

GERMANY Fact Sheet



Germany

-  Clients: 20
-  Employees: 2,162
-  Seats: 2,448

SUMMARY



Operational since 1997



Sites: 5 (SYKESHome)



Size: 205,904 square feet
19,129 square meters



Agent capacity: 2,448+ seats



Hours of operation: 24/7

VERTICAL INDUSTRY FOCUS



COMMUNICATIONS

49.7%



TECHNOLOGY

25.3%



FINANCIAL SERVICES

15.8%



RETAIL

4.5%



INSURANCE

3.6%



ENERGY

0.7%



CONSUMER

0.4%

Contact Type % of Headcount	
Customer service	33.2%
Back office	27.9%
Technical support	19.4%
Sales	11.7%
Social media	7.8%

Languages % of Headcount	
German	51.5%
English	17.9%
Dutch	16.2%
Flemish	7.3%
Spanish	6.1%
Finnish	3.5%
Danish	2.5%
French, Italian, Norwegian, Portuguese, Swedish	1.0%

Region Served % of Headcount	
Europe	68.1%
Local	24.0%
North America	6.5%
Latin America	1.4%

CORPORATE & SOCIAL RESPONSIBILITY

We proudly participate in and support several community initiatives around the world. From promoting local exercise programs to providing clinical health services and more, we understand the importance of giving back.

SYKES has devoted the past 40+ years to “People Serving People.” This is a commitment we extend to our shareholders, clients, employees and communities alike.



AWARDS

- 2018 chat services award from a telecommunications equipment brand partner