

POLSKA AGENCJA INFORMACJI  
I INWESTYCJI ZAGRANICZNYCH

## **Business Services in Poland**

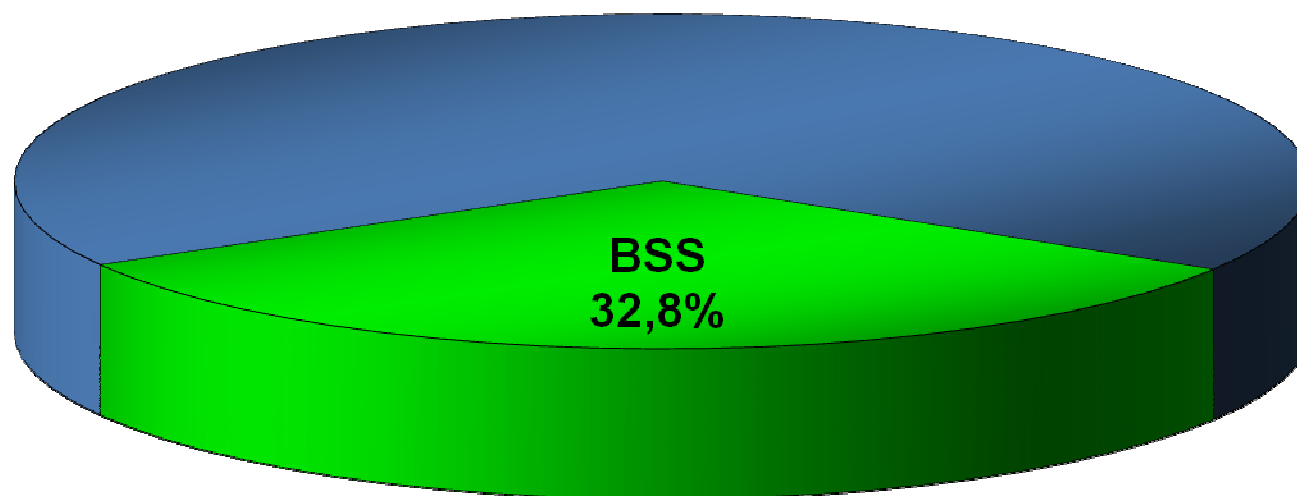
Katarzyna Mokwińska  
Project Manager, Business Services

