

Business Service Centers

10th Annual Conference

SEP/12/2024



AMCHAM
SLOVAKIA



Overview of the BSC sector in Slovakia in 2024

Key BSCF Data findings

Stable market force

36 930
employees

9,8%
attrition rate

39
business
centers

36,4
average age

Average salary:

1850€ (2019)

1900€ (2020)

2050€ (2021)

2417€ (2022)

2548€ (2023)

Diverse and inclusive environment

49%
women

11%
foreign
nationals

66%
University
degree

82%
members
supports
work from
home

Service type:

32% Customer support

25% IT

24% Finance

Innovations and skills growth

92%

members impacted by
RPA/AI

80%

members are or will
invest in up-skilling

**Data
scientist**

the most sought for role

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

1,3%
of total
employees in
Slovakia

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

THE
FESTIVAL OF
FUTURE



- ZURICH
- SIEMENS
- Freshfields
- Swiss Re
- DXC TECHNOLOGY
- pwc
- CLARIOS
- Business Services
- AT&T
- accenture
- Lenovo
- covestro
- Johnson Controls
- amazon
- IBM.
- KONE
- ING
- onsemi
- kyndryl
- Takeda
- Dentsply Sirona
- ADIENT
- DELL Technologies
- O₂
- Global Blue
- Yanfeng
- sia central europe

- onsemi
- SIEMENS
- IBM.
- O₂
- OSRAM
- Global Blue
- UNIQIA
- onsemi
- Deutsche Telekom
- IBM.
- O₂
- OSRAM
- Global Blue

- UNIQIA
- AT&T
- SIEMENS
- IBM.
- HOLCIM
- T
- ZURICH
- accenture