



BRNO

City profile

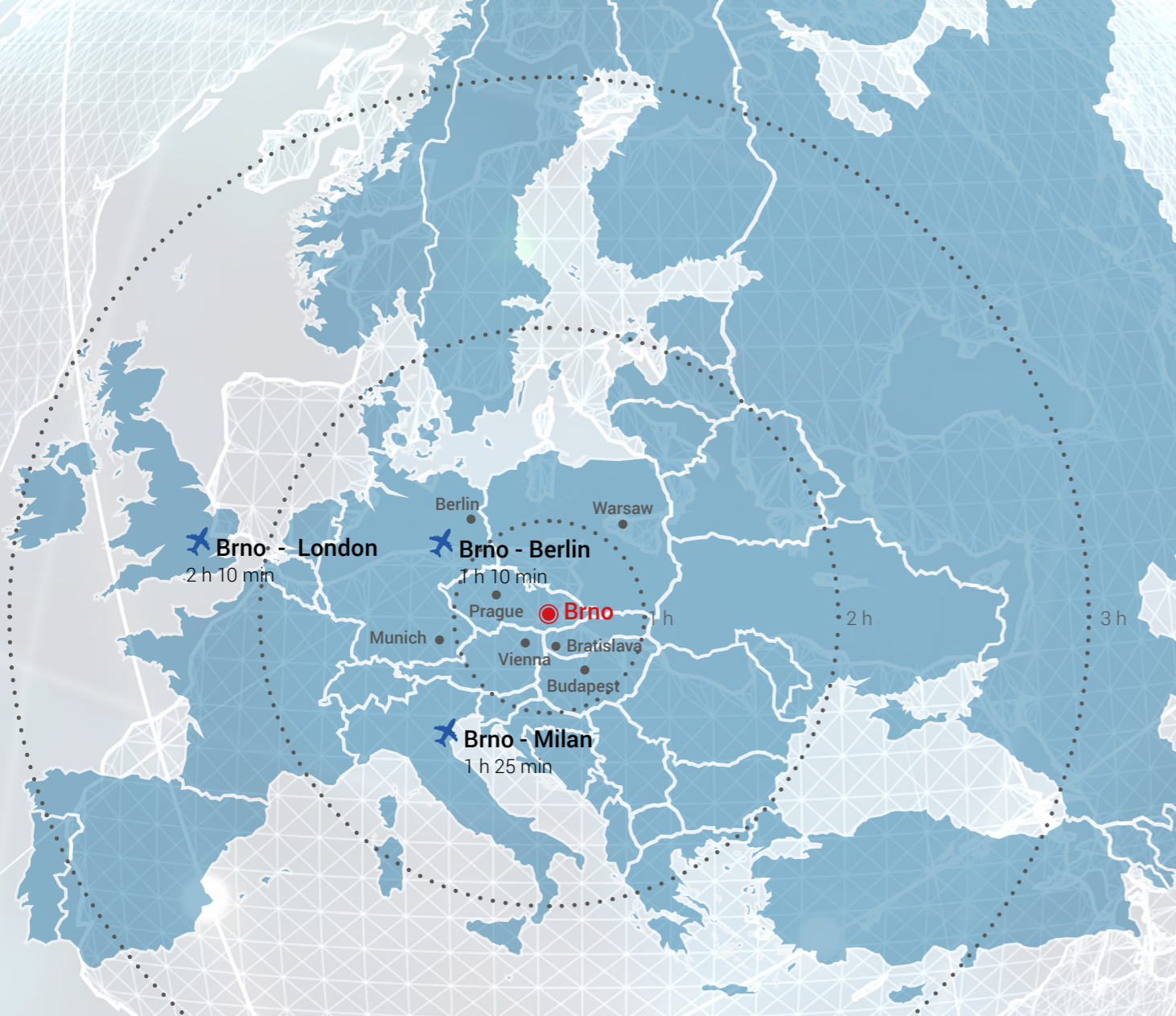
A Guide to the Business Services Sector



B | R | N | O



CONNECTIVITY TO BRNO



city	distance (km)	car (h)	train (h)
Prague	200	2:00	2:30
Bratislava	120	1:20	1:30
Vienna	110	1:30	1:30
Munich	400	5:00	7:00
Budapest	270	3:00	4:00

BRNO - BEST FOR BUSINESS SERVICES

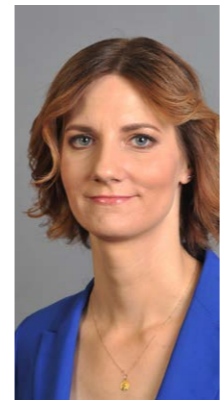


Jonathan Appleton
Managing Director, ABSL Czech Republic

Brno is truly 'Booming for Business Services' with one of the highest densities of global service professionals in Europe and a well deserved reputation for innovation, quality and world class business. We hope that you will find this brand new Brno brochure a helpful guide to the many success stories of business services in the City and urge you to consider the 'Brno dragon' for your next business move.