Foreign Investment Department

Warsaw, September 24, 2013

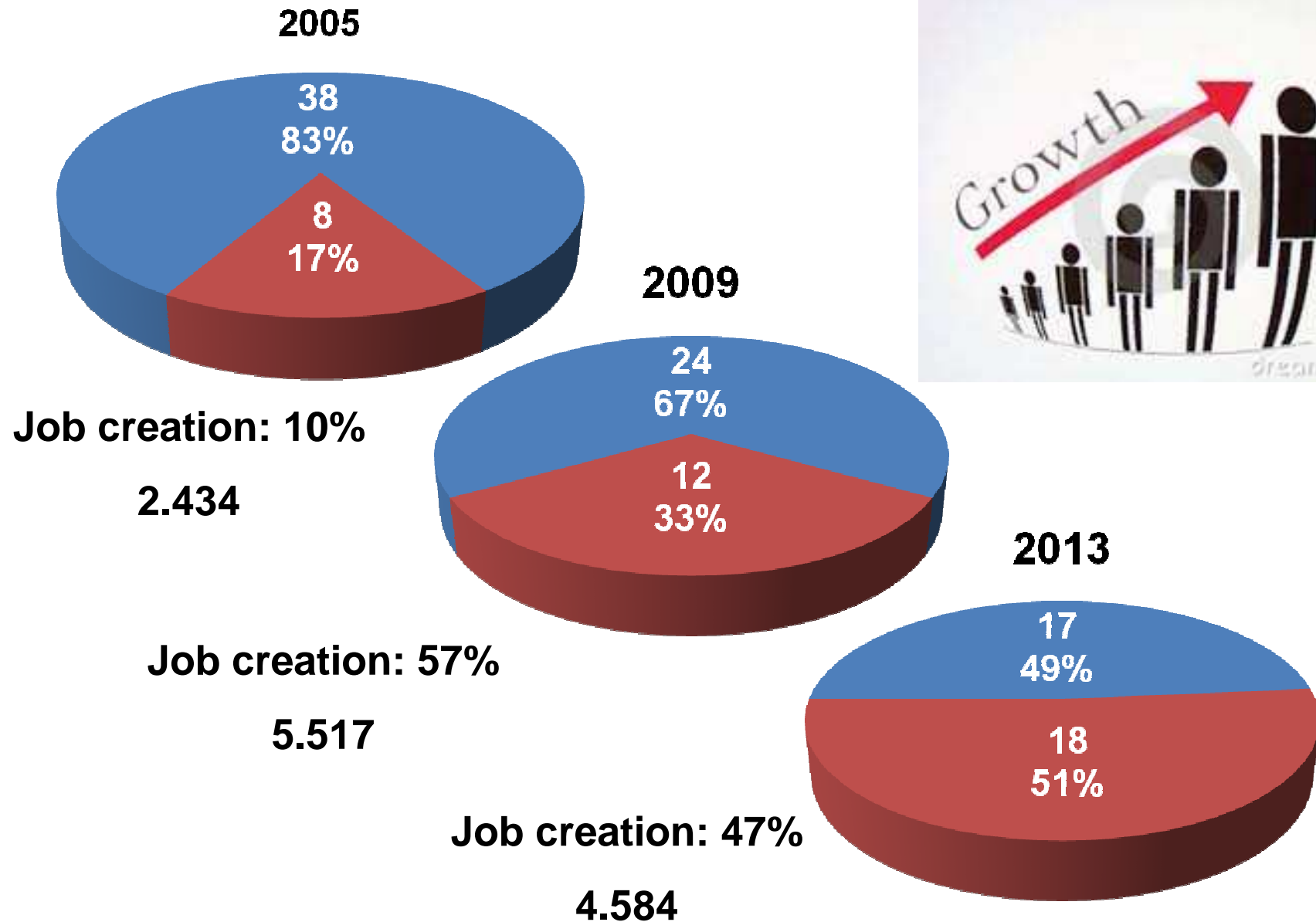


## Share of BSS projects in completed PAIIZ projects 2003 - 2013

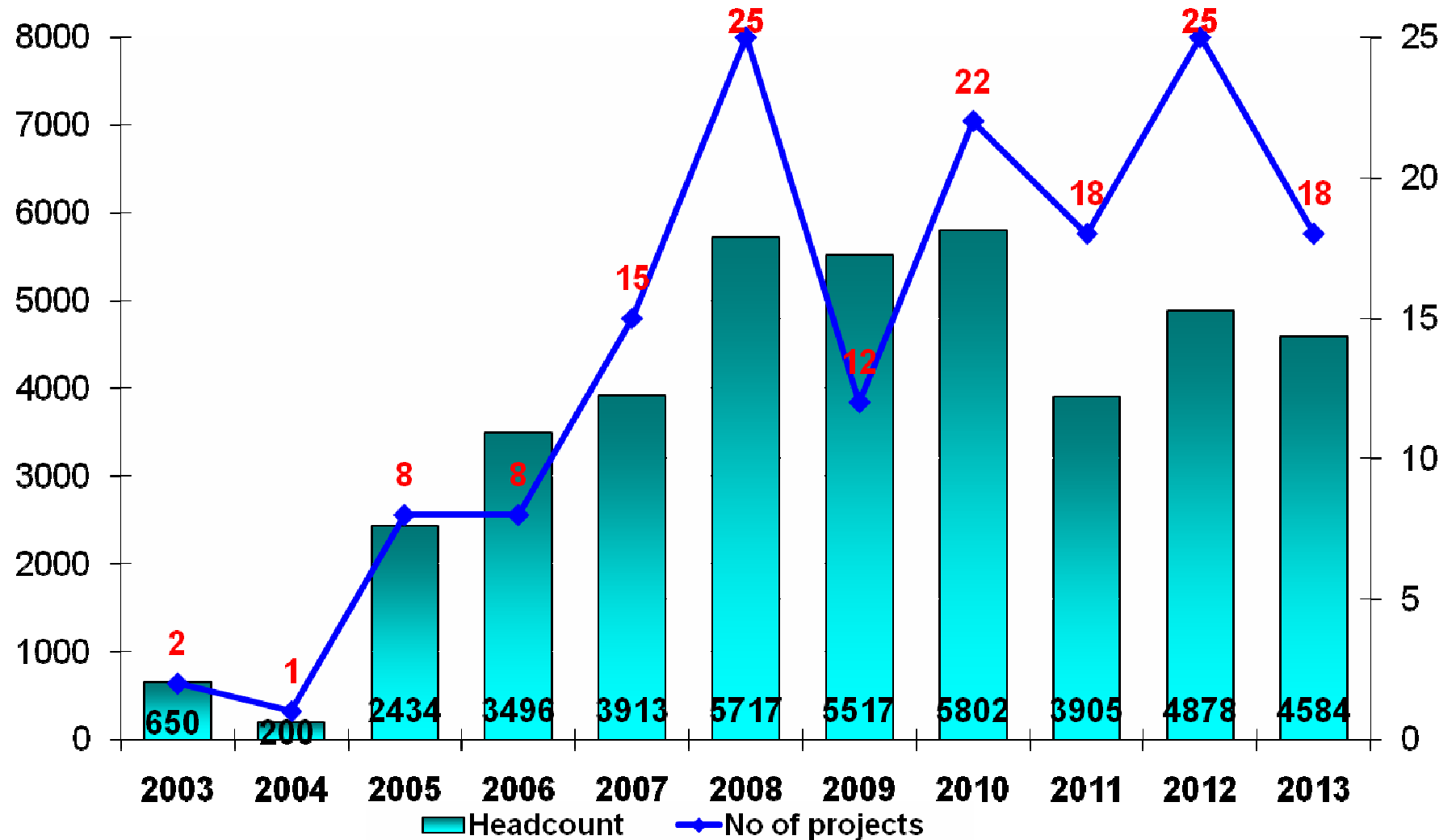


From 2003 to 2013 the Agency completed **469** investment projects, creating **126 956** new job places. **154** were from **BSS**, they brought **41 096** new jobs.

