

A white wireframe headset with a microphone is positioned on the left side of the slide, partially overlapping the text.

Call centre location Saarland

Others made history, we make the future!

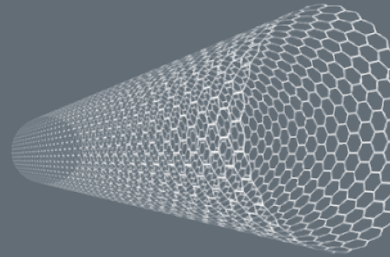
STRONG INDUSTRIES ON COURSE FOR GROWTH

Everything is pointing towards success: be it the location, infrastructure, real estate value and availability of land, qualified staff or political support: investors find optimum conditions in Saarland.

No wonder that industry and future sectors grow successfully with us.

Saarland is the third-largest automotive location in Germany, one of the best research locations for IT in Europe and a forerunner in nano-technology.

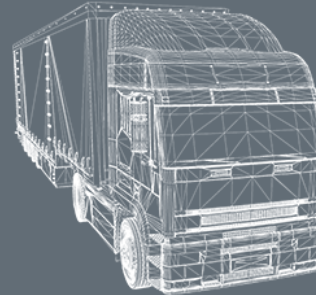
Nano-
technology



Medical technology



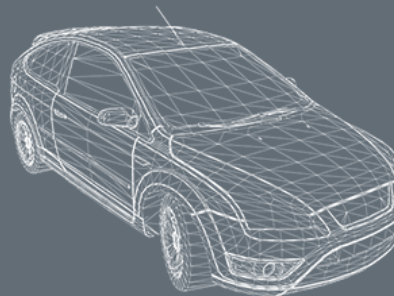
Logistics



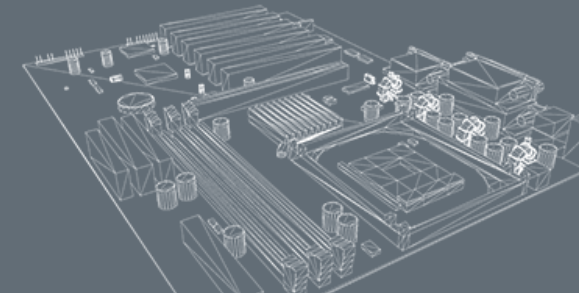
Call centres



Automotive



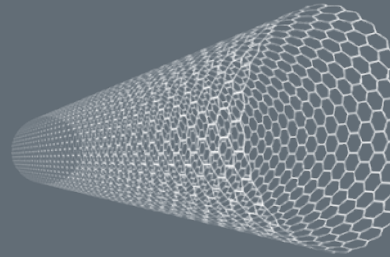
IT



STRONG INDUSTRIES ON COURSE FOR GROWTH



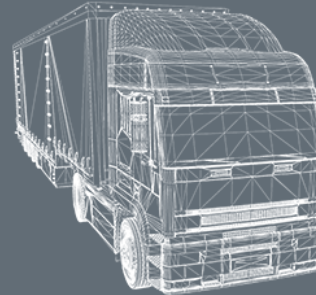
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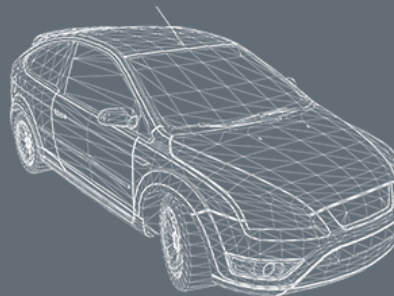
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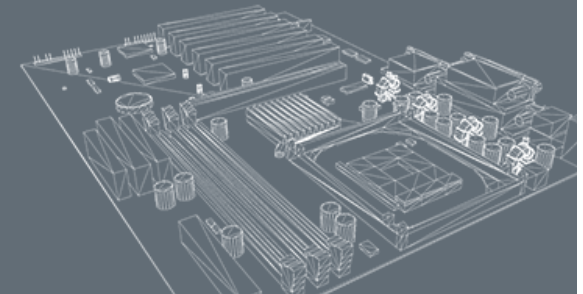
Call centres



Automotive



IT



EXCELLENT PREREQUISITES FOR CALL CENTRES

One-stop shopping for success: The call and service centre sector is finding custom solutions – and has been for the past 20 years.