<p>50 business services centers in Brno</p> <hr/> <p>309 average centre size by number of employees</p> <hr/> <p>100,000 total employees in business services in Czech Republic</p>	<p>22,000 employees in business services in Brno</p> <hr/> <p>65,000 university students 2018-19</p> <hr/> <p>25 international languages spoken in Brno centres</p>
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Markéta Vaňková,
Mayor, City of Brno

"Young, dynamic, open, affordable, educated – all of these attributes, including the city's strategic location in the heart of Europe, have turned Brno into a popular place for business. Indeed, it is one of the most progressive innovation centres in Europe. Our region is #1 in the Czech Republic for investment in science and R&D, and among the best for electron microscopy and IT. In addition, Brno has excellent living conditions and a friendly atmosphere. Not only is it great for work, study and science, but it offers a rich array of entertainment options. One major advantage is its size; we like to say that everyone knows everyone in Brno."



WELCOME TO THE CZECH REPUBLIC

The Czech Republic, also known as the Heart of Europe, is a country in Central Europe with one of the most developed economies and three major cities: Prague, Brno and Ostrava.

With its location and climate with distinct seasons the Czech Republic enjoys cool spring, hot summer, colourful autumn and heaps of snow in winter.

CZECH REPUBLIC:

10,600,000 inhabitants

90% GDP per capita - EU 28 = 100%

14 Unesco World Heritage Sites

26 Protected Landscape Areas with a total area of 1,076,111 ha

2,000 castles and chateaux in the country, more than any other country in Europe

10th safest country in the world (source: Global Peace Index 2019)

3rd best country in the world for employment of foreign workers (Expat Insider 2018 - www.internations.org)

6th best country in the world for quality of life (Expat Insider 2018 - www.internations.org)

8th best expat destination for women (Expat Insider 2018 - www.internations.org)



#BRNOREGION IN A SNAPSHOT

Brno, the capital of South Moravia is a city known for its innovation, research, development and education. It is a dynamic city with flourishing economy and a great location that attracts new investors and companies every year. Brno is also known as the student capital or a university city full of life, culture and high quality education. Thanks to its employment opportunities, excellent public transport, wide range of educational options at all levels, and rich culture and recreation many people commute to the city on a regular basis for work, study, professional training and entertainment. The South Moravian Region and City of Brno are presented under the marketing brand #brnoregion.

BRNO CITY

2nd largest city in the Czech Republic

380,000 inhabitants

150,000 people commute to the city on a regular basis

140% GDP per capita - EU 28 = 100%

50+ parks in Brno

#BRNOREGION

1,200,000 people living in #brnoregion

23% of inhabitants aged 15 to 34

4 out of 5 people in #brnoregion speak a foreign language

96% of #brnoregion inhabitants aged 30 to 34 are graduates of high school, college or university

40,000+ foreigners in #brnoregion, very expat friendly – 20% of university students in the region are foreigners

#BRNOREGION AS THE MELTING POT OF CULTURE, SPORT AND ENTERTAINMENT



Beauty

Brno has a beautiful historic centre with many interesting sights and famous landmarks such as Spilberk castle or Cathedral of St. Peter and Paul, and belongs to one of the most beautiful cities in the Czech Republic.

Nature

The Brno Dam with its beautiful surroundings full of forests and natural marvels offers nature lovers the perfect place to spend their time. #brnoregion is also known as a wine region where 96% of the total area of vineyards in the Czech Republic are located.

The World Heritage

There are two UNESCO World Heritage sites in #brnoregion: Villa Tugendhat and the Lednice-Valtice Cultural Landscape

Festivals

54 cultural and theatre festivals are held in #brnoregion every year and in total there are 66 theatres in #brnoregion.

The best wine and beer

Brno being the capital of South Moravia surrounded by vineyards makes one of the best places for wine tasting and also offers several breweries with local beer.

Sports and Outdoor Activities

In the region people enjoy over 1,200 kilometres of bicycle paths through the wine country of the regions and the city itself offers around 800 sports facilities with many major international sports competitions during the year.

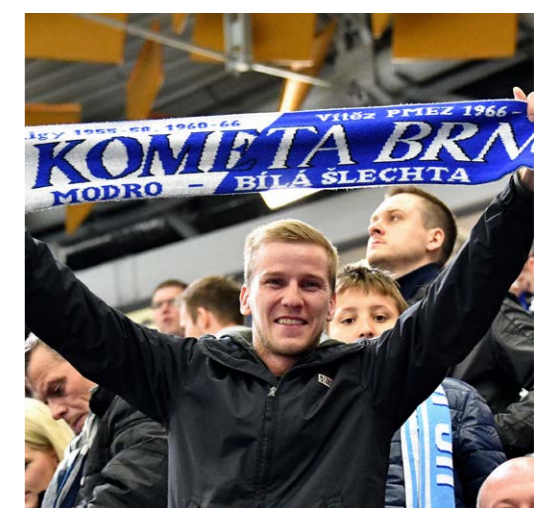
The Brno Circuit annually hosts its most important event MotoGP - The Czech Republic Motorcycle Grand Prix.



