

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





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

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. Its 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

The information contained herein does not constitute an offer to sell or a solicitation of an offer or a recommendation to purchase securities under the securities laws of any jurisdiction, including the United States Securities Act of 1933, as amended, or any US state securities laws, or a solicitation to enter into any other transaction.

The projected financial information contained in the Memorandum is based on judgmental estimates and assumptions made by the management of the target Company, about circumstances and events that have not yet taken place. Accordingly, there can be no assurance that the projected results will be attained. In particular, but without prejudice to the generality of the foregoing, no representation or warranty whatsoever is given in relation to the reasonableness or achievability of the projections contained in the Memorandum or in relation to the bases and assumptions underlying such projections and you must satisfy yourself in relation to the reasonableness, achievability and accuracy thereof.

By delivering this Memorandum, neither MergersUS Inc., nor its authorized agents are making any recommendations regarding the acquisition or strategies outlined herein. Interested parties shall exercise independent judgment in, and have sole responsibility for, determining whether an acquisition of the Company is suitable for them, and neither MergersUS Inc, nor its authorized agents have responsibility to, and will not, monitor the condition of interested parties to determine that an acquisition is or remains suitable for them. Among other things, suitability of an acquisition will depend upon an interested party's investment and business plans and financial situation.

This document is prepared for information purposes only. It is made available on the express understanding that it will be used for the sole purpose of assisting the recipients to decide whether they wish to proceed with a further investigation of the Proposed Transaction.

The recipients realize and agree that this document is not intended to form the basis of any investment decision or any other appraisal or decision regarding the Proposed Transaction, and does not constitute the basis for the contract which may be concluded in relation to the Proposed Transaction.

All information contained in this document may subsequently be updated and adjusted. MergersUS Inc. has not independently verified any of the information contained herein or on which this document is based. Neither the Company, nor its management or shareholders, nor MergersUS Inc. , nor any of their respective directors, partners, officers, employees or affiliates make any representation or warranty (express or implied) or accept or will accept any responsibility or liability regarding or in relation to the accuracy or completeness of the information contained in this document or any other written or oral information made available to any interested party or its advisers. Any liability in respect of any such information or any inaccuracy in or omission from the document is expressly disclaimed.

www.mergerscorp.com



WWW.MERGERSCORP.COM