## Share of BSS projects completed by PAIIZ



## BSS projects completed in 2003 - 2013



## Main features of BSS projects 2005 - 2013



**The share of BSS projects in PAIIZ portfolio steadily grows.**



**SSCs and R&D (mostly software development centres) lead the rank.**



**Headcount in projects gradually decreases: a few big projects replaced by numerous, but smaller ones.**



**2013 and beyond – growing headcount (2008 – 2013: 49%), bigger number of smaller projects?**



**Growing complexity of projects: volume turns into quality.**



## Active projects serviced by PAIIZ

As of September 2013, PAIIZ assisted 163 potential investments:

- Value of investment: **EUR 4.8 bn**
- Number of new work places: **31.9 000 (11.9 in BSS)**
- Main sectors:
  - **BSS + ICT (46)**
  - **automotive (30)**
  - **R&D (13)**
  - **Food-processing (10)**
  
- Major countries-investors:
  - **USA (44)**
  - **Germany (21)**
  - **China (14)**
  - **Japan (8)**



**BSS: high rate of success!**  
**35% in assisted**  
**50% in completed**



## Main BSS investments in 2013



- location: Kraków
- investment outlays: 2 m EUR
- employment: 350
- type of investment: SSC



- location: Katowice
- investment outlays: 6,5 m EUR
- employment: 2000
- type of investment: ICT



- location: Warszawa, Łódź, Poznań
- investment outlays: 1,8 m EUR
- employment: 300
- type of investment: B+R



- location: Łódź
- investment outlays: 1,5 m EUR
- employment: 250
- type of investment: BPO



- location: Gdańsk
- investment outlays: 1 m EUR
- employment: 200
- type of investment: SSC



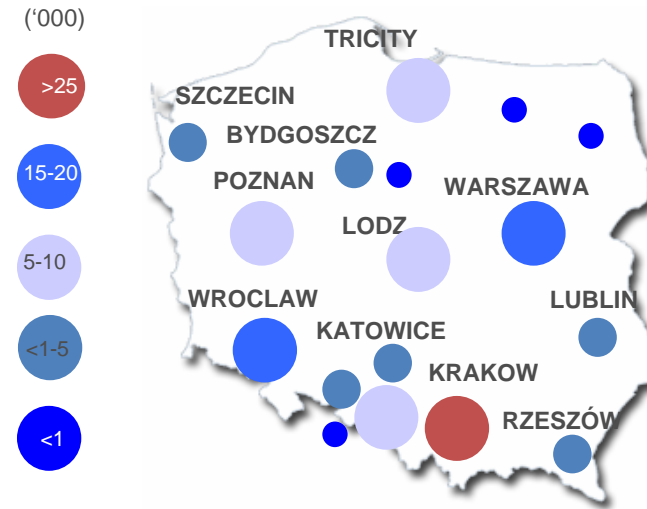
- location: Poznań
- investment outlays: 1 m EUR
- employment: 200
- type of investment: ICT

# Business Service Sector in Poland

## No. of service centres

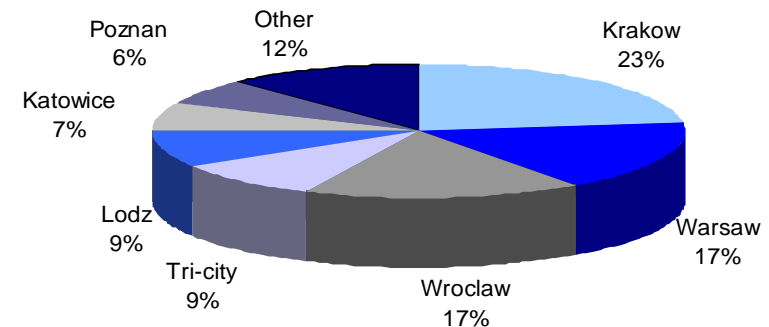


## Employment



- **400** foreign service centres operating in Poland in 2012 (299 centres in 2010 – 50% of increase)  
131 - BPO/ITO  
113 - SSC  
93 - R&D
- **110 000** people employed by the end of 2012 (doubled value compared to year 2008)
- **125 000** people employed by the end of 2014

## Share of centres in overall employment







**Thank you for your attention!**

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