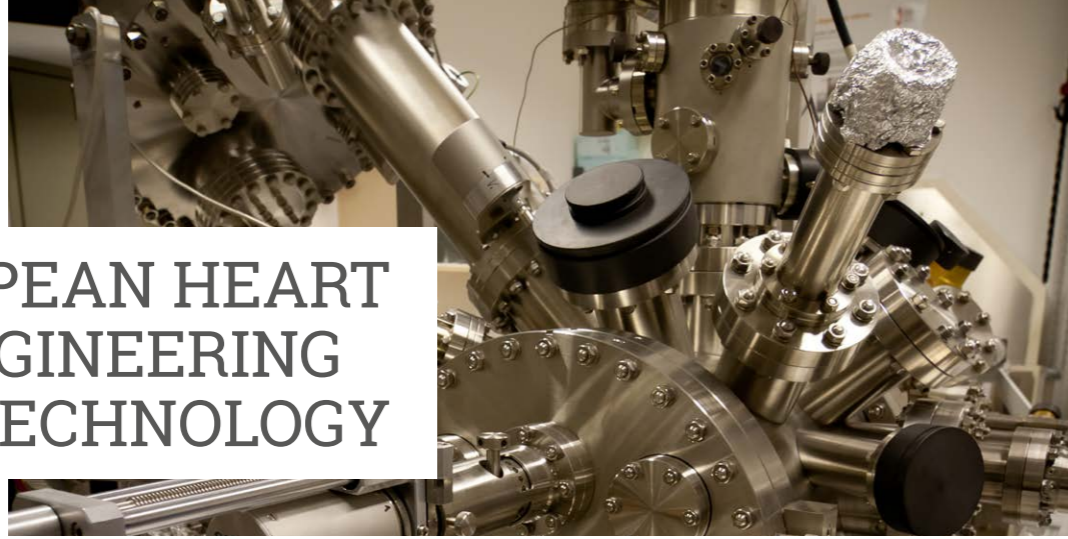
Brno as the affordable city

Brno offers a high standard of living and a wide variety of leisure activities, cultural or sport events that are available in the city and the region.

Lunch	135 CZK / 5.3 €	
Espresso or cappuccino	45 CZK / 1.8 €	
Beer (0.5 litre draught)	40 CZK / 1.5 €	
Bottle of wine	110 CZK / 4.3 €	
Public transport, monthly pass	550 CZK / 21.5 €	
1-bedroom flat in city centre (rent per month)	13,200 CZK / 516.8 €	
2 cinema tickets	370 CZK / 14.5 €	
Monthly gym membership	820 CZK / 32 €	
Ticket to hockey match (local team – Kometa)	200 CZK / 7.8 €	



EUROPEAN HEART OF ENGINEERING AND TECHNOLOGY



As Brno evolved, it was firstly perceived as the Moravian Manchester, later as the Engineering Superpower and today it predominates as the European IT Centre

» Key economic sectors: advanced production and engineering technologies, precise instruments and devices, software and hardware development, life sciences, aerospace technologies

30% of the world's electron microscopes come from #brnoregion

700+ electron microscopes are exported from #brnoregion annually

40% of the global antivirus market is controlled by companies with either bases or development centres in #brnoregion

RESEARCH AND DEVELOPMENT IN #BRNOREGION:

20,000 employees in science and research

12,000+ researchers

5 centres of excellence

- » **CEITEC**
Central European Institute of Technology
- » **CzechGlobe**
Global Change Research Institute of the Czech Academy of Sciences
- » **FNUSA-ICRC**
International Clinical Research Center

- » **C4e**
Czech CyberCrime Centre of Excellence C4e
- » **IT4Innovations**
National Supercomputing Centre IT4Innovations

South Moravian Innovation Centre (JIC) – focuses on supporting innovative entrepreneurship and commercial use of research and development.



EDUCATION AND FUTURE TALENTS

In Brno, the student capital, more than 65,000 students are enrolled in 12 universities, many of which have a long history and are known for their high quality education - Masaryk University, Mendel University or Brno University of Technology. There are more than 16,000 new graduates each year, most of whom speak at least one European language and many speak two.

Universities in Brno offer a wide selection of English programs at all three levels of education: Bachelor, Master and Doctoral - From economics, law or regional development to nanomaterials, biomedicine, engineering, cybersecurity or information technology. According to the QS Best Student Cities Index, the city of Brno is also one of the best student cities in the world.

72%
workforce population are university graduates or higher

65,000
university students 2018-19

12
universities

16,000
university graduates 2018-19

34
faculties

8,000
university students are foreigners



BRNO WORKFORCE

Brno is the second largest city in the Czech Republic in terms of population with over 1,000,000 people in its wider region. Over the years Brno has developed into one of the main Innovation cities in Europe and has proven to be attractive for both the Czech and foreign workforce and investors. Due to Brno's proximity to Austria and Slovakia, it is particularly well positioned to attract talent from neighboring major cities of Vienna and Bratislava. Brno and its workforce provide a great opportunity as an investor friendly and multicultural business environment.



One of the main Innovation capitals in Europe.

250,000 Total workforce in Brno

+1% Employee growth compared to the Czech average of 12%

1,320 € Nominal monthly wage in Brno

10% Growth prediction for Brno centres

13% Employee growth in Brno business services centres in 2018



INDICATIVE YEAR SALARY COSTS PER FUNCTION

Function	Experience	Accounting & Finance Labour Cost*	HR Labour Cost*	Procurement Labour Cost*	IT Labour Cost*
Level					
Management**		€ 37,000 - 83,500	€ 37,000 - 70,000	€ 37,000 - 83,500	€ 32,400 - 55,400
Team Leader***		€ 21,000 - 32,500	€ 21,000 - 28,000	€ 21,000 - 32,500	€ 24,000 - 36,500
Operative with English	0 years 1-3 years	€ 12,000 - 16,000 € 14,000 - 21,000	€ 13,000 - 15,500 € 14,000 - 18,500	€ 12,000 - 16,000 € 14,000 - 21,000	€ 13,800 - 18,000 € 15,000 - 19,200

* Annual labour costs per FTE in EUR incl. 1. Gross base salary, 2. Statutory cost (insurance); excl. bonuses: operative 0% – 5%, TL 0% – 15%, management 10% – 25% – according to company's compensation & benefits policy.
 ** Good experience in SSC, > 5 years exp. as manager, lead of > 100 employees, profound process knowledge, excellent in English. Reports to Manager of Hub.
 *** Experience in SSC, > 5 years exp. as team leader, lead of > 10 employees, excellent process knowledge, very good in English, German skills available. Reports to manager of Spoke.





