

Press release

Merger in Premium Customer Service: tricones360 bundles activities of tricones Group with the former D+S360 Group.

(Cologne / Munich / Hamburg, 02.03.2020) Following the approval of the Federal Cartel Office, tricones Group GmbH has transferred its operating companies (tricones München GmbH, tricones Augsburg GmbH, tricones Nearshore GmbH, tricones Spain S.L. and Bestseller GmbH) into a newly founded company with a significant stake of Ströer. At the same time, Ströer's direct media segment has integrated significant inbound activities in the telecommunications industry into this new company.

The resulting platform will operate under the name tricones360, based on the combined competencies. With this step, the national and international customers of tricones360 will be offered completely new opportunities in the areas of modern customer dialogues, domestic and abroad, as well as highly innovative solutions in the areas of automation and digitalization.

Following the transaction, tricones360 GmbH, based in Cologne, employs around 2,600 employees at 18 locations in Germany, Spain and the Republic of Kosovo. The company is managed by Klaus Gump (CEO), Dirk Scholand (CSO) supported by an experienced management team from the combined business units.

About tricones360 GmbH:

Customer relationships in a new dimension – with more than 2.600 employees at 18 locations in Germany, Spain and the Republic of Kosovo, tricones360 implements tailor-made solutions in the area of sales and service in contact management.

As a high-performance partner, the company offers an individual portfolio around the development of sustainable customer relationships and the implementation of efficient processes – from initial consulting to the implementation of complete CRM solutions to interactive digitization solutions. The company's key industries are telecommunication, commerce, media/tech, finance, healthcare, and utility.

The company is based in Cologne and managed by Klaus Gump and Dirk Scholand
For more information: www.tricones360.com