

# Contact Center Industry

## Reap the Benefits of Germany's Diverse, Booming Market

Germany's contact center industry is booming and helping companies worldwide with their CRM needs in Europe and abroad.

Germany offers a highly skilled, committed, and diverse labor force at competitive prices. With a large pool of foreign language native speakers, Germany is also an excellent location to service not only the German-speaking markets, but also other markets in and outside of Europe. The nation's state-of-the-art infrastructure and abundant real estate options round off Germany's attractive package as a business service location.

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## Publication



### Fact Sheet - Business Services in Germany

Germany is one of Europe's biggest business services markets, with the country recording constant growth over the past decade.

## Our Industry in Numbers

- Consistent growth rates over the last years
- Over EUR 23 billion in annual revenues
- Ca. 540,000 employees working in 7,000 companies

**TOP 10 Player in Germany (Source: Call Center Profi, Call Center Ranking 2020)**

Company	Annual Turnover (in €)*	No. of Seats*
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## CONTACT CENTER INDUSTRY

Teleperformance	5,355,000,000	291,264
Concentrix	4,200,000,000	225,000
Capita	4,144,772,727	61,000
Webhelp	1,456,000,000	55,000
SYKES Enterprises	1,439,630,000	54,900
Majorel	1,200,000,000	50,000
Bosch Service Solutions	343,000,000	9,300
STRÖER Dialog Group GmbH	311,550,692	6,615
regiocom GmbH / snt Deutschland AG	169,691,172	3,552
Sitel Deutschland	142,399,939	4,000

*\*Figures represent entire group if not otherwise stated.*

### Market | Personnel | Incentives

With almost 100 million people, the German-speaking market is the largest in Europe. The market includes not only Germany, but also Austria, most of Switzerland, and parts of northern Italy.

Germany offers a vast pool of highly qualified, culturally-attuned, and flexible agents, available on short notice, with strong command of German and foreign languages.

Germany offers numerous incentives for all investors - regardless of whether they are from Germany or otherwise. There is a large selection of programs designed to support a wide variety of business activities at different stages of the investment process available. Support ranges from cash incentives for the reimbursement of direct investment costs to incentives for labor and research and development (R&D).



## CONTACT CENTER INDUSTRY

**"The optimal cost/quality balance offered by German contact centers is always a welcome surprise to our clients."**

*Marc Rohr / Director Digital & Service Industries*


## Physical Infrastructure | Stable Investment Environment


We offer an extensive and comprehensive logistics infrastructure that integrates state-of-the-art transportation networks with the most modern telematics, IT, and telecommunications systems. Highly competitive real estate costs make Europe-wide service from Germany affordable.

Social, economic, and political stability provide a solid base for your corporate projects. Our judiciary and civil services are highly professional. Contractual agreements are secure, and intellectual property is strictly protected in Germany.

## Contact Us

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 [Submit your question](#)

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