ATTRACTING FOREIGN TALENT

Brno is a world leader in expat integration, providing care to foreigners at the same standard as business hubs like Vienna and Amsterdam, in particular thanks to the Brno Expat Centre, a free public service supported by the City of Brno.

The BEC helps skilled foreign professionals and their families – whether living or planning to live in Brno – get settled in the city. It provides free consultations and assistance, educational seminars and networking events. Its consultants have expert knowledge of all bureaucratic aspects of foreigners' stays in the Czech Republic, and receive intercultural training to deliver the highest level of care.

Does your company hire a lot of foreign employees?

Would you like to ensure they receive priority care in adapting to Brno? Get in touch with the Brno Expat Centre.

The BEC team will keep your foreign employees happy and take some of the burden off your human resource department. Complete guidance is provided by legal consultants and trained staff – on anything ranging from life in Brno during the recruitment process, to final relocation, social integration and professional language assistance. Refer your incoming foreign employees to the BEC, or become a partner and work with us to arrange topical meetings and presentations on your business premises.

Start at BrnoExpatriateCentre.eu

High employee retention

According to a recent survey of over 1,000 respondents, 86% of expats would recommend living in Brno to their friends or family. Respondents were most satisfied with the public transport, sense of security, work opportunities, quality of life and cultural opportunities.

Let us show your employees the best Brno has to offer, both at work and after hours.



86% of expats would recommend living in Brno



INNOVATIVE BRNO BUSINESS SERVICES

22,000 Employees in Business Services in Brno

4% Brno centres employ 4% of the Brno labor force. This is double the Czech national business services average of 2%

50% Over the last 3 years, Brno centres grew by 50% - 7 700 people

309 Employees - Average centre size

Structure of employment

+10% people in R&D
+20% people in Customer operations & BIFS
+3% people in IT

Employees

51% of women
64% of millennials
30% of foreigners

Automation & AI

All Brno centres have automation in place.

7 Average number of equivalent full-time robot employees per Brno centre

4 Average number of automation experts per Brno centre

Growth

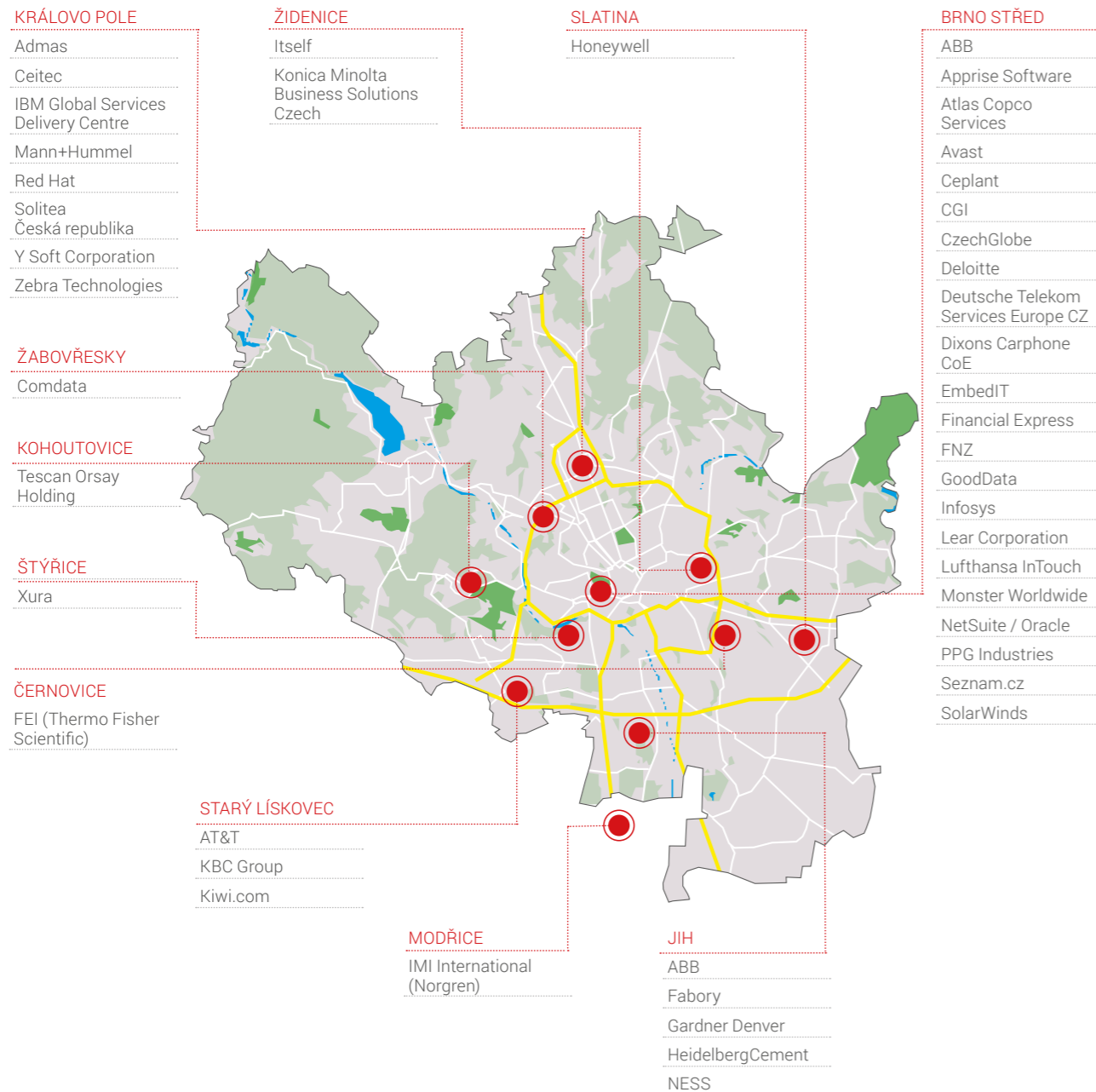
↗ In line with CZ average
+7% centres planning to expand activities in the upcoming 2 years

