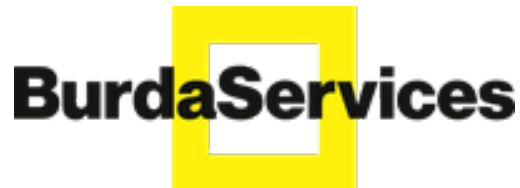


Central service provider for maximum process quality



BurdaServices has three guiding principles: maximum process quality, efficient processes and customer orientation. By putting these principles into practice, BurdaServices creates a high standard of quality.

For BurdaServices, maximum process quality means that all administrative functions follow high quality standards, both in terms of process execution and end products. Ensuring operational security/safety and adhering to compliance standards take top priority.

BurdaServices achieves high process efficiency by standardising administrative processes and continuously improving efficiency – particularly by automating workflows using appropriate IT solutions.

A high degree of customer orientation is also essential for BurdaServices because the organisation sees itself as a service provider for the profit centres that always addresses customers' individual needs. This is reflected by good accessibility and a proactive and solution-oriented approach.

BurdaServices' most important resources are its more than 300 employees in Offenburg, Munich and Hamburg. Their specialist and methodological expertise forms the foundation for BurdaServices' strong performance and is constantly nurtured.



Michael Felix
Managing director

Michael Felix worked for Media-Saturn Deutschland from 2013. Before this, he spent more than 12 years at the Otto Group Hamburg as head of the supplier service centre. He is married with three children and will work from Offenburg. His BurdaServices department employs around 200 people in four different units.

Facts

Company

Burda Services GmbH

Managing directors

Michael Felix

Locations

Offenburg, Munich and Hamburg

Employees

Over 300