

WELCOME



#skills4future



# FROM EFFICIENCY TO IMPACT

## TALENT, TECHNOLOGY & TRANSFORMATION

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12<sup>TH</sup> Annual Business Centers Conference



# GBS Predictions for 2026... and into 2027

## ROMEK LUBACZEWSKI

**30 years** of GBS / Shared Services / BPO

**Over 200** Global GBS Projects

Led Projects to **Open Over 55 Centers**

PwC CEE GBS **Consulting Lead** for over 15 years

2021 won the **Lifetime Award** for services to the GBS Industry in CEE

**Retired and loving it!!**

- 1) GBS success has never been about BIG CHANGE**
- 2) But the speed of the change seems to be getting faster....and faster**
- 3) BPO and Location are back on the agenda**
- 4) Moving from Regional to Global**
- 5) We are failing at Back To Office**

6) AI is over promising....but it will deliver

7) You need to go and fight for new scope

8) We need to **SHOW SUCCESS** (focus on customer satisfaction)

9) Build or Buy – the question you need to answer

10) Annual steady growth is gone – CEE GBS is going into a new era

*If you sit and wait.....you will be gone*

# Questions?