26% On average, Brno centres have implemented, tested or plan to use automation on 26% of the processes

+19% centres implemented, tested or are planning to use AI on some of their processes



BUSINESS SERVICES CENTRES IN BRNO



BRNO REAL ESTATE MARKET

The City of Brno represents the largest regional office market in the Czech Republic outside of Prague. It is a well-established and sought-after office location which can offer high-quality office spaces and accommodate large tenancies. Over the past few years, Brno has attracted major international corporations thanks to its educated and highly-qualified labour force, which is more affordable than the labour force in Prague. Furthermore, it has an above-average level of unemployed job-seekers, many of which are graduates of higher educational institutions. These factors have played a key role in stimulating demand for new offices, which in turn has led to greater development of the city.

597,600 m²
is the current total modern office stock in Brno. Approximately 83% of it meets the requirements for A-class office space.

FOR RENT 69,600 m²
is the current amount of available space in Brno, giving the city a vacancy rate of 11.7%.

m² 84,100 m²
Development activity remains very strong, with 84,100 m² of office space currently under construction and scheduled for completion between 2019-2020.

IT and Business Services
Thanks to the availability of a highly educated and qualified labour force, the Brno office market benefits from the strong presence of the IT and Business services sectors.

€ 15.00-15.50 per m²/ month
is the prime headline office rental cost in Brno. The majority of modern offices are currently being offered between €11.00-13.50 per m²/ month.

OFFICE-LEASING CONDITIONS IN BRNO

Lease Lengths

The average lease length is 5 years, but longer leases are becoming more common. Break options are increasingly rare in case of new leases.

Incentives

Incentives may be offered by landlords and typically take the form of rental-free periods or contributions towards office fit-outs.

Payment Terms

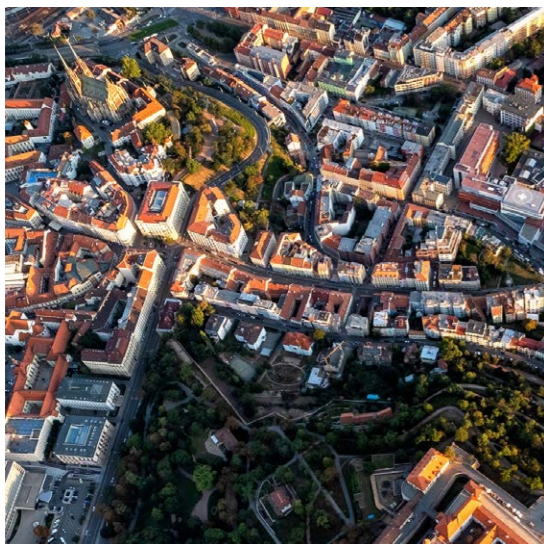
Rents are typically denominated in EUR (CZK is possible but less common), and paid quarterly or monthly in advance.

Other Charges

Service charges and utilities, which are paid separately, generally range from 3.5 – 4.5 EUR per m²/month.

Rental Deposit / Indexation

A cash deposit or guarantee from a bank or parent company equal to 3 months' rent is common. Indexation is performed annually in accordance with the European CPI. In case rent is determined in CZK, landlords prefer to use the Czech CPI.



Marta Kadlecová
Director – Tenant
Representation,
JLL

The Brno office market is constantly growing and is popular among companies entering the Czech market. The city offers a wide range of modern and high-quality office premises that emphasize user well-being, and can accommodate various requirements from even the most demanding companies.

Rent for A-class office space oscillates between 10.00 – 15.50 EUR per m²/month, depending on whether a given location is on the city periphery or right in the centre.



THINK SUCCESS, THINK ECONOMICS – CHOOSE YOUR FUTURE



Ing. Dagmar Špalková, Ph.D.
Vice-Dean for External Affairs and Marketing,
Masaryk University

“The Masaryk University Faculty of Economics and Administration is a prestigious institution of learning internationally renowned for the quality of its research. It offers affordable and high-quality education, a multicultural environment, internship and study abroad opportunities, interesting career prospects, a friendly atmosphere and vibrant student life.

Curricula are developed with a view to employability, so it's no surprise that most of our graduates go straight into rewarding and often high-level positions (sometimes even before graduation) in banks, government agencies, international companies, non-profit organizations and even the EU. We have more than 2,600 full-time students in degree programmes and have had over 12,000 successful graduates since 1994.

