

Customer Experience Outsourcing

Greater efficiency and lower costs through customized services

As an experienced outsourcing partner, we help businesses elevate their customer experience with tailored solutions that deliver measurable impact. From customer service and technical support to outbound sales, we take care of the functions that matter most to your customers and your business.

We ensure every customer interaction is handled with professionalism and efficiency, technical issues are resolved quickly and effectively, and sales opportunities are identified and converted with purpose. From staffing and operational management to process optimization, we take full responsibility for the day-to-day execution.

The result is greater operational efficiency, lower process costs, and higher customer satisfaction. You stay in control while we strengthen your operations, free up internal resources, and create the capacity for sustainable, long-term growth.

Your benefits at a glance

- Reduced process costs
- Increased customer satisfaction
- Quick access to expertise
- Maximum revenue potential
- Customization
- Rapid scalability
- Increased process efficiency

Your benefits in detail

Find the right team faster

With AI-supported matching, we can connect requirements and candidate profiles more efficiently and identify suitable employees faster. This shortens the journey from staffing need to the right Customer Experience team.

Ready to go faster

Digital recruitment, onboarding and project processes reduce manual steps and speed up implementation. From defined requirements to a productive team – structured, digitally supported and without unnecessary detours.

Flexible scalability

New projects, increasing volumes or seasonal peaks? Our recruitment and service processes are designed to build teams flexibly and adapt them quickly when required. So you gain additional capacity exactly when you need it.

Greater efficiency through smarter processes

Digitalization and automation take over where standardized and repetitive processes can be simplified. This reduces manual effort and creates more time for the tasks where human expertise truly matters.

Personal where it matters

Despite all the technology, Customer Experience remains a people business. That is why we use AI and automation specifically to support our teams – while empathy, experience and personal interaction remain at the heart of the moments where they make the difference.

We combine recruitment expertise, operational Customer Experience know-how and modern technology to build the right teams faster and operate them efficiently.



Our Services in detail

01 Customer Service

We manage your customer communication – personally, professionally and across all relevant channels. Our teams combine empathy and service expertise with efficient digital processes. The result: faster response times and a Customer Experience that reflects your brand.

02 Technical Support

Our employees provide expert support for your customers' technical questions and issues. Clear processes, structured knowledge management and digital support help us identify issues quickly and resolve them efficiently. Less friction. Greater customer satisfaction.

03 Outbound Sales

We manage proactive sales activities and engage potential customers in a targeted way. Data-driven approaches and structured processes help our teams identify relevant opportunities and focus their time where it creates the greatest value. More qualified contacts. More sales opportunities.

04 Process optimization

We do not simply take over processes as they are – we improve them. Together, we identify opportunities for digitalization and automation, reduce repetitive tasks and create more efficient workflows. This turns outsourcing from a pure capacity solution into a driver of better processes.

For us, Customer Experience Outsourcing is about more than providing additional capacity.



From your challenge to ongoing service

01 Requirements & Service Concept

Together, we define your requirements: tasks, service objectives, communication channels, required skills, volumes and capacities. This gives us a clear foundation for both the team and the processes right from the start.

02 Recruitment & AI-supported Matching

Based on your requirements profile, we identify suitable candidates. AI-supported matching accelerates the search for relevant profiles, while our recruitment experts continue to assess both professional and personal fit.

03 Digital Onboarding & Setup

While we build the team, we simultaneously set up processes, systems, interfaces and communication channels. Digital onboarding processes help prepare employees for your products, services and quality standards in a structured way.

04 Training & Ramp-up

We train the team specifically for your service requirements and launch operations in a controlled manner. Processes and workflows are tested under real operating conditions and adjusted where necessary. This enables us to get up to speed quickly without sacrificing quality for pace.

05 Operations & Continuous Optimization

We take operational responsibility and ensure the agreed service quality. At the same time, we continuously develop processes and identify where digitalization, automation and intelligent tools can create additional value.

The right people.
Ready faster.

Customer Experience needs the right people –
and processes built for speed.

Why are we the right partner?

For us, Customer Experience Outsourcing is about more than providing additional capacity. We combine recruitment expertise, operational Customer Experience know-how and modern technology to build the right teams faster and operate them efficiently.

Experience meets technology

Proven expertise. Reimagined. Many years of experience in recruitment and outsourcing form the foundation of what we do. Today, digitalization, automation and AI help us apply this expertise faster, more efficiently and at greater scale. This combines the reliability of an experienced partner with the speed of modern technology.

AI-supported matching

Find the right people faster. Not just any profile – the right one, as quickly as possible. Our AI-supported matching helps us connect requirements and candidate profiles more efficiently and identify suitable employees faster. Technology accelerates the search. Our recruitment expertise ensures the right decision.

Recruitment and operations from one source

From staffing need to operational team. We do more than manage day-to-day service operations. From recruitment and matching to onboarding, training and ongoing operations, our processes work seamlessly together. This reduces interfaces and enables us to get new Customer Experience teams up and running faster.

Ready for Customer Experience with a speed advantage?

Do you need additional capacity at short notice, want to make your Customer Experience processes more efficient or are you looking for a partner that connects recruitment with operational service delivery? Talk to us about your challenge.

Digitalization that creates speed

Less manual effort. More focus. Digital workflows accelerate processes and reduce administrative and repetitive tasks. This creates speed across recruitment, project setup and day-to-day operations – while freeing up more time for value-adding activities.

Automation with a human touch

Smart automation. Personal where it matters. Not every process step needs to be handled manually. And not every customer interaction should be automated. We use technology where it makes processes faster and more efficient – and people where empathy, experience and individual solutions are required.

Scalable teams

Flexible when requirements change. Customer volumes are never static. That is why we create structures that allow teams and capacities to adapt to changing requirements – whether driven by growth, seasonal peaks or new projects.