

**They have set up their contact centre in the Walloon region :**



"The presence of a fully equipped building (the Telebase), the proximity of the German and Dutch markets and the availability of multilingual operators motivated our choice for the Walloon Region."

Patrick Hein, Transcom Manager  
Belgium & Luxemburg



**A single point of contact for your project :**

O.F.I. (Office for Foreign Investors), the foreign investment division of the Wallonia Export and Foreign Investment Agency, on behalf of the regional government, is responsible for accommodating and assisting prospective foreign investors with their projects in the Walloon region.

Contact O.F.I. if you have start-up projects, we offer you the following services:

- Provide specific information for your company;
- Explain regional move policy and create good relations between your company and the offices handling your project file;
- Developing tailored simulations of your project requirements in terms of finance, human resources, buildings, etc.
- Act as a coordinator to obtain financial aid and investment grants in Belgium's Walloon region;
- Establish contacts with other companies in your sector in Wallonia,
- Act as your contact for questions or further requests for information and documentation.



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**Contact Centres**

**WALLONIA - BELGIUM: YOUR CONTACT CENTRE IN THE HEART OF EUROPE**

**The establishment of a contact centre is a key element in the development of your company**

The Walloon region has the major resources available to provide tailored solutions for the development of your contact centre:

- ❑ a location in the heart of Europe;
- ❑ the availability of a multilingual workforce specifically trained for call centre functions;
- ❑ efficient, latest-generation IT and telecommunications equipment and
- ❑ service infrastructures designed to accommodate the activities of contact centres.

**A strategic geographical location, at the heart of a European market serving over 400 million customers and suppliers**



**CALL CENTRES**

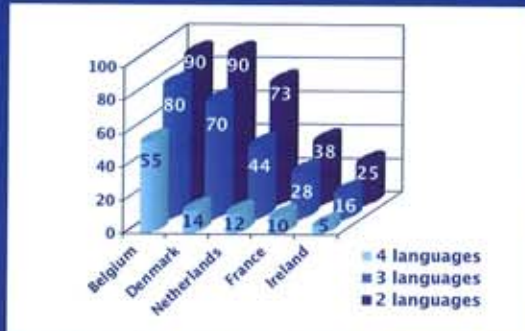
**CALL CENTRES**

## A multilingual, trained workforce available :

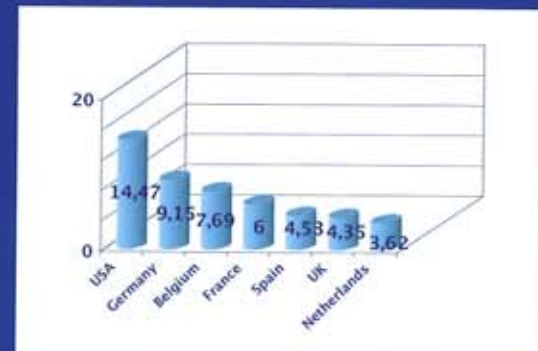
Liege and Charleroi (each with over two hundred thousand inhabitants), Namur, Mons and Tournai, the other major towns, are perfectly integrated into a densely-populated cross-border region which benefits from a remarkable economic concentration.

- A large number of technical training institutions for careers in communications;
- A dynamic network of renowned universities (3 academies);
- Training opportunities in high-quality companies which will bring you all the technical skills necessary for the rapid and trouble-free development of your contact centres.

## Multilingual workforce



## Foreign Labor Force (%)



## Continuous training : a resource to help with your activity :

FOREM ([www.leforem.be](http://www.leforem.be)), the regional employment agency, in collaboration with CEFORA ([www.cefora.be](http://www.cefora.be)) is organising continuous in-house training sessions in the skills and subjects required in the field of contact centres:

→ Perfecting foreign languages: Dutch, English, German	→ Customer Care: reception, credit control, complaint management,
→ Communication and voice techniques	→ Selling: orders, telesales,...
→ The call centre environment	→ Information technology: Word, Excel, MS Access
→ New technologies: email, Internet, e-commerce	→ Time and stress management;

**FOREM also provides custom-designed training programs for companies requiring specific training of their employees.**



## A wide spectrum of simple and attractive investment incentives :

- Investment grants;
- Taxes exemptions;
- A specific tax regime for service centres;
- Employment and training assistance.

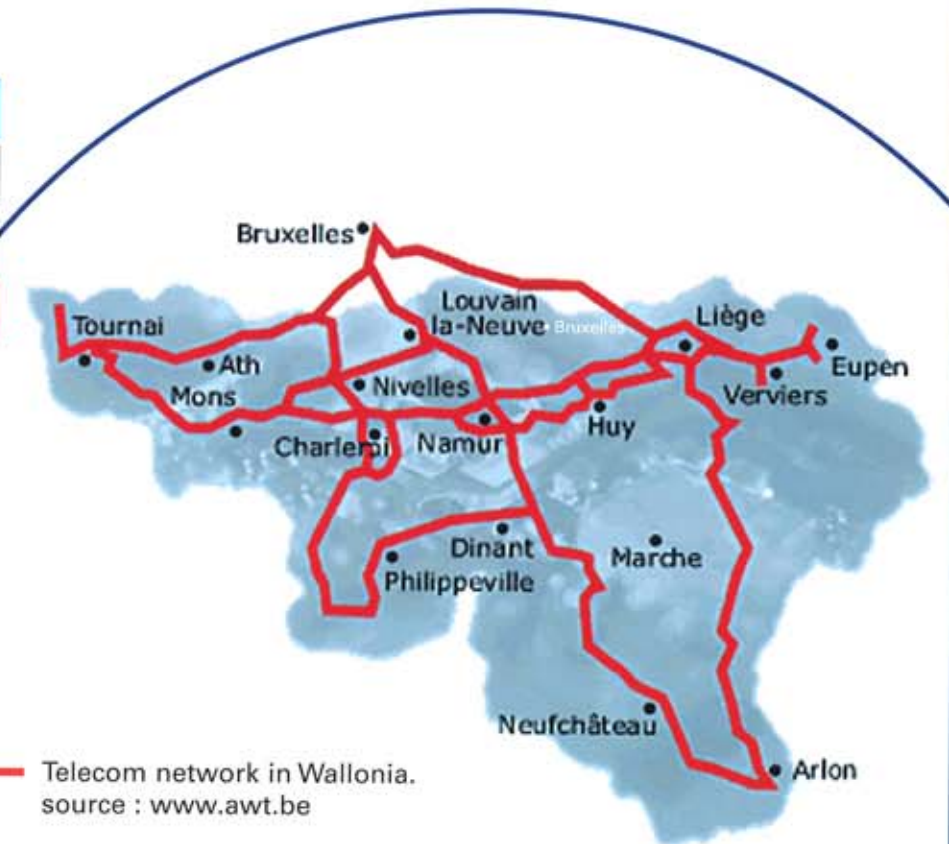


## Efficient telecoms facilities

A 1,776 km network equipped with 36 optical fibers crosses the Walloon Region.

Various Belgian operators and business parks strategically located along the communications axis give you a wide range

of products and services to operate your contact centre (broadband access, POP...) A partnership system with suppliers on a global level, enable your organization to handle its entire project with one single supplier.



## Service infrastructures suited to the activities of contact centres

The facilities of the TELEMATIC CENTRES include all the equipment required for telecommunications: insulation and IT cabling, direct access to the international telephone networks.

