Business Service Centers

10th Annual Conference

SEP/12/2024







Overview of the BSC sector in Slovakia in 2024

Key BSCF Data findings





Stable market force



39 business centers

9,8% attrition rate

36,4 average age

Average salary:

1850€ (2019)

1900€ (2020)

2050€ (2021)

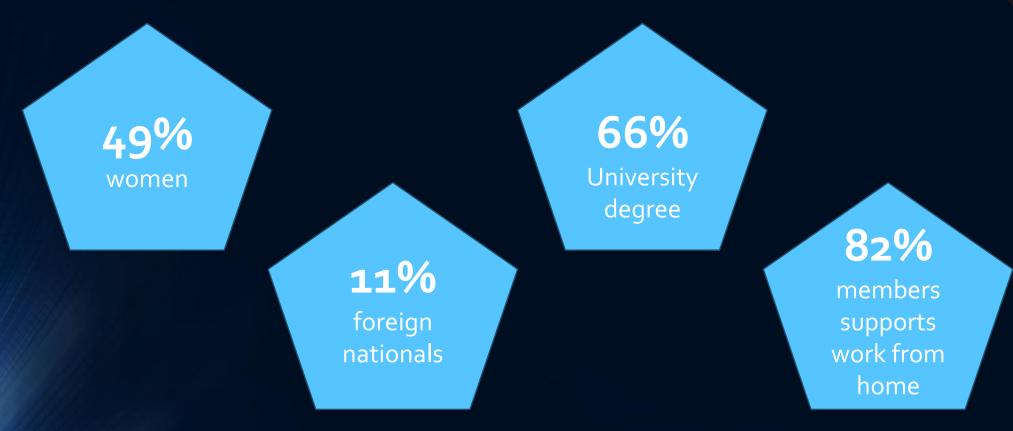
2417€ (2022)

2548€ (2023)





Diverse and inclusive environment



Service type:

32% Customer support

25% IT

24% Finance





Innovations and skills growth

92% members impacted by RPA/AI

> Data scientist

the most sought for role

80%

members are or will invest in up-skilling

> 64% members think RPA/AI changes required skill set

Skills for future:

Critical Thinking

Data Science

Adaptability

Problem Solving

Communication



Responsible member of the community





3% of total state revenues

95%
members plan
to raise salaries
in 2024

89%
members think
ESG relevant
for them

Community support:

Volunteering Educating Donating Organizing Contributing

Members





Dentsply Sirona