



Being described by one of our customers as "better, quicker, and somehow different from the rest!" is not just a fantastic compliment but above all an ambitious benchmark that we are continuously striving to exceed, day in, day out. Jens Bormann and Karsten Wulf, who as students founded buw - the only owner-managed company within the ranks of call centre groups - over 17 years ago firmly believe that passion, team spirit, fair play and the will to win should be at the very heart of a company's corporate culture. This makes buw not just the genuine innovation leader in its field but also a dynamic and colourful company with more than 4,000 employees and two owners who are still in the thick of things and as committed as ever to excellence.

buw Unternehmensgruppe offers purpose-built solutions that can help you acquire customers, retain customers and maximise customer potential - every single solution is rigorously geared to the customer interface. buw's employees at the eight office locations Osnabrück, Münster, Halle/Saale, Leipzig, Schwerin, Berlin, Pécs (Hungary) and Timisoara (Romania) leave no stone unturned when it comes to making their clients the number 1 in their respective markets. buw consulting advises companies on all aspects of strategy, manpower, organisation and processes, and technology.

Excellence in customer management - be the number 1 with buw!

Striving for the highest standards to meet our promise to you

Being an owner-run company means that buw is a particularly nimble enterprise - one that goes about its work in a precise yet pragmatic manner, and performs its clients' tasks with unmatched agility. For years now, renowned customers like RWE, Miele, mobilcom-debitel and Cortal Consors have placed their trust in buw. Time and again, neutral juries have recognised the standard of quality provided by buw with awards such as "Top Employer 2010" and the top 3 ranking in the "International Best Service Award 2010". Another factor underlining buw's commitment to the highest quality levels is the fact that the company was first in its industry to receive the IT-Grundschutz (Baseline Protection) certificate from the German Federal Office for Information Security. This award guarantees that all buw customers enjoy the highest-possible levels of data security.

Our corporate culture is the key to your success

An enterprise's corporate culture is the key factor in its success - after all, success begins in the minds of employees. Fostering an entrepreneurial "can do" mindset, dealing fairly with employees, customers, suppliers, partners as well as institutions in the region are all part of the buw credo, and the basis for achieving lasting success together. This is what distinguishes the buw team from others in the market. To symbolise the importance of these qualities, we

established F.C. Real, buw's very own football club. By setting up this club, buw lives this team spirit, nurtures and rewards performance, attracts qualified and dedicated new employees to the company, and inspires an enthusiastic response from customers and partners alike. After all, there's more to employment than just having a meticulous eye for detail and a good work ethic: we believe that above all, work must be fun – and having fun at work and achieving success together are key driving forces at buw.

What our customers say

"buw - better, quicker, and somehow different from the rest." (Frank Gehring, Head of Customer Service, Provinzial Versicherung)

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