

Pond Security honored as industry winner in the area of customer service with German B2B Award 2025

Erlensee, May 27, 2025 - The security service provider from Erlensee in Hesse has been recognized by the Deutsche Gesellschaft für Verbraucherstudien mbH (DtGV) for outstanding customer service in the security services industry.



The survey is based on over 205,000 assessments by decision-makers from middle and upper management who evaluated their experiences with 1,388 companies from 106 sectors. The evaluation was based on three central criteria: Customer satisfaction, customer service and value for money. Pond Security was particularly convincing in the area of customer service, placing it at the top of the list of security companies.

The industry award from DtGV underlines Pond Security's special position in the market and is also an incentive to continuously develop the quality of service.

"We are delighted to have been recognized by the DtGV. It is representative of the high level of commitment of our employees and the trusting, long-term cooperation with our clients," says Adis Muslimovic, Managing Director of Pond Security Service GmbH. "Especially in the security-relevant environment, it is crucial not only to act reliably and professionally, but also to maintain open, partnership-based communication. This claim is firmly anchored in the Pond philosophy. For us, safety means more than just presence - it is created through responsibility, dialog and mutual trust. We are fully committed to this every day."

Engin Atmaca, also Managing Director of Pond Security Service GmbH, adds: "For us, excellent customer service is not just an aspiration, but an obligation - especially in our industry, where reliability and quality are paramount."

Deutsche Gesellschaft für Verbraucherstudien mbH (DtGV), based in Berlin, is an independent market research institute specializing in the analysis of company performance from the customer's perspective. The aim of DtGV is to create transparency through objective surveys and comprehensive market studies and to provide decision-makers with well-founded guidance. Every year, it presents the German B2B Award to companies that excel in terms of customer service, satisfaction and value for money.

Pond Security Service GmbH, based in Erlensee, Hesse, is one of the top 5 security companies in Germany. Its core competencies include the security of military facilities, consulates, courts, research centers, banks, nuclear power plants and industrial facilities. Under the management of Adis Muslimovic and Engin Atmaca, Pond Security Service GmbH now has over 2,700 employees guarding around 100 properties throughout Germany.

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