



Business Service Centers Conference

BACK TO THE NEW NORMAL

The business service sector (BSC) was able to adapt very quickly and successfully to the “new normal” of the Covid-19 pandemic. Still, the past year was extremely challenging for this sector as well and many puzzles regarding its future development in Slovakia and in the region remain to be solved.

The 6th annual BSCF conference was also held as a virtual event for the first time due to the restrictions. It still managed to address all the crucial questions and involve key government representatives as well as experts from the sector. The result is a complex overview of the current state of the BSC sector and its outlooks.

In the opening government talk of the program, Gabriel Galgóci, AmCham President and BSCF Chair, discussed the need for an educational reform with Branislav Gröhling, Minister of Education of the Slovak Republic. Minister Gröhling introduced his intention to shift focus from mere memorizing of facts to gaining practical skills and understanding. Besides

a curricular reform he would like to make digitalization and language skills the key elements of his vision of education.

The discussion in the second panel turned the attention towards the environment within which BSCs operate in Slovakia. Zdenka Hrubešová, Chair of AmCham's Employment and Social Affairs Committee, summarized what changes in the Labor Code would be the most meaningful and impactful from the perspective of businesses. The ongoing pandemic created a whole new set of practical challenges for employers related to work from home, safety requirements for homeworkers, or foreign labor. The panelists also discussed the possibilities of the EU Recovery Fund for the

post-pandemic world and how to use its potential in the fullest and most beneficial way.

importance of clearly defining goals before implementing any changes.

The following keynote presentation by Adam Jamiol, Shared Services Global Advisory Partner, PwC Poland, focused on the BSC sector in the CEE region, highlighting its specifics, advantages and challenges, taking into consideration the disruptive effects of the pandemic.

The closing panel of the conference looked at the future of the BSC sector in the “new normal”. The sector proved to be very resilient, demonstrating almost seamless continuation of its services, as many processes were already well adapted to providing services online. This was helped by a high level of organization as well as a younger and flexible staff. However, the challenges that need to be addressed in the near future include the hiring process and talent management, a redefined vision of leadership and corporate culture, as well as a bigger focus on localizing. More than two thirds of BSCF member companies (69%) perceived the lack of labor resources as critical already in 2019. Yet, they still managed to increase the number of employees in Slovakia by 3,5% in 2019, adding to a total of over 34 thousand.

Thus, the overall message of the conference remained optimistic, as several speakers talked about the pandemic as a challenge which may also be perceived as an opportunity to improve and introduce positive changes to their respective organizations.

THURSDAY
September 24, 2020

VENUE
online

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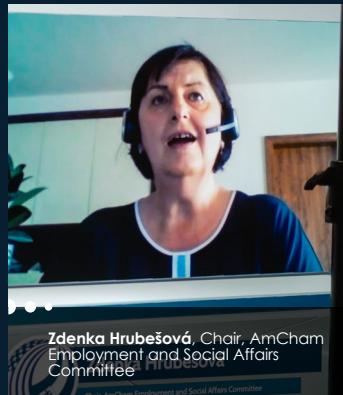


Gabriel Galgóci, BSCF Chair, AT&T Slovakia Country General Manager and President of AmCham Slovakia (conference moderator)

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Branislav Gröhling, Minister, Ministry of Education of the Slovak Republic



Zdenka Hrubéšová, Chair, AmCham Employment and Social Affairs Committee
Chair, AmCham Employment and Social Affairs Committee



Peter Dosedla, Member of the Board, The National Union of Employers (RÚZ)

The way we pass on knowledge to young people prepares them for their work life and life in general. As long as these two stages (education and work life) are separated the way they are right now, it will never work.

BRANISLAV GRÖHLING,
Minister, Ministry of Education of SR



I think that the strength of a country will lie in its ability to find balance between a productive industrial sector and R&D and digital economy.

PETER DOSEDLA,
Member of the Board, The National Union of Employers (RÚZ)



From my perspective it can also be seen as a positive disruption of our habits. Suddenly, things which were deemed impossible became possible from one day to another. This also energized our people.

MAREK REŠOVSKÝ,
Managing Director, Deutsche Telekom Services Europe Slovakia



It is absolutely crucial that before we digitize anything we are able to decrease the amount of paper bureaucracy. One of the reasons digitalization hasn't been successful in Slovakia is that we haven't made this first step.

JÁN ORAVEC,
State Secretary, Ministry of Economy of SR



Some things should be made more clear in order to avoid various interpretations. For example we will be glad to cover the increased costs of employees related to working from home but we'd like to be assured that these costs will not be taxed.

ZDENKA HRUBEŠOVÁ,
Chair, AmCham Employment and Social Affairs Committee



Without a plan you don't have a target and if you don't have a target you will never know that you have actually reached it.

TOM BANGEMANN,
Senior Vice-President Business Transformation,
The Hackett Group



Let's not forget that despite nice office buildings, great technology and processes, this business is still going to be based on people. This is the main asset in our industry.

ADAM JAMIOL,
Shared Services Global Advisory Partner, PwC Poland



Clearly the office still has its value for people - the ability to brainstorm, to be together and socialize a little bit and build up the corporate culture.

PETER BÜHL,
Executive Site Leader, Orange Business Services

