

PRESS RELEASE

MEDIAMARKTSATURN OPENS NEW CONTACT CENTRE IN COTTBUS

About 250 new jobs to be created by the end of 2018

Ingolstadt/Cottbus, September 26th, 2017: Power Service GmbH, a wholly owned subsidiary of MediaMarktSaturn Germany, opened its third contact centre in Germany today in Cottbus. Alongside its existing contact centres in Cologne and Erfurt, the company now has a state-of-the-art communication centre in the second-biggest city in Brandenburg to serve customers of consumer electronics retailers MediaMarkt and Saturn. The opening ceremony was attended by representatives of government, business and the local authority. A speech was given by Holger Kelch, the Mayor of Cottbus. With around 100 agents already working at the new contact centre, this figure is set to rise to about 250 by the end of 2018.

Services are becoming increasingly important for MediaMarkt and Saturn in order to deliver on their value proposition. They include professional help and advice for customers before, during and after purchase. "As a subsidiary of MediaMarktSaturn Germany, we handle the bulk of incoming customer calls and emails for MediaMarkt and Saturn in our contact centres. But demand is growing, not least due to the two retailers' steady expansion. We are therefore delighted to be augmented by another site in Cottbus where we can meet this growing demand and provide extensive advice to customers," declared Ilona Weigand, managing director of Power Service GmbH. When it came to setting up a new contact centre, the city of Cottbus was the first choice for the company. "We were persuaded by the size of the excellent skilled worker pool and very good infrastructure. We'd like to take this opportunity to thank business development company Entwicklungsgesellschaft Cottbus mbH for supporting our investment project," said Ilona Weigand.

Power Service GmbH has invested a six-figure sum in its new location on Calauer Strasse. The premises near the central railway station were converted into a brand new contact centre within just four months. It contains 162 modern workstations on 1,200 square metres, the open-plan arrangement making for a pleasant working atmosphere. In addition, the company offers staff contemporary working models. "The work-life balance plays an important role for us. That's why it's very important for us to take our employees' family circumstances into account with a variety of flexitime models as well as home office solutions," explained Ilona Weigand.

Around 100 contact centre agents have already been working in Cottbus since the beginning of September. Beforehand, they underwent several weeks of training and workshops given by colleagues from Cologne and Erfurt to familiarize them with Power Service's standards of quality. By the end of next year, around 150 more agents will be hired in Cottbus. Power Service GmbH currently employs around 950 people at its three contact centres across Germany.

MediaMarktSaturn

MediaMarktSaturn

MediaMarktSaturn is Europe's leading commerce company for consumer electronics and related services. It sees itself as a partner, daily companion and navigator for consumers in an increasingly digitized world. MediaMarktSaturn and its portfolio of formats and brands flexibly respond to the needs of different customer groups and countries. Apart from fronting the MediaMarkt and Saturn brands, which comprehensively network their more than 1,000 fixed-location stores with online sales platforms, the Media-Saturn Group operates online pure players such as redcoon and iBood as well as the digital entertainment platform JUKE. Moreover, its portfolio includes its own brands PEAQ, KOENIC, ISY and ok. Majority-owned by CECONOMY, in 2015/16 MediaMarktSaturn and its approximately 65,000 employees in 15 countries generated total sales of about €22 billion.

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