BUSINESS SERVICES SECTOR IN POLAND 2018
90 new jobs per day created on average at BPO, SSC, IT and R&D centers in Poland.

279,000 — total number of jobs at business services centers at the end of Q1 2018 (13% increase y/y).
30%
– increase of total jobs since Q1 2016

340,000
– predicted number of jobs in Q1 2020
Headcount at BPO, SSC, IT and R&D centers

Kraków, Warsaw and Wrocław leading the race
Structure of employment by parent company headquarters location

- USA: 19%
- Poland: 6%
- Nordic countries*: 7%
- France: 5%
- United Kingdom: 6%
- Germany: 6%
- Switzerland: 6%
- Asian countries**: 9%
- Other: 6%
- Total: 279,000 people

* Nordic countries: Sweden, Finland, Denmark, Norway
** Asian countries: India, Japan, South Korea, China, Israel, Qatar, Turkey, Singapore
2 in 3 employees work in the IT, F&A and BFSI sectors

Total: 279,000 people
Business services centers are expanding

- 82% extended their scope of services in the past year
- 83% plan to increase employment in the next 12 months
- 74% plan to expand their activities in the next year
RPA & AI in business services centers...

- We currently have live RPA & AI tool implementations
- We currently have live RPA or AI tool implementations
- We are working on one or more pilot projects using RPA or AI currently
- We don’t use any RPA or AI tools but we are exploring their use in the future
- We don’t use any RPA or AI tools, and we have no plans to use them in the future
Impact of RPA/AI on changes in sector employment

- We will retrain or redeploy displaced employees: 8%
- We will reduce headcount: 92%
TRENDS, CHALLENGES, DIRECTIONS FOR GROWTH
Available technologies vs. practical implementation

Is **ARTIFICIAL INTELLIGENCE** the last stage?
Will Agile methodology revolutionize the industry?
Guaranteeing business continuity and IT security

Are we ready to make such guarantees to BPO/SSC customers?
An accelerated SSC Revolution
Sounds interesting?

Find out more in our report!