



Your service
in mind!



OUR COMPANY

Our company

Communication and technology have elevated Becker & Partner to a well-respected position since our founding in 1984. Today, we are ambitious **customer service** experts. Our **repair management** executes and monitors different kinds of service processes as well as the required logistics. The planning and realisation of mystery repairs or – due to very close collaboration with our **call center** – mystery calls are being operated on-site.



Our customer interaction center supports both conventional and state of the art channels such as **phone**, **eMail**, or **chat** and different sorts of **web 2.0** activities.

Our repair- and service-center provides a complete service package including **pickup- & return-services**, **refurbishment** and **DOA-handling**. Our facilities allow every digital portable device to be repaired.

We have been producing **chipcard readers** which have been used within the mobile communications market for several years. In addition to providing end customer products we also offer forensic solutions for public authorities.

Our diversity is your benefit!

We meet your challenges and align ourselves to your demands!

MISSION STATEMENT

Mission statement

Our company's success is based on motivation, **trust** and steady improvement considering the norms and values of society.

Cooperation with our customers is based upon partnership and aims to be a long term success story. Hence, our communication is quite clear.

Quality means the customer comes back – not the merchandise.

We aim at sustainable handling of **resources**.

We have done our job if our customers are able to focus on what they do best: their **core business!**



Internationality

Our company is based in **Aachen**, in the middle of the border triangle of Germany – Belgium – The Netherlands and hence offers an outstanding location from which to provide international customer support.

Six languages are included by default: German, English, French, Dutch, Italian and Spanish.

Thanks to our excellent recruiting network, we are able to provide you with additional language support, when required.

You know your needs – we provide the manpower!



Get in touch the way you prefer it

We are more than just a call center: we are your **customer interaction center**. Currently approx. 60% of all requests are handled via phone, but customers can contact us in a variety of ways.

To solve a more complex problem and provide detailed information, **eMail** is preferred. Quick-fire questions are answered quickly and efficiently in a professional manner via **chat**. Since **social media** is the talk of the town – in particular facebook and twitter – you can count on our support.

We know what your customers need, and lend a helping hand.



OUR EMPLOYEES

Our employees

When you become our **customer** you become our **number 1**. Therefore, we assign our best personnel to care for you.

We carefully recruit them, train and develop their skills according to your unique requirements. Their performance is monitored by our quality assurance programmes.

Our staff profile shows a well-balanced composition of full time and part time employees, males and females, different ages and nationalities.

We aim at keeping our employees and their knowledge for as long as possible within our company.





BUSINESS NETWORKING

Business networking

Development of trade, information about trends and a high-value business network are the keystones these days. This is why we are getting involved with associations and institutions. We are a member of the **Deutscher Mittelstands-Bund e.V. (DMB)**, one of the largest independent interest groups and trade associations of Germany, which campaigns the economic and political interests for medium-sized companies since 1982.

With our membership in the **Kundendienstverband Deutschland (KVD)** we point out our diversity of services. Apart from communication with customers we deal with implementation and monitoring of repair work flows as well as service as a business model in KVD.



FEEDBACK AT A GLANCE

Feedback at a glance

Are you aware of your customers' suggestions to improving your products? What do your customers care about? Are you aware of your company's public image?

We can provide you with **answers** to these questions!

Columbus 2.2 – our specially developed system that can be adjusted quickly and easily to your needs. It provides the **flexibility** we want you to have.

This results in reliable and significant **reporting**.

YOUR COMPANY IN GOOD COMPANY

Your company in good company



Some of our references:



Becker & Partner GmbH

Neuenhofstraße 110
52078 Aachen

Phone: +49 (0)241 - 9 28 24 - 0
Fax: +49 (0)241 - 9 28 24 - 99

eMail: info@becker-partner.de
web: www.becker-partner.de

