

Press information

Relaunch in premium customer service: tricontes Group starts with integrated approach

- **Focus on customer value**

(Munich, 28.11.2016) tricontes Group GmbH is launching a new marketplayer under a well-known name.

The holding, headquartered in the Bavarian state capital, is the strategic head of the corporate group, which is striking new paths in customer service with an integrated approach.

The core of this model is tricontes Munich GmbH, a Sales and Service manufactory that has been operating tailor-made process worlds for its customers since 2002.

In addition to 250 employees in the heart of Munich, the tricontes Group, as a general contractor, currently employs more than 150 people at sub-service providers and is thus in a position to flexibly scale the benchmark solutions deployed in the manufacturing approach. As connection serves the latest virtual technology, which enables the tricontes Group to operate large volumes in an integrated way.

The tricontes strategy focuses on increasing the customer value along the entire service chain as well as the necessary quality increase in the service processes. Through the targeted optimization of the customer value tricontes sets qualitative standards and also enables the necessary scalability of best practices..

About tricontes Group GmbH:

Customer relationships in a new dimension - with more than 400 employees, tricontes delivers tailor-made solutions for sales and service in contact management.

As a powerful partner, tricontes offers an individual portfolio for the development of sustainable customer relationships and the implementation of efficient processes - from initial development to the implementation of complete CRM solutions. The key sectors of the company are telecommunication, commerce, media / tech, finance, healthcare and utility sectors.

The company is headquartered in Munich. The management consists of Klaus Gumpp, Dirk Scholand and Christoph Thiem.

For further information: www.tricontes.com