

# Information & Communication Technology Sector in Slovakia



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The purpose of this publication is to introduce Slovakia's dynamically expanding Information & Communication Technology (ICT) sector — activities especially related to telecommunication, computer programming or internet information services and present why Slovakia is an outstanding destination for setting up ICT business.

## GENERAL INFORMATION

Total area: 49,035 km<sup>2</sup>

Population: 5.4 million

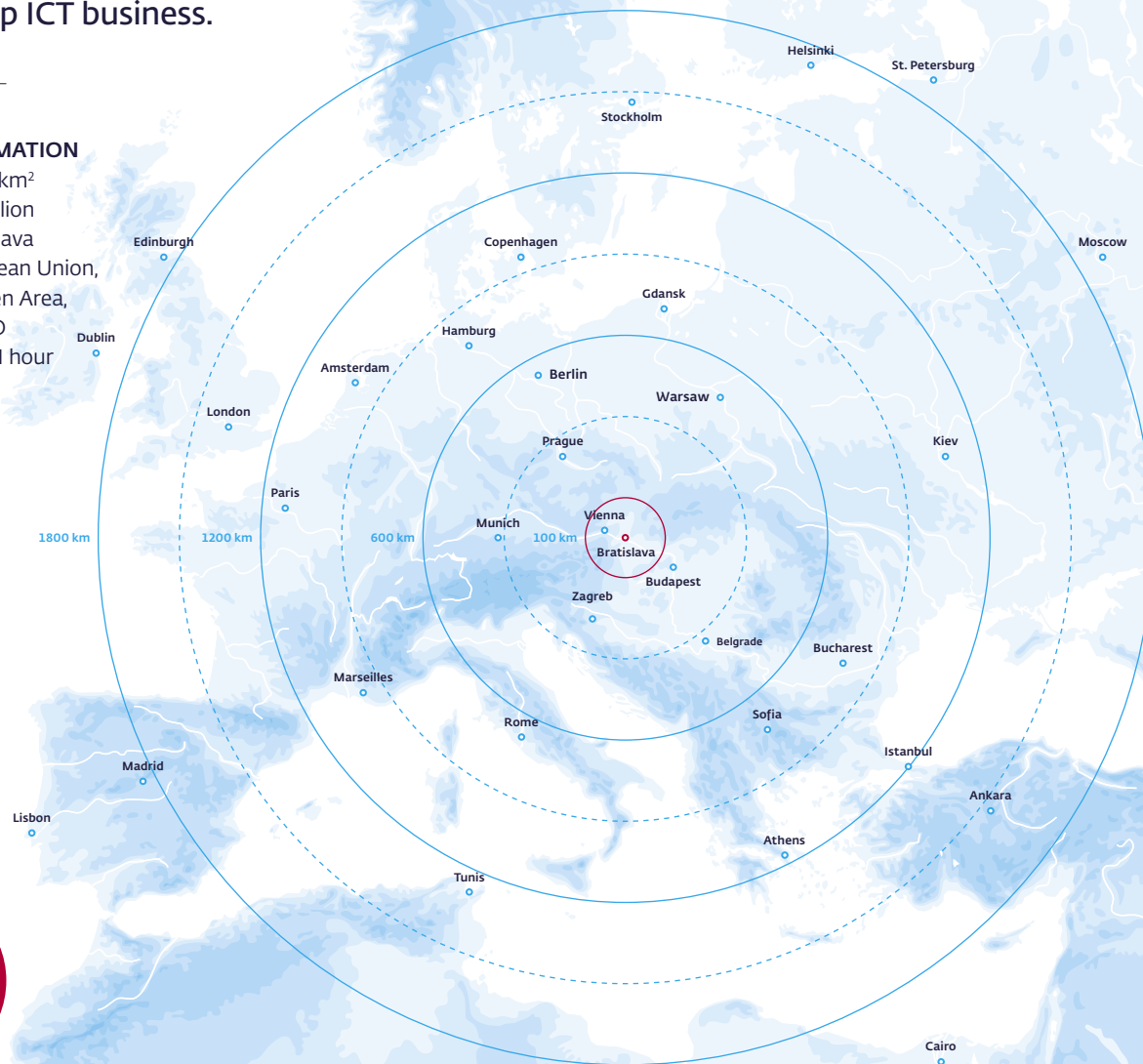
Capital city: Bratislava

Member of: European Union,

Eurozone, Schengen Area,

OECD, WTO, NATO

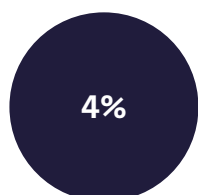
Time zone: GMT +1 hour



300 million  
clients in radius  
of 1000 km

# ICT at Glance

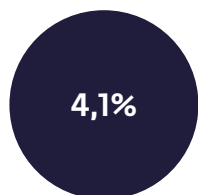
ICT sector plays an important role in the Slovak economy and has a significant potential for growth of the country's GDP. Due to favorable combination of business advantages Slovakia has become an attractive destination for ICT investors.



