

# Corporate Services

The British economics magazine "The Economist" writes that a service is anything "that cannot fall on your feet". In Saxony-Anhalt, the corporate services branch is above all one thing: a job engine - especially in the ICT industry! The first contact centre in Saxony-Anhalt opened in 1996 with 40 employees. Today about **11,500 people are employed in 95 call centres**.

**Six companies from Saxony-Anhalt are represented among the TOP 10** in the ranking of contact centres in Germany provided by the trade journal "CallCenterProfi".

## Facts

In the past 15 years, Saxony-Anhalt has evolved into a successful contact centre location in Germany.

- The average annual growth of corporate services in Saxony-Anhalt was 1.5% for the period 2000 to 2012.
- The share of corporate services in the overall gross value added in the same year was 64.8%
- The turnovers of corporate services in Saxony-Anhalt have grown at a rate of 2.4% between 2004 to 2011.
- The share of corporate services in all companies in the state is 68%.
- The turnover per company as well as turnover per employee also increased.  
(source: Nord/LB)

## Advantage Saxony-Anhalt

Successful corporate services companies in Saxony-Anhalt

### Magdeburg:

- BOSCH Communication Center
- regiocom GmbH
- Simon & Focken
- Sitel GmbH
- arvato services Magdeburg GmbH
- walter services GmbH

### Halle/Saale:

- buw customer care operations Halle GmbH
- Dienstleistungszentrum-Center Halle GmbH (ADAC)
- Regiocom sales service GmbH
- Transcom Worldwide GmbH Halle
- Allianz
- arvato services Halle GmbH

### Dessau:

- Sitel GmbH
- Burda Direct

### Burg:

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