

A "DÉPARTEMENT" THAT CARES: OPEN YOUR **CUSTOMER SERVICE CENTRE** IN MOSELLE

KEY FIGURES FOR THE SECTOR IN MOSELLE

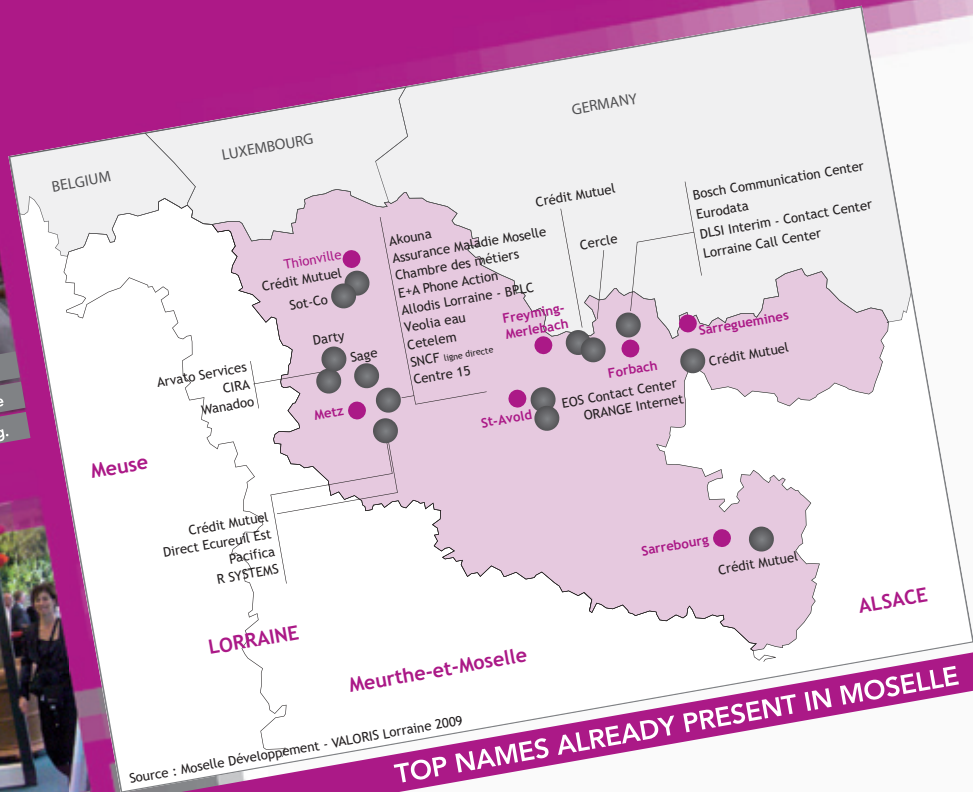
- 30 customer service centres in Moselle employing more than 2,000 people
- Solutions that meet demands: wide range of fully-equipped platforms, broadband network throughout the area, attractive public incentives etc.
- Specific training at every level and almost 14,500 students (10% of them from other countries).



ARVATO SERVICES
(Bertelsmann Media Worldwide Group) employs 600 people in customer service, its sorting centre and printing.



EOS CONTACT CENTER employs 50 people (with plans to employ 110 in 2 years' time) in Saint-Avold: customer service management, telemarketing, telesales, crisis cell, appointments, qualification of files etc.



Source : Moselle Développement - VALORIS Lorraine 2009

TOP NAMES ALREADY PRESENT IN MOSELLE

Moselle Development Agency and its local partners provide a free, customised service for investors and for companies already working in Moselle:

- quickly available tertiary premises that meet your specifications
- assistance in managing your human resources requirements
- provision of customised technical and financial engineering
- assistance with administrative formalities
- assistance at every stage of your project.

Moselle Development Agency aims to dynamise and optimise the Customer Service Centre sector in Moselle (2005: setting up of an associative club - 2008: launch of the first Eastern France Customer Service Trophies).

A BROADBAND NETWORK THROUGHOUT MOSELLE

RHD 57 (Réseau Haut Débit Moselle) is the optical fibre broadband network commissioned by Moselle Department to serve the area's digital development. Its aim is to attract telcos and Internet access suppliers to Moselle and provide broadband access in all urban and rural areas. It is also designed to attract high-tech companies to less central areas, which will become more competitive thanks to the broadband and UHB access to the Internet. Moselle's Broadband network interconnects Moselle with other neighbouring regions and countries (Luxembourg, Germany).

Size: 1278 kms of Optical fibres

Power: Almost unlimited

Location: 360 towns & villages / 79 business parks / 95 State schools in Moselle

www.rhd57.com

TOP CONDITIONS FOR COMPANY SET-UPS

THE AMPHITHÉÂTRE DISTRICT:

a multipurpose business and residential area with an urban mix, on 38 hectares in the heart of Metz. The project includes plans to build 260,000 square metres of shops, offices and housing.

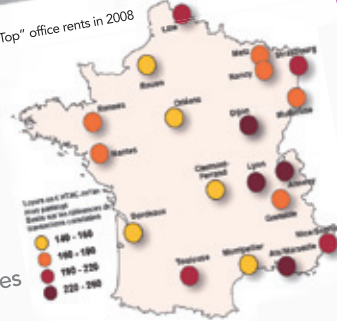
The Centre Pompidou-Metz is a prestigious cultural project that gives the city an international dimension.

METZ SCIENCE & TECHNOLOGY PARK

With more than 200 companies, 4,000 employees and 4,500 students, the Technopôle is a business park with a strong emphasis on Telecommunications and Information Technologies. 117 hectares will be available on Metz Technopôle Science Park 2 by 2010 for innovative and technology companies.

CESCOM, in the Metz Science & Technology Park, is a business centre located close to high-tech companies, research centres and a renowned university campus.

"Top" office rents in 2008



A YOUNG, WELL-TRAINED, COMPETITIVE WORK FORCE

- Total number of jobs in Moselle: more than 360,000 (the tertiary sector accounts for 71% of salaried jobs)
- 31% of the population is under 25 years of age (source : INSEE)

BTS Actions commerciale

BTS Commerce international

BTS force de vente

BTS Technico commercial

DUT Génie des télécommunications et réseaux

DUT Techniques de commercialisation

SUP de CALL

CCI Formation Metz / CESE Metz ("Higher national diploma" in Commerce)

CCI Formation Metz / GRETA Sarreguemines ("Higher national diploma" in International Business)

CCI Formation Metz / CESE Metz / GRETA Sarreguemines ("Higher national diploma" in Sales)

CCI Formation Metz ("Higher national diploma" in Technology and Sales)

IUT Moselle Est - Sarreguemines et Forbach (2-year university diploma in Telecommunications and Networks)

IUT Metz (2-year university diploma in Marketing & Sales techniques)

Work study programme for jobs in call centre management

THE VIATIS CLUB IS DEDICATED TO CUSTOMER SERVICE PROFESSIONALS

The Customer Service Club has been existing as an association since 2005. Members include:

- telesales and teleservice companies (banks, mail order companies, retail, telephony, software editors etc.)
- specialist service providers (outsourcers)
- temping agency networks
- basic and lifelong training bodies
- socio-economic organisations.

These various stakeholders have joined the Club to defend and promote the image and jobs of Customer Service Centres in Moselle.

www.club-viatiss.com

ARVATO SERVICES - Metz. The Chairman of Viatis is Mr. Olivier Offerle, Site Director.