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CMS Hasche Sigle advises walter services on acquisition of Perry & Knorr

Cologne – walter services, the call centre provider headquartered in Ettlingen, has acquired 100% of the shares in Flensburg-based customer care company Perry & Knorr. The transaction is scheduled for completion by 1 January 2013, but is currently awaiting approval from the competition authorities. A decision is expected before the end of December.

A team from CMS Hasche Sigle led by Dr Petra Schaffner, Dr Ralph Drouven and Marcus Wuntke advised walter services on all aspects of the transaction from the start.

walter services is one of Europe's leading business process and CRM outsourcers with some 8,000 employees. The acquisition will add a further 1,500 members of staff who are currently employed at Perry & Knorr's four locations (Flensburg, Berlin, Kiel and Parchim). A pioneer of the call centre industry in Germany, walter services offers a range of services focusing on developing long-term customer relationships and implementing efficient sales and service processes.

Perry & Knorr was established in 2005 and generated sales of around EUR 35 million in the most recent financial period. The company operates primarily in Customer Retention, Technical Support, Order Tracking, and Account Management. It focuses on the telecommunications, media, energy and mail-order sectors.

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