Automated Customer  
Satisfaction

### MAY

Social Media

### JUNE

Artificial  
Intelligence

### JULY

Virtual Call /  
Contact Centre

### AUGUST

Training &  
Development

### SEPTEMBER

Knowledge  
Management

### OCTOBER

Web Self Service /  
Chat

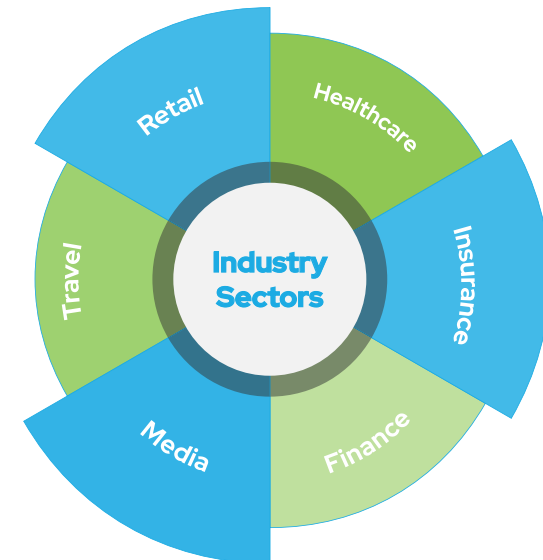
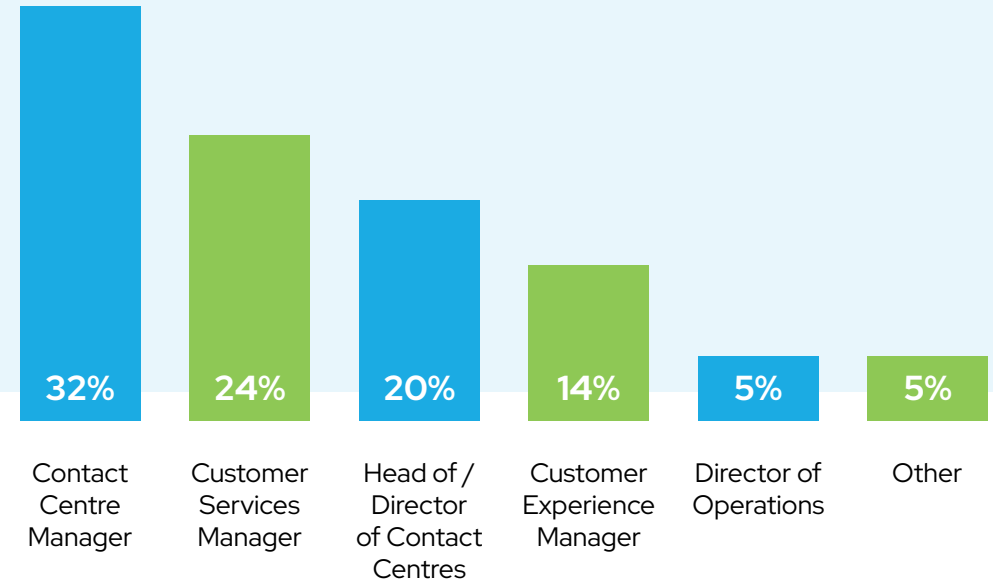
### NOVEMBER

Display Boards

### DECEMBER

CRM

## OUR AUDIENCE IS UK AND EUROPEAN BASED



# READERSHIP

## 3-MONTH BRAND EXPOSURE CAMPAIGN

- 3 x sponsored editorial articles, to highlight product or service
- 3 x insert banner (separate newsletters)
- 1 x Q&A interview with a member of your team
- 4 x supported social media posts

**Cost - £1,000**

Plus add 1 x bespoke email send for £500

## WEBINAR CAMPAIGN

- 1 x dedicated news story
- 3 x social media posts pre-event
- Attendance and report write-up by Briefing Editor
- If recorded, webinar video to be promoted via social media post-event

**Cost - £500**

Plus add 1 x bespoke email send for £500

## FEATURE BUNDLE

- Promote your products and services with a dedicated themed Briefing newsletter
- Insert banner for 1 month (2 editions)
- 1 x product article
- 1 x social media post

**Cost - £500**

## BESPOKE EMAIL

Send a bespoke email to an audience of **8,393 decision makers**.

**Cost - £1,500**

## NEWSLETTER TAKEOVER

Receive full coverage and brand exposure by taking over one full newsletter, promoting your services to an audience of decision makers.

- 6 articles
- 4 banner ads

**Cost - £2,450**

VIEW AN  
EXAMPLE  
NEWSLETTER  
HERE

# ADVERT & EDITORIAL POSITIONS

## INSERT BANNER

1 month - **£350** / 3 months - **£825**

## SPONSORED CONTENT

1 month - **£200** / 3 months - **£450**

To include **50-100 words**, image and URL

## Q&A / INTERVIEW / PRODUCT COVERAGE

1 month - **£200** / 3 months - **£450**

**350 words** and profile image.

## INDUSTRY PRODUCT SPOTLIGHT

Per insertion - **£150** / 4 insertions - **£450**

**250 words**, image, and URL

## GUEST BLOG

Per insertion - **£150** / 4 insertions - **£450**

**350+ words**, plus image and URL

## SPONSORED SURVEY

Survey hosted by yourself, promoted through the Briefing newsletter - **£750**

## POLL

Newsletter article promoting your poll - **£295**



# CONTACT CENTRE & CUSTOMER SERVICES SUMMIT

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