

DRIVING INNOVATION AND GROWTH IN KOŠICE



LUCIA ROSIAROVÁ
Head of Shared Service
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Siemens Healthineers

Lucia commenced her career at EY, investing six years in perfecting her financial audit skills. The subsequent six years at the Shared Service Center of LafargeHolcim were full of very intense experiences with the service center's environment. She led accounting, controlling, and reporting teams.

A year at Deloitte in advisory broadened her technological insights.

SIEMENS
Healthineers

What motivated the decision to move the production of Siemens Healthineers ultrasound devices from Asia to Košice? Are there specific advantages or strategic considerations that influenced this choice?

The decision to move the production of Siemens Healthineers ultrasound devices from South Korea to Košice last year was motivated by several factors. Firstly, we saw strategic advantages in establishing a production facility in Central Europe, closer to major markets. This allows for faster supply chain management and more efficient delivery to our customers. Additionally, the Košice region has a skilled workforce, a favorable business environment, and good connectivity, making it an ideal location for our operations. The decision was also influenced by the positive experience with quality workforce in the development center located in Košice for the last 20 years. This development center is dedicated to advancing various aspects of medical technology, including but not limited to medical imaging and digital health solutions. The multidisciplinary teams at the center collaborate on projects aimed at enhancing healthcare outcomes.

Recognizing the city's unique prowess as a home to a thriving development center and a dynamic production site, Siemens Healthineers strategically chose to establish its Shared Services Center (SSC) for its Ultrasound

division in Košice too. This symbiotic relationship not only enhances operational efficiency but also amplifies innovation, making Košice an ideal cornerstone for an integrated success story.



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Could you elaborate on the key services or functions that the SSC in Košice will be handling?

The SSC in Košice will handle key services and functions such as order processing, logistics administration, master data management, controlling and reporting, ERP and CRM operations. By consolidating these global functions in one location, we can streamline our processes, improve efficiency, and enhance communication and collaboration within the Siemens Healthineers Ultrasound organization.

Business and shared services centers represent a very important and continually growing industry within the Slovak economy. The industry is evolving at a rapid pace as more and more services with higher added value are done in Slovakia. The recently launched Siemens Healthineers Shared Services Center in Košice is a great example and we talked to its Head Lucia Rosiarová about what motivated their decision and what challenges they face.



How does it align with the overall business strategy of the company?

This move aligns with our overall business strategy of expanding our global footprint, enhancing operational efficiency, and delivering high-quality products and services to our customers. By leveraging the skilled workforce in Košice and the strategic location of the SSC, we aim to strengthen our market position and drive growth.

Are there specific skills or qualities you are seeking?

In terms of specific skills or qualities, we look for individuals with expertise in IT tools as Power BI, Salesforce and SAP. At Siemens Healthineers, recognizing the global nature of our work, proficiency in multiple languages is a very valuable skill. Additionally, we value traits such as strong analytical and problem-solving abilities, teamwork, and a customer-focused mindset in international environment.

How does the company envision the integration of local talent into the workforce?

Siemens Healthineers aims to integrate local talent into the workforce by providing professional training and development opportunities, as well as promoting a culture of collaboration

and innovation. We believe in creating a diverse and inclusive work environment where employees can thrive and contribute their unique skills and perspectives.

What sets you apart from other employers in the region?

It is our reputation as a global leader in healthcare technology and innovation. We offer employees the opportunity to work on cutting-edge projects and take part in the development of state-of-the-art medical devices. Additionally, our commitment to employee development and well-being, as well as our focus on sustainability and corporate social responsibility, are key differentiators. In Košice, our SSC isn't merely a service provider for global teams; we are integral, fully integrated components, serving as equal partners in synergy with other global teams at Siemens Healthineers, collectively driving success and innovation across boundaries.

Can you provide insights into the long-term goals and the vision of the SSC?

The long-term goals of the SSC in Košice are centered around driving operational excellence, fostering innovation, and contributing to the growth and success of Siemens Healthineers.