/trenkwalder

White Collar Outsourcing

Customer service. Back office. People & AI.



Customers in focus. Processes under control.

Customers expect fast answers and personal solutions. At the same time, data needs to be maintained, documents processed and administrative tasks completed reliably.

With White Collar Outsourcing, Trenkwalder takes over defined customer service and back-office processes. We organise teams and operational delivery, combining human expertise with AI-assisted processing.

AI agents handle suitable routine cases according to defined rules. Our employees resolve exceptions and complex enquiries. Clear handovers and quality criteria connect both elements.

This reduces pressure on your internal teams while giving you visibility over performance and quality – across languages and markets.

Your benefits at a glance

- Less pressure on internal teams
- Less manual effort
- Personal support for complex cases
- Measurable performance & quality
- Multilingual, scalable teams

Your benefits in detail

Less pressure on service and back-office teams
We take over tasks, team organisation and operational management. Your employees gain time for demanding enquiries, specialist decisions and your core business.

Less manual effort
AI agents and digital workflows handle suitable routine cases according to agreed rules. This reduces repetitive manual steps as volumes grow.

Personal support for complex enquiries
Our employees handle exceptions, complaints and individual requests. Experience, judgement and defined handovers support personal attention to complex enquiries.

Measurable performance and quality
Service levels, quality metrics and processing times make performance transparent. Regular reviews highlight results and areas requiring action.

Multilingual delivery that scales with your needs
We plan languages, teams and capacity around your needs. As markets and volumes change, we develop the delivery model together with you.



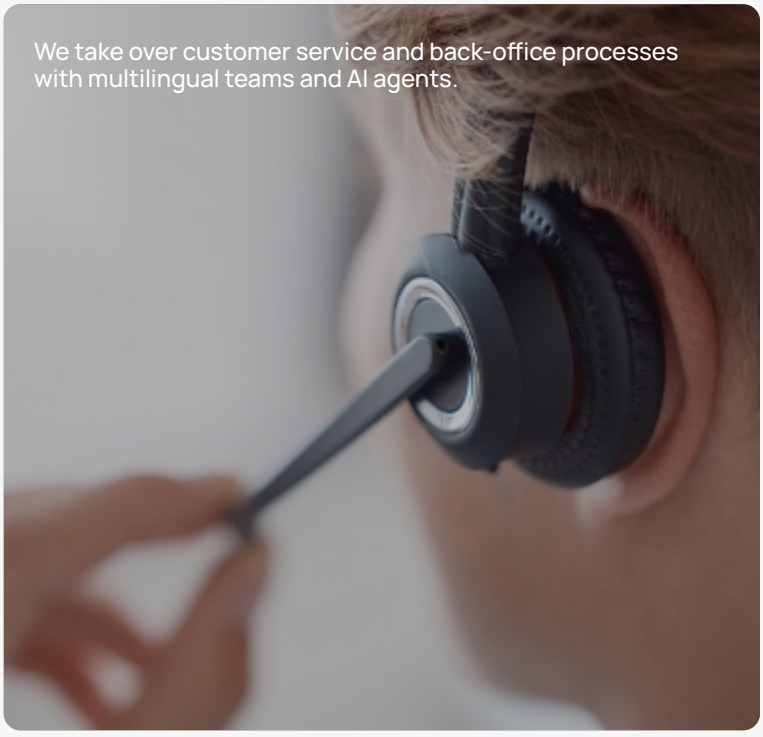
Our services in detail

01 Customer service and CRM
We handle customer care, CRM and complaints management. Our teams process enquiries according to your service requirements and defined escalation procedures, combining personal support with structured workflows and relevant customer information.

02 Back-office processes
Data maintenance, document processing and defined steps in invoicing and HR processes: we organise delivery according to clear rules. Tasks, checks and approvals are agreed with you.

03 Multilingual teams
We build teams for European markets. Languages, service hours and expertise are aligned with the scope. Dedicated delivery teams, including in Türkiye, can form part of the model.

04 People and AI in delivery
AI agents handle suitable routine cases according to defined rules. Employees resolve exceptions and complex enquiries. Together, we establish checks and handovers and develop workflows through ongoing operational reviews.



People and AI.
One coordinated service.
Request a no-obligation consultation.



From your requirements to ongoing service

01 Requirements and service concept
Together, we assess tasks, languages, volumes, required skills and your objectives. We use this to define the scope, responsibilities, service levels and quality criteria.

02 Team development and roles
We select suitable employees and establish which processing steps AI agents can support or take over. Human responsibilities and escalation procedures are clearly assigned.