- The mediation of real estate or even its provision (by SBB Saarland Bau und Boden Projektgesellschaft mbH)
- Establishing contacts to all the important decision makers like ministries, German and French employment agencies, educational institutions, service providers
- Qualified personnel as a result of excellent, sector-oriented training and further education opportunities
- Saarland is setting the standard. The Saarland call centre academy is developing a series of 'public law certificates' on employee qualifications that are in demand and being used across Germany
- Low levels of employee fluctuation in the call centre sector in comparison to other German states
- The vicinity to France gives us good access to French-speaking employees



CALL CENTRES ON SITE (A SELECTION)












The positive development of the sector at his location is surely proof of the sustainability of the cell centre strategy of gwSaar and Saarland:










Close cooperation with qualifications institutions is one of the custom relocation instruments of the Ministry for Economics and Labour and gwSaar, the corporation for the promotion of the economy in Saarland in association with partners from companies and chambers.

40 companies
4,000 employees

COMPANIES THAT ARE ALREADY CONVINCED BY SAARLAND (A SELECTION):

	Name	Location	Activity
	Adler Vertriebs GmbH & Co. Werbegegenstände KG	Saarbrücken	Marketing service centre for promotional articles
	Arvato direct services Eiweiler GmbH	Eiweiler	Call centre services
	Cosmos Finanzservice GmbH	Saarbrücken	Service centre for insurance clients
	energis GmbH	Illingen	Energy market
	Fröhlich und Walter GmbH	Saarbrücken	Customer service – computer accessories
	Lands' End GmbH	Mettlach	Service centre for mail order customers
	Mercedes-Benz Bank AG Kundenservice Center	Saarbrücken	Service centre for leasing / financing / insurance, investments for private and corporate customers
	Otto Call Center (Otto GmbH & Co.KG)	Saarbrücken	Call centre services
	Pluscard GmbH	Saarbrücken	Credit card processing

COMPANIES THAT ARE ALREADY CONVINCED BY SAARLAND (A SELECTION):

	Name	Location	Activity
	Saarbrücker Media Verkaufsgesellschaft mbH	Saarbrücken	Service Provider in publishing
	SAR. Agentur GmbH & Co. KG	Saarbrücken	Agency, publisher, industrial advertising
	Service Planet GmbH	Saarbrücken	After-sales service for electrical and electronic devices
	Sparda – Telefonservice GmbH & Co. KG	St. Ingbert	Inbound, outbound, direct marketing, training & coaching
	Telcon Gesellschaft für Telefonmarketing & Consulting mbH	Saarbrücken	Call centre services
	Teleperformance Deutschland	Homburg	CRM and Contact centre services
	UKV Union Krankenversicherung AG	Saarbrücken	Service agency for insurance clients
	Victor's Unternehmensgruppe	Saarbrücken	Nationwide service hotline for old people's homes/hotels
	ZWF Digitale Informations-Technologie GmbH	Saarbrücken	Hotline for IT

CERTIFICATION FROM THE CHAMBER OF INDUSTRY AND COMMERCE

Management qualifications	Service Centre Manager* (210 SE)		Service Centre Health Manager* (200 SE)		
Specialist qualifications	Call Centre Trainer * Junior Trainer* (200 SE)	Communications Coach * (54 SE)	Service Centre Controller* (74 SE)	Operational Health Advisor* (76 SE)	Interview Skills for HR Consultants* (70 SE)
Further qualifications	Call Centre Team Leader (210 SE)				
Basic qualifications	Call Centre Agent (210 SE)		Client Advisor* (76 SE)		

*The development of these seminars is carried out by the Saarland call centre academy in cooperation with IHK Saarland, the chamber of Industry and commerce. SE = seminar unit (45 minutes)

CLOSE COOPERATION BETWEEN EDUCATION INSTITUTIONS AND INDUSTRY

Hochschule für
Technik und Wirtschaft
des Saarlandes
University of Applied Sciences



- Career-integrated studies in 'Service Centre Management'
- Apprenticeship designed by university professors and experienced professionals from the sector
- Cooperation with the chamber of industry and commerce: development and execution of nationwide service centre qualification certificates
- International cooperation, e.g. qualifications for the chamber of industry and commerce in Nancy
- Corporate cooperation

www.htw-saarland.de

www.callcenterakademie-saar.de

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