

20-Years Old German BPO Call Center With a Range of Services



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The company, founded in 1998, is a German company specializing in customer communication services. Offers a range of services including inbound telephony, telemarketing, web-based customer communication, result analysis, marketing consulting, after-sales management, and lead management. The company is committed to delivering professional customer experiences across all channels, combining traditional call center services with digital strategies to guide customers effectively through their journey. It's client portfolio spans various industries, including automotive, energy, and consumer products, serving both mid-market and enterprise-level clients.

It employs a team of over 50 professionals dedicated to enhancing customer dialogues. As an IHK-certified training company for dialogue marketing, the company emphasizes continuous employee development to maintain high-quality service standards.

Over the years, the company has evolved its services to adapt to digital advancements. In 2010, the company incorporated inbound telephony into its offerings, followed by the integration of web-based customer communication in 2012. By 2021, they expanded to include 1st and 2nd level support and digital lead management, providing comprehensive services from new customer acquisition to existing customer care.

Core Values of the Company

Recognition

The secret to the success of big brands lies in their ability to cultivate loyal customers while continuously attracting new ones. The company recognizes that offering great deals and excellent service is only part of the equation. Modern customers seek unique shopping experiences and captivating stories that resonate with them. The company's approach transforms businesses from merely operating as entrepreneurs to thriving as storytellers, helping them stand out in competitive markets.

Sustainability

Sustainable growth is the fastest path to long-term success. The company ensures that investments in its services yield tangible results quickly. By addressing potential gaps in lead generation and customer acquisition, it helps businesses achieve enduring success. Its strategy involves layered, interconnected campaigns that ensure continuous growth. With a focus on high-quality marketing and superior customer service, the company attracts and retains customers, driving long-term value.

Team Play

Collaboration is the most beautiful form of strength, especially in dynamic and evolving markets. The company supports businesses in automating processes and maintaining authentic customer dialogues without losing control. Every measurable stage of development is aligned with the client's goals to stay ahead of the competition. The company ensures all achievements are trackable and optimized through the comprehensive HubSpot platform, creating a seamless and results-driven experience.

BUSINESS TYPE

Call Center

COUNTRY

Germany

BUSINESS ID

L#20250813

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