

# GLOBAL BUSINESS SERVICE CENTERS

## CONTRIBUTION TO ECONOMY, DEVELOPMENT AND NEW WORK PLACES

**Global Business Service Centers (GBSCs) – large, international business units in cities with a competitive business environment and an available talents that carry a wide range of business support functions, including Centers of Excellence run as Global In-house Centers (GICs), Shared Service Centers (SSCs), Business Process Outsourcing (BPO), Information Technology Outsourcing (ITO), etc. Finance Latvia GBSC members represent Centers of Excellence in finance and related sectors.**

In the cities of neighboring countries such as Krakow, Prague, Warsaw, Vilnius, the global business services sector is already saturated. A favorable business environment, convenient geographic location, growing economy, good infrastructure, advanced air connectivity and high work ethics make Riga an attractive destination for potential investors of the GBSCs, especially to the business and excellence centers of the Nordic countries.

The GBSC sector in Latvia has been defined as priority in the Cabinet of Ministers Order No. 126 "Financial Sector Development Plan 2017-2019".

The range of GBSC's business support functions is very diverse (finance, IT, logistics, data processing, procurement, etc.). Almost any professional with significant work experience or a recent university degree can find a relevant job and build a rewarding international career with remuneration above average for Latvia.

Experience of existing GBSCs shows that employees are welcoming the opportunity to grow professionally and learn new languages. This has proven to be a win-win by creating new business opportunity for the employer and by improving the employee's personal competitiveness.

**Experience of other cities with developed GBSCs shows that graduates and professionals often choose to work in the GBSCs. Development of this sector would also promote employment and provide valuable experience in further career development.**

Now is the best time to create **new high value-added work places** with remuneration above average for Latvia

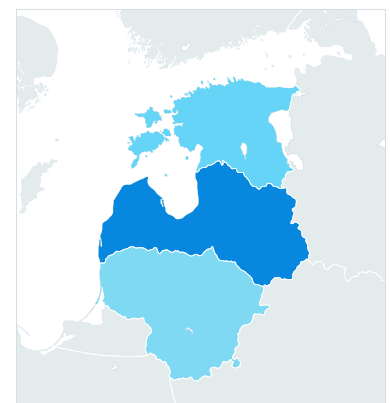
Emerging City in CEE: **RIGA**



Last year GBSCs  
turnover was above  
**EUR 300 million**



**9 000 employees**  
working at GBSCs  
in Latvia

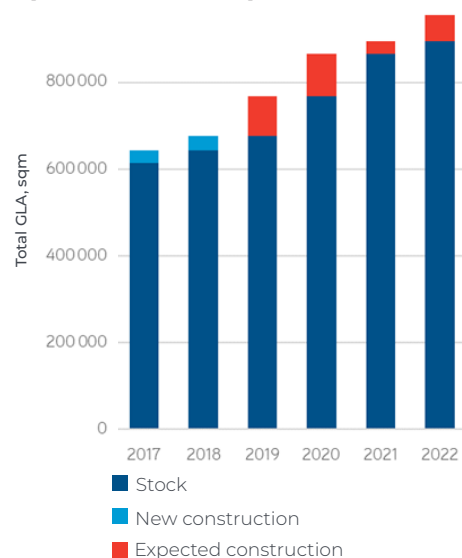


**30 000 employees**  
working at GBSCs  
across Baltics

## Joint public-private effort for the development and expansion of the GBSCs in Latvia in underway:

- Regular working group meetings with support from the Ministry of Economics, Investment and Development Agency of Latvia (LIAA), Riga City Council, Finance Latvia, Foreign Investors Council, National Alliance of Real Estate Developers and other industry representatives;
- On December 14, 2017, the first meeting of GBSC industry members organized by the Ministry of Economics was held, presenting the results of the GBSC survey on the main challenges and development perspectives of the sector;
- Memorandum of Cooperation on Development of the GBSC was signed in Riga on April 26, 2018; it involves targeted cooperation between public institutions, Riga City Council and the private sector on development, growth and job creation of GBSC sector.
- On April 18, 2019, The Association of Business Service Leaders in Latvia (ABSL) has been established. It is the leading organization representing the business services sector in Latvia.

The supply of modern office stock will grow substantially in the coming years in Riga, allowing to plan the development of GBSCs



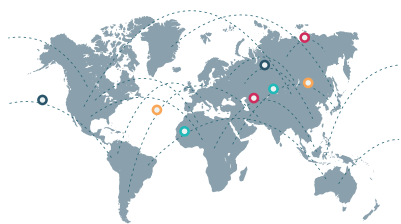
Collier's data

## FINANCE LATVIA ASSOCIATION

The goal of Finance Latvia Association is to facilitate further growth of GBSC sector in Latvia **with a focus on high value-added finance and related service providers with developed technologies and Centers of Excellence in the Baltics.**



90 – 99% of all employees working at GBSCs in finance and related industries have **higher education**



Export is almost **100%**

## GBSC members of Finance Latvia

**SEB**

**SEB Global Services** in Riga was founded in 2006 and provides high-quality services to SEB Group customers in 20 different countries around the world. The company has grown from 100 to 550 people. The Company is still growing in many areas, IT area is developing rapidly; practically all services are exported.

### Business areas:

- »Banking operations - 80%;
- »Risks and Compliance - 10%;
- »IT - 7%;
- »Finance - 3%.

**Swedbank**



For more than 10 years **Swedbank Latvia** has been exporting financial services: currently more than 500 employees in Riga create financial solutions for 8 million customers in the Baltics and Scandinavia.

**Swedbank Business Center** was established in 2016 and employs more than 130 employees who serve clients in Scandinavia and around the world on a daily basis.

### Business areas:

- »Banking operations - 45%;
- »IT - 40%;
- »Finance - 15%.

**intrum**

**Intrum Global Technologies (IGT)** is a part of credit management company - Intrum Group. Intrum has 24 branches throughout Europe as well as an international network in 160 countries that can truly assure a global reach for its clients and customers.

**IGT** was established in 2010 and is located in Riga where currently employs more than 160 specialists. The main responsibility area is software development, its implementation and support for the Group needs.

### Business area:

- » IT - 100%.