Our faculty has a portfolio of business partners it connects directly with students – for example, through our Top Students Centre programme (TopSeC), which serves as a platform for lectures, workshops, excursions, and exchange of knowledge between students and companies. It gives students the opportunity to visit partner companies and public institutions to find out how they really work, both as part of internships and for individual research projects (e.g. theses).

FEA students have the opportunity to obtain an ACCA certificate attesting to their theoretical and practical knowledge of accounting and/or finance. Furthermore, our Public Economics and Administration programme is currently the only programme in the Czech Republic with international EAPAA accreditation.

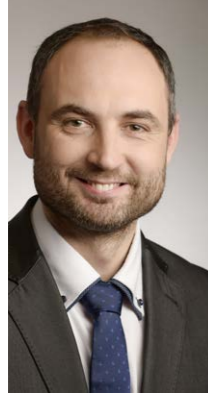
Our main mission is to maintain a high standard of education, but we also care about improving the quality of life in the region and the local culture. We organize and participate in many events for faculty members and the general public.”

ECON.MUNI.CZ/EN
Job portal: JobCheckIN





MUCH SOUGHT-AFTER LOCATION AMONG COMPANIES



Patrik Reichl
CEO, CzechInvest

Brno is a much sought-after location among companies in the business services and IT sectors

Brno's popularity has risen rapidly among investors in recent years. Primarily the business services and IT sectors find here suitable infrastructure, availability of which is diminishing in Prague. Conversely, companies in these sectors are further developing this infrastructure. Beyond its business infrastructure, the city is popular due to its talent pool, as well as the broad range of services that give it a high standard of living,

thus making it attractive to foreigners. Like Prague, Brno has an international character but with lower costs and more peace and quiet. Moreover, the city is still to some extent lagging behind Prague economically, thanks to which companies operating here have access to subsidies. The city receives support via European funds as well as in the form of state investment incentives. The most recent amendment of the Investment Incentives Act will bring support mainly for companies' R&D activities, for which Brno holds tremendous potential.

Based on that, we are seeing among newcomers a remarkable shift of interest from Prague to Brno.

We are glad that the prospering economic activity of the business services sector is being distributed to other cities across the country and we hope that those other cities will follow the successful path that Brno has taken.



The city is popular due to its talent pool, as well as the broad range of services that give it a high standard of living, thus making it attractive to foreigners.



OUTSTANDING PLACE TO GROW AND ATTRACT TALENT



Sergei Holmeckis
Managing Director, Deutsche Telekom Services Europe

Brno has been home to the Czech subsidiary of Deutsche Telekom Services Europe (DTSE) since October 2016. Over the last 2.5 years, we have experienced steep growth, and now have over 120 employees delivering high-value, multi-language services to customers across Deutsche Telekom, with a strong focus on sophisticated financial solutions and digital innovation projects. Collaboration with the DTSE Headquarters in Germany is excellent, and the subsidiary in Brno is driving a range of strategic and innovative developments for the entire DTSE Group.



Brno, apart from being a beautiful and attractive city, offers superb value to businesses, individuals and families.

Brno, apart from being a beautiful and attractive city, offers superb value to businesses, individuals and families. We at DTSE operate in a stable and well-developed business environment which allows us to tap into an international talent pool, as well as benefit from a multitude of top-notch universities, world-class offices and solid digital infrastructure.

Brno's geographical position and spirit of diversity make the city an attractive and vibrant place to live. Located in the heart of Europe and the centre of all our target markets, it is perfect for cooperation with local and international colleagues alike.

After 2.5 years in Brno, Deutsche Telekom Services Europe continues to expand the scope of its services in finance, procurement and digital innovation. This is an outstanding place to grow and attract talent.



WHY BRNO?



EASY RELOCATION FOR EXPATS AND THEIR LOVE FOR MORAVIA



Miroslava Ambrožová, HR & Operations Manager, Dixons Carphone

The Dixons Carphone Centre of Excellence was established in Brno over a decade ago. One of the main reasons for this was the city's great location and enormous pool of young and dynamic labourers with an excellent educational background. We started out providing only basic financial services for our European holding company, but as the centre progressed and matured, the scope of our work expanded. At the moment, we are more oriented towards end-to-end processes and processes with higher added value, such as robotics and business transformation services. In the majority of cases, we are able to find experts on the local market. For some roles, e.g. language-specific roles for the Nordic part of our business, we hire colleagues from Nordic countries and relocate them to Brno. Relocation is usually very easy, as expat services in Brno are on a very high level.



Its great infrastructure and reasonable cost of living.

What do we love about Brno? Its great infrastructure and reasonable cost of living. It offers all the advantages of a large city in a compact space, so everything is nearby. Moreover, traveling to other key cities in the region such as Prague, Vienna and Bratislava is very cheap and easy. Last but not least, expats love Moravians! People in Brno are very friendly, helpful and able to communicate in English, which makes expat life a breeze.



CELEBRATING GROWTH AND GLOBAL SUCCESS



Ivo Knoflíček Brno Site Lead, Director, Zebra Technologies

Zebra Celebrates 15 Years of Success in Brno

This year we are celebrating the 15th anniversary of our residence in Brno. That's a short time for a company, but a long time for our employees.

