

# The Czech Edge: Driving Digital Innovation in Global Business Services

## 1 Constant growth of the Czech business services sector

**5%**

employment growth in business services centres in 2023

**175,000**

expected number of jobs in business services in the Czech Republic in 2024

**7%**

expected employment growth in business services centres in 2024

**~200,000**

expected number of jobs in 2025

## 2 The availability of people and recruiting of people is still very successful

**11 weeks**

average recruitment lead time

Source: ABSL Survey 2023

## 3 Attractiveness of the sector and country to expats

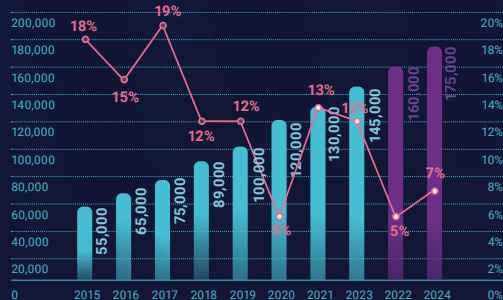
**40%**

of employees of Czech business services are foreigners out of which 65% of foreigners are from EU countries and 35% of foreigners are from non-EU countries

**70,000**

foreigners employed in Czech business services

Growth rate of business services in the CZ



Source: ABSL Survey 2015 - 2023

### Top 3 reasons to stay in the Czech Republic for Expats



Career growth



Higher compensation



Living standard in Czechia

Source: ABSL Fusion Leader Group - Expats Survey

## 4 Business services centers thrive as multifunctional incubators of new processes

Centers experience substantial growth due to their services' multifunctional and end-to-end focus, as well as their openness to trialing and driving new processes.

### 79%

of expansion comes from driving new activities

Source: ABSL Survey 2023

## 8 Our people and processes are customer-centric

Because of our employees' cultural diversity and close proximity to our customers, they exhibit a strong customer-centric approach.

### 55%

of centers provide Customer Experience related services

Source: ABSL Survey 2023

## 5 The robust local innovation and technology ecosystem, featuring a blend of corporations, start-ups, and academia, stands as the strongest in the CEE region

Three out of the top five services experiencing growth in 2023 are in the Technology/IT sector:



Cybersecurity and Information Security



IT User support/service desk



Other IT services

Source: ABSL Survey 2023

## 9 Upskilling and re-skilling of our employees to keep pace with technological changes and increased focus on value-driven processes

### 73%

of centres drive internal leadership, coaching and mentoring programmes (+8% vs. 2022)

Source: ABSL Survey 2023

ABSL also provides specialised training programmes tailored to business services sector: the Fusion Leader, Fusion Professional and Fusion Digital.

## 6 The Czech Republic is attractive as the location due to accessibility and proximity to key markets, quality infrastructure and the right time zone to serve services on a global scale



Source: ABSL Survey 2023

## 10 We successfully retain our people

### 16%

Overall attrition in 2023

### 6.5%

Average salary increase in 2023

### 3.9 years

in comparison with average retention +4 months compare to 2022

Source: ABSL Survey 2023

## 7 The sector is fast and agile in using a variety of digitalization methods

### 72%

of the centres build their robotics and automation capabilities in house

### ~10,000

equivalent for the robots. This drives productivity and ensures the right value-driven focus for employees

Source: ABSL Survey 2023



## Contact information

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