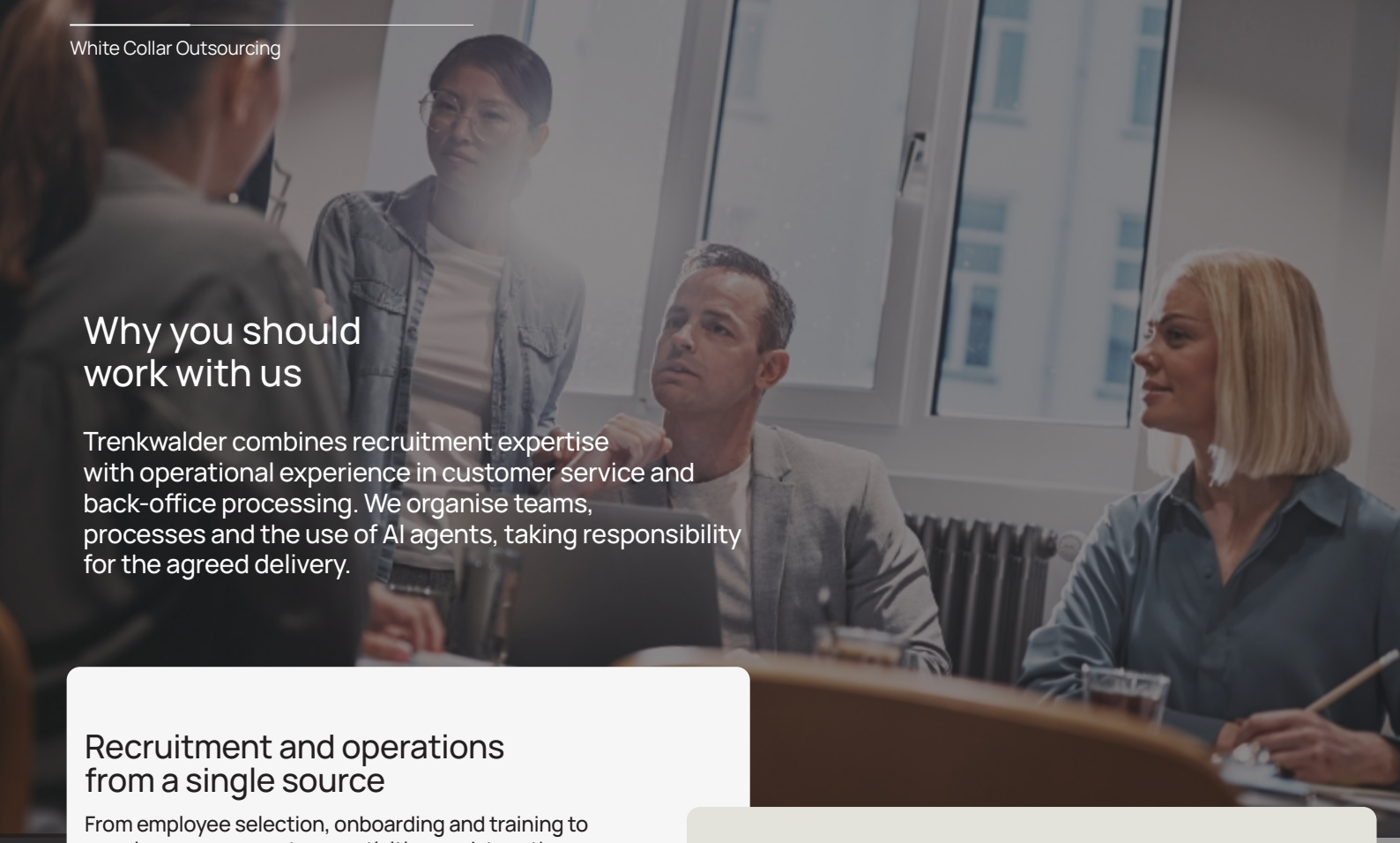
03 Onboarding and technical setup
We prepare employees for your products, processes and quality standards. In parallel, we agree the systems, interfaces, access rights and rules needed for processing and data use.

04 Training and controlled launch
We test workflows and handovers between employees and AI agents within the agreed scope. Quality and processing are checked before delivery is gradually expanded to the planned volume.

05 Operations and optimisation
We manage the agreed services and review service levels, quality metrics and processing times. Together, we develop processes, team capacity and the use of AI in line with your needs.

People and AI. Working together in service.

Handle suitable routine cases digitally.
Resolve complex enquiries personally.
With clear handovers and responsibilities.



Why you should work with us

Trenkwalder combines recruitment expertise with operational experience in customer service and back-office processing. We organise teams, processes and the use of AI agents, taking responsibility for the agreed delivery.

Recruitment and operations from a single source

From employee selection, onboarding and training to ongoing management, our activities work together. This aligns team development with your project's processes and quality requirements from the outset.

People and AI with clear roles

We establish which routine cases AI agents can handle and when employees take over. Defined rules, checks and escalation procedures make day-to-day collaboration manageable.

Dedicated delivery teams

We establish clear responsibilities and operational contacts for your scope of services. Depending on the project, teams at different locations, including in Türkiye, can be involved in delivery.

Multilingual delivery for European markets

We consider language, market and service requirements when building your teams. This allows customer communication and administrative processing to be coordinated across several markets.

Management through agreed metrics

Service-level agreements, quality metrics and processing times provide the basis for performance management. Together, we assess results and decide which adjustments take priority.

Experience across different sectors

Our experience spans healthcare, energy, financial services, e-commerce and mobility. This helps us consider service volumes, specialist requirements and sector-specific standards together.

Ready for White Collar Outsourcing?

Looking to reduce processing backlogs, build multilingual services or outsource administrative tasks? Together, we will find the right approach.

Talk to us about your requirements.

Discover our other services.
trenkwalder.com