Zebra Technologies is a global company offering visionary solutions such as barcode printers, barcode scanners, RFID technology and mobile computers. We employ approximately 7,400 employees globally. Over the last 15 years, our Shared Service Centre in Brno has grown into

the biggest Zebra location outside of the US, with over 550 employees. Our initial plans for the hub to serve mainly Europe, the Middle East and Africa were quickly overturned in favour of an omni-global outlook. We focus on customer care, technical support, supply chain operation, order management, marketing, finance and accounting, and much more.

Prior to 2004, Zebra had no presence in either Brno or the Czech Republic. Its presence in Eastern Europe was also limited. The decision to establish ourselves in Brno was therefore very risky. Today, however, we know that it was the right decision. Let me share our story...

In 2004, we started with around 100 employees only, and had no big plans to hire hundreds of people in a short time. Our main aim was to centralize easy transactional activities within EMEA in a synergetic and cost-efficient way. Expat managers were assigned to key activities to ensure that everything went smoothly and according to plan. Many foreign companies in Czech Republic have a similar, limited setup, but Zebra quickly expanded!

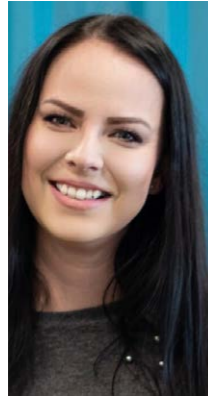
We soon tapped into the unique skills and expertise on Brno's local labour market. We also invested in the further development of recruits through a variety of theoretical and practical training. Our most talented employees were made responsible for managing local Czech operations, or promoted to global leadership positions as liaisons with structures outside of Brno (including our US headquarters). We no longer focus on just basic activities, and are now seen as a centre of innovation for the rest of Zebra.

We are proud of what our Zebra CEO Anders Gustafson says about us: "You are the most dynamic and diverse group at Zebra... An example of how to bring together different backgrounds, points of view and talents to serve a common goal... The Brno Management Team sets the pace for other leaders by creating an inclusive atmosphere that celebrates open communication and collaboration."

Thank you to all those from the Brno area and 30 other countries who contribute daily to our success!



ASPIRING TO BECOME
A VIRTUAL SUPERCARRIER



Iva Kameníková
HR Manager, Kiwi.com

Seven years ago, when our online travel agency was just starting, this would have sounded crazy. Likewise, running a global business from Brno seemed unreal. Who would have thought there was still a niche in the travel industry undiscovered by corporate global players? Against all odds, there was.

Our unique product is the main reason behind our current headcount of about 2,500 employees. It has ensured steep business growth and is immensely attractive for tech-savvy people. Moreover, since many of our employees have experienced travel difficulties first-hand, “making travel better” is a great motivation.



Brno has proven itself
an amazing place to live.

Our product’s uniqueness alongside our marked flexibility in terms of remote cooperation has allowed us to assemble a global team with limited relocation costs. In cases where relocation has been necessary, we do everything we can to make it as easy and as comfortable as possible. For example, we offer temporary accommodation, and partner with relocation companies that help our hires find permanent

accommodation quickly. Brno has proven itself an amazing place to live!

We also consider ourselves local and want to be in touch with regional talent. That’s why we recognise the importance of partnering with universities in Brno.

Apart from our product, our company culture makes us special. Part of that culture is flexibility. According to Oliver Dlouhý, founder and CEO of Kiwi.com, “We always strive for the best and follow our dreams, but we don’t forget that we are human, which means we sometimes make mistakes. We try to have fun while working, and firmly believe that some rules are made to be bent.”



BENEFITS OF QUALIFIED
WORKFORCE AND EASY ACCESS



Jan Skoták
Country Manager, Infosys

In Brno in early 2004, Infosys established its first international service location outside of the company’s headquarters in India. The city offered an educated labour force, developed infrastructure and easy access to other European countries. The economic and political stability of the Czech Republic was also an important draw.

Infosys uses its Brno centre primarily to deliver services to its European clients who require niche combinations of technical and linguistic skills. The centre provides a wide range of multilingual services in IT, digital development, sales and fulfilment, banking, and finance and accounting.

The Infosys Brno team is multilingual and comprises over 65 nationalities. From a start-up size of 30, the team has grown to over 700 through a balanced combination of recruitment from Brno and the European Union. Today, Infosys is located in the Spielberk Office Centre, which is close to the city centre and very commute-friendly.

“In 2004, Infosys BPO selected Brno as the location for its first international service centre from a wide range of other locations in the CEE region. Today, 15 years later, we can proudly say that we made the right decision. The number of satisfied clients across the many industries and processes we have served from Brno is the best proof that Infosys teams do great work, and that Brno is a strong foundation. We have enjoyed our 15 years in the Czech Republic and are looking forward to the next 15” says Jan Skotak, Senior Regional Head of Infosys Czech Republic.

About Infosys.

Infosys is a global leader in next-generation digital services and consulting that helps clients in 45 countries navigate through digital transformation. With over three decades of experience in managing the systems and operations of global enterprises, we expertly steer our clients through their digital journey. We do it by equipping them with an AI-powered core that helps prioritize execution of change. We also empower them with scaled, Agile-method digital development, which delivers unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement by building and transferring digital skills, expertise and ideas from our innovation ecosystem.

Visit www.infosys.com to see how Infosys (NYSE: INFY) can help your enterprise navigate your next digital shift.





WHY BRNO?

