Service Industries in Berlin-Brandenburg
Customer service and communication, call centers

Expertise at the heart of Europe

With over 240 call centers and 25,000 employees, the Berlin-Brandenburg capital region is one of Europe’s leading call center locations. The region’s central location is the primary source of its major potential for development – it is at the heart of Europe and a short distance away from Western Europe and the countries of Central and Eastern Europe as well. With a population of almost 6 million, the region’s labor force potential is one of the strongest in Germany. The prices for office and commercial space are below average in comparison to other metropolitan regions.

Excellent general conditions

The capital region offers the key benefit of ideal general conditions – including qualified skilled specialists, affordable and readily available office space and an outstanding infrastructure. According to Forsa, 92 percent of the company-oriented service providers in Berlin-Brandenburg would decide in favor of this location again if they had to.

Large pool of skilled specialists

The large number of qualified skilled specialists in the capital region is another one of its strengths. For customer service, companies find human resources with technical and commercial knowledge plus highly developed know-how in the telecommunication, IT, e-commerce and tourism sectors, as well as the financial services area. The diversity of languages is unique: people from 186 countries live in Berlin-Brandenburg today. Almost all working Berlin residents (94 percent) speak at least one foreign language and over 60 percent are fluent in several.

Top training and continuing education

The chambers of industry and commerce in the capital region offer the vocational training and service specialists for „dialog marketing“ and „management assistant for dialog marketing.“ A number of additional academies, training centers and private businesses qualify employees for customer service.
While searching for a new location for the 12th booking.com customer service center, we chose Berlin over London and Amsterdam for the second time because of the language diversity, the city’s international flair and the excellent transport connections. This time, we have a 1A location on Potsdamer Platz. In both customer service centers, we have employees from 54 countries. They all have one thing in common: our company language is English.

Claudia Andersen
booking.com
Customer Service Manager

Leading trade shows, conventions and conferences

CCW: Europe’s largest international convention for call center management and customer care takes place every year in Berlin, in the Estrel Convention Center.
www.ccw.eu

CC Vision and CCV Member’s Conference: The most important professional association of the call center sector’s platform for exchange; confers the Quality Award on companies with special achievements.
www.callcenter-verband.de

Call centers in Berlin and Brandenburg

- Amazon: www.amazon.de
- Arvato: www.arvato.com/de
- Avocis: www.avocis.com
- Booking.com: www.booking.com
- Berliner Volksbank: www.berliner-volksbank.de
- Bosch Communication: www.boschcommunicationcenter.com
- Competence Call Center: www.yourccc.com
- Deutsche Bahn: www.dbdialog.de
- Deutsche Bank: www.deutsche-bank.de
- Deutsche Post: www.dpcsc.de
- Direct Line: www.directline.de
- eBay: www.ebay.de
- Fujitsu: www.fujitsu.com/de
- Gothaer Schadenservice: www.gothaer.de
- Groupon: www.groupon.de
- Immobilien Scout GmbH: www.immobilien scout24.de
- Lufthansa Global Telesales: www.gts.de
- Panel Secret GmbH: www.outfittery.de (Start-up-Preis 2012)
- Sellbytel: www.sellbytel.de
- Sitel: www.sitel.com
- Sky: www.sky.de/web/cms/de/kundencenter.jsp
- SNT: www.snt-ag.de
- Sykes: www.sykes.com
- TransGourmet Contact Center: www.transgourmet.de
- Walter Services: de.walterservices.com
- Zalando: www.zalando.de

Surveys

The „Survey on Foreign Language Competency 2013“ (Forsa) and „Call Center Survey Berlin-Brandenburg 2010“ (Forsa) are available from Berlin Partner for Business and Technology and ZAB ZukunftsAgentur Brandenburg.

More information

The regional economic development companies Berlin Partner for Business and Technology and ZAB ZukunftsAgentur Brandenburg GmbH provide you with comprehensive support for your company’s inward investment and expansion.

www.businesslocationcenter.de | www.brandenburg-business-guide.de

About 240 Call centers with more than 25,000 employees
QUALIFIED and well-trained specialists
International native speakers from 186 countries
94 percent of all working Berlin residents speak at least one foreign language
AFFORDABLE office and commercial space in all locations
High accessibility via an OUTSTANDING transport infrastructure and 24-hour public transit
One of the LARGEST and most modern telecommunication networks in Europe
HIGH quality of life in a major cultural city and attractive surroundings

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