

Outsourcing Company won the Award of the German Economy

Sofia, 25th of January 2012. The outsourcing Company CallPoint New Europe won the Award of the German Economy in Bulgaria, category Large Enterprise. The Company was honoured with the award based on its growth of new employees and the extension of its business relations with Germany. The award was bestowed by Dr. Folker Trier, deputy Chairman of the Association of the German Industrial-Commercial Chambers and is an acknowledgement for distinct achievements and contribution to German-Bulgarian economic relations.

CallPoint closed 2011 with more than 27% CAGR (representing more than EUR 2 million) and more than 170 new employees at the delivery sites in Sofia, Plovdiv and Bucharest. The Company started operations with 3 new German speaking clients and this raised the German speaking team in Sofia and Plovdiv to more than 150 employees.

In 2011 European Bank for Reconstruction and Development (EBRD) invested €3.0 million in the Company in the frame of its program supporting innovative and knowledge based projects in Eastern Europe. This is the only direct investment of EBRD in a Company, based in Central and Eastern Europe.

The prestigious Award of the German Economy is given for 8th consecutive year by the German-Bulgarian Industrial-Commercial Chamber. It aims to support the future development of German-Bulgarian economic relations and to motivate the companies to establish business relations with German partners. Guest of honor at the ceremony was Deputy Ambassador of Germany in Bulgaria Reinhard Krapp.

Bulgaria, Sofia
Hermes Business Park
115 K, Tsarigradsko Chaussee Blvd.
Building B, floor 2

Bulgaria, Plovdiv
Capital City Center
18, Ekzarh Iosif Blvd.

Romania, Bucharest
Global City Business Park
10, Bucharest-North Road
O23 Building, 6th floor

CallPoint New Europe is a multilingual contact centre and BPO provider, delivering end-to-end solutions rooted in best practice approach and Six Sigma expertise. The company has got 1,000 positions over three delivery centres in Eastern Europe.

CallPoint is currently serving 50+ European and North-American leading multinationals, in 20+ languages across following main industry verticals: Travel & Leisure; Financial Services; Retail & E-commerce, High-Tech & Media.

Service offering: multichannel customer interaction services, transformation & risk management solutions, social media monitoring.

Driven by quality and security of its operations CallPoint is ISO 9001:2008 and ISO 27001:2005 certified and is a PCI DSS Compliant Service Provider.

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