ITS LOCATION, YOUNG AND EDUCATED WORKFORCE



Roman Pavloušek
General Manager Finance Service Centre,
Atlas Copco Services

“Brno provides a great foundation for SSC financial operations. At Atlas Copco Services, we are able to attract and retain the right people, invest in quality training and create opportunities for advancement. We are proud of what we have built because it works. We look forward to what the future will bring!”

Atlas Copco Services – Celebrating 10 Years of Continued Success

The decision to establish our Shared Service Centre (originally Edwards Services) in Brno was made in 2008, in the middle of the global financial and economic crisis. The private equity firm that owned Edwards Group at the time was seeking ways to streamline supporting processes and centralize its financial and customer care activities.

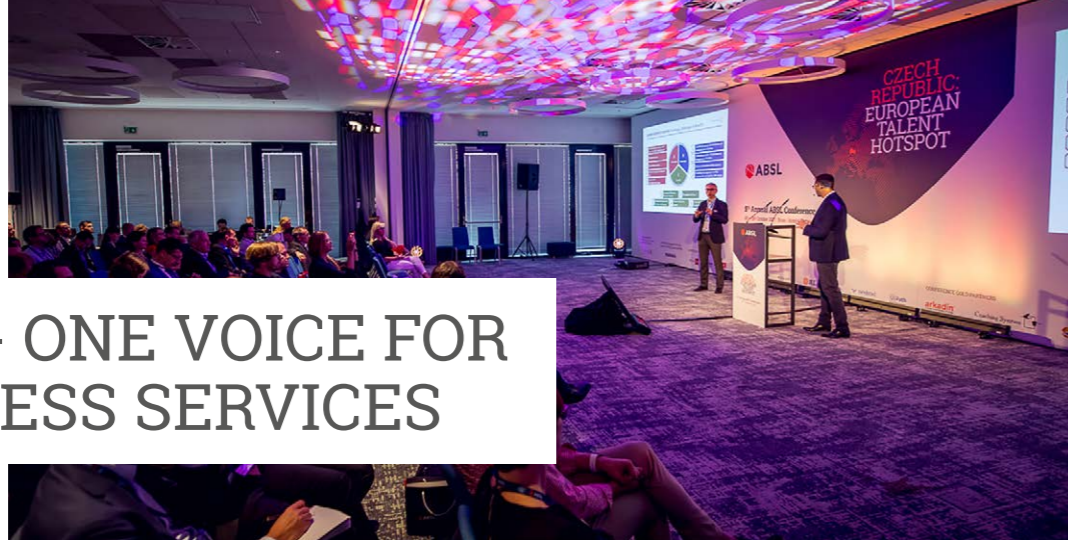
Brno was selected as the logical choice because Edwards already had a service hub there, as well as a manufacturing site in the nearby city of Lutín. Brno’s strategic location, young and educated workforce, and competitive labour arbitrage made it very attractive.

By 2013, the Edwards Centre had about 150 professionals supporting financial and customer care operations in Europe and the US from the Spielberg Office Centre, a first-class business park. In 2014, Edwards was acquired by the Atlas Copco Group, which provided even more opportunities for expansion of the SSC business model (especially in finance).

After a pilot was run in 2015, everything accelerated. The next year, Atlas Copco launched a major transition of financial service operations for the largest business area of Atlas Copco: Compressor Technique. Today, we have a team of 400 professionals serving an increasing number of Atlas Copco entities/brands in finance and customer care for two major business areas: Vacuum Technique and Compressor Technique.

The Atlas Copco Shared Service Centre in Brno benefits greatly from the city’s diverse and educated workforce. It also invests in talent development in cooperation with organizations such as ACCA. Our people-centric model has proven to be very successful in attracting and cultivating talent for Atlas Copco, both within its Shared Service Centre and beyond. Moreover, our internal customer surveys and informal customer feedback provide ample evidence of continuous improvement in service quality. This year, the Shared Service Centre is celebrating its 10-year anniversary, and is ready to continue its successful journey in the great city of Brno.





ABSL - ONE VOICE FOR BUSINESS SERVICES

We are ABSL - Association of Business Service Leaders in the Czech Republic founded in 2013. Our members are companies operating in the Business Services and Business Outsourcing Industry. ABSL currently represents nearly 100 member companies, including 24 supporting members providing supportive services to the sector.

Our Vision

We believe that through cooperation the Business Services can grow, develop and innovate together. Becoming even stronger trusted partners and valued employers.

Our Goals

Research of the Sector

Gather and maintain business intelligence market data, key statistics and sector insights to support existing Business Services and attract new investors to the CR.

Strong Public Relations

Promote the ABSL and Business Services through cooperation with media, PR, one-voice response to current events, promotion of sector successes and organization of events.

Cooperation with Authorities

Build relationship with relevant national and local authorities to open dialogue and cooperation to support industry interests.

Business Services Community

Build a strong community of business services leaders sharing knowledge and cooperating on major projects designed to advanced the sector.

Cooperation with Universities

Create relationship with relevant universities to open dialogue and cooperation on adopting education to support business needs and attract new talents to the sector.

Strategic Partnerships

Develop a network of strategic business partners helping to advance the goals of the association and its members.



Thank you to our contributors: City of Brno, Brno Expat Centre, CzechInvest, JLL, Grafton, Masaryk University

DTP Coordination: Kristina Bobkova, ABSL

Editor: Helena Tabakovova, ABSL

Graphic layout and typesetting: **COPY GENERAL**

www.copygeneral.cz

Photographs: Brno City Municipality, #brnotruestory, Getty Images

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