



EXCLUSIVE CLIENT RELATIONS CENTERS: QUALITY “MADE IN CÔTE D'AZUR”

Testimonial ► KONE France

KONE's objective is to offer the best people flow experience by delivering solutions that enable people to move smoothly, safely, comfortably and without waiting in buildings. KONE provides its customers with industry-leading elevators, escalators and innovative solutions for modernization and maintenance, and is one of the global leaders in its industry.

“Nice represents an extra-dimension to our activities in France. Thanks to extensive telecom infrastructures, our Customer Care Center, located at the KONE France head office in Nice, delivers a high quality 24h service, 7 days a week. We recruit talents from well ranked business and engineering schools located in Côte d'Azur”, says Gérald Roux, Managing Director of KONE France in Nice.”

The well represented luxury markets and tourism industry offer a **unique professional environment** where exclusive client relations centers set up and grow. Today, Nice Sophia Antipolis house nearly 50 customer relations centers servicing the luxury markets, the tourism industry, the banking and insurance industry. Today, more than **1,700 tele-operators work in a client relations center in Côte d'Azur**. Nearly 50% of Côte d'Azur's client relations centers require specific skills in foreign languages especially English, Italian, Spanish, German, Arabic, and Russian native speakers.

Most commonly, Côte d'Azur hosts the following types of client relations centers: CRM, Inbound / Outbound, Interactive, Tele-marketing, Virtual, Web Enabled.

AMERICAN EXPRESS

Interactive Travel Group:
CRC staff of 200

A European CRC which provides interactive solutions for corporate travelers

ESCOTA: CRC staff of 300

Inbound CRC managing close to 20,000 calls per year

AMADEUS: CRC staff of 200

World leader in travel reservation systems solutions

CSA/CSI: CRC staff of 500

Leading B to B and general public interview institute

CONVERS: CRC staff of 100

Telemarketing and call center for the banking and services industries

LUXOTTICA: CRC staff of 50

International maker of licensed optics for the luxury markets

PRO AIR: CRC staff of 20

European private jet transportation company

PRO-VENTE SYSTEM:

CRC staff of 100
Direct marketing and sales client relations center

KONE: CRC staff of 90

Elevator maker's Customer Care Center

AB CROISIERE:

CRC staff of 50
Call center within France's number leading online cruise sales agency

PRO BTP: CRC staff of 50

Leading French insurance and retirement services for the construction industry

CAISSE D'EPARGNE:

CRC staff of 60
Regional HQ for major French financial institution