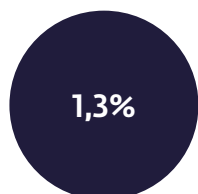
**ICT's contribution to Slovakia's GDP**  
Significant footprint in the Slovak economy



**ICT share in the total employment**  
The sector creates more than 40 000 job opportunities



**ICT workers and % in the total workforce**  
Overall employment in the ICT sector in Slovakia is above the EU average



**Change in ICT salaries**  
Growth of ICT salaries over 5 years has been moderate



**Average ownership of digital devices per person**  
This is more than the world average (3.6)



## Top Reasons to Establish ICT Company in Slovakia

- 1 Adaptable, educated and cost-effective workforce
- 2 Highest labour productivity in the region
- 3 Excellent multilingual skills
- 4 Well-developed ICT institutional network
- 5 High quality data and network coverage
- 6 Strategic geographical location and time zonation
- 7 Political & economic stability
- 8 Euro currency as one of the few in CEE
- 9 Fastest growing Eurozone member within the last 10 years
- 10 Attractive investment incentives for ICT sector

Source: Statistical Office of the Slovak Republic, 2016; IT Association of Slovakia, 2016; Eurostat, 2015, Eurostat, 2015, TNS Slovakia, 2014, SARIO Calculations, 2016

# Qualified Labour Force



Slovak labour force is perceived by foreign investors as educated, motivated, adaptable to culturally different management styles with great multilingual competences and very positive attitude to work habits.

## LANGUAGE COMPETENCES

80% of Slovaks speak at least one other language than their mother tongue. Multilingualism is praised also among young generation. Students learn at least one foreign language already at primary school and pursue these studies at higher levels.

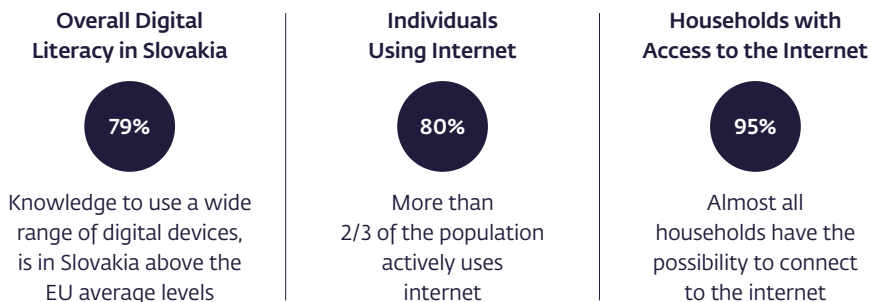
### The Most Common Foreign Languages Taught at Slovak Secondary Schools % of all students learning foreign languages



Source: The Institute for Information & Prognosis in Education, 2015, SARIO calculations

## ICT COMPETENCES

ICT technologies became an integrated part of the daily life in Slovakia. Their role continues to grow which is reflected by steadily raising adaptability of the Slovak population to ICT technologies.



Source: Institute for Public Affairs, 2015, The Global Competitiveness Report 2015—2016, TNS Slovakia, 2014

# Education in Slovakia

ICT programs are becoming more and more popular and sought after by young generation. Companies can find qualified future employees at

## 8 ICT Faculties of 6 Slovak Universities

10 865

Students in ICT field

3 405

Graduates in ICT field

Source: Institute of Education Information & Prognosis of Slovakia for the Academic year 2015/2016 (students) and 2015 (graduates)

## DUAL EDUCATION

As a pioneer in this field, since the academic year 2013/2014 T-Systems implements ICT dual education initiative where students receive 70% of practical education.

## Average Gross Monthly Salary

Although salaries in the ICT sector are above the Slovak average, in comparison with the rest of the Western EU countries they remain significantly lower and still competitive CEE region wide.



Differences in salaries occur in Slovakia also on regional level allowing the investors to explore regions outside the main hubs.

### AVERAGE GROSS MONTHLY SALARY IN EUR (SELECTED POSITIONS)

Area	Position	Bratislava		Trnava, Trenčín, Žilina, Nitra		Banská Bystrica, Prešov		Košice	
		Min	Max	Min	Max	Min	Max	Min	Max
Technical Support	Technical Support Team Leader	2000	2000	1700	2000	1500	1800	1700	2000
	Technical Support Level 1	1200	1400	800	1000	800	1000	900	1200
Development	Senior Architect	3000	4000	2500	3200	2300	3000	2500	3200
	Architect	2500	3000	2 000	2500	2000	2300	2000	2300
	Java (1–3 yrs experience)	1400	1600	1000	1300	1100	1400	1000	1300
	.Net/C# (1–3 yrs experience)	1400	1600	1000	1300	1100	1400	1000	1300
Gaming	Game Play Programmer	1700	2000	1300	1600	1300	1600	1500	1800
	Linux System Administrator	1600	1900	1300	1600	1300	1600	1400	1700
	Senior Lynux System Administrator	1900	2500	1600	1900	1500	1800	1600	1900
	Production Tools Software Engineer	1800	2300	1600	1900	1400	1700	1600	1900
Other	Network Engineer (3–5 yrs experience)	1800	2200	1500	1800	1400	1700	1500	1800
	Window Administrator	1500	1800	1300	1600	1300	1700	1400	1700

Source: Grafton Recruitment Slovakia, 2016

# ICT Companies in Slovakia

Information & Communication Technology sector has a solid position in the Slovak economy that is demonstrated by presence of foreign owned companies as well as strong domestic companies.

## TOP ICT EMPLOYERS – IT & Telecommunication Service (TS) Providers in Slovakia

COMPANY NAME	COUNTRY ORIGIN	FIELD	HQ	EMPLOYEES
IBM International Service Centre	United States	IT	Bratislava	3 608
T-Systems	Germany	IT	Košice	2 592
AT&T Global Network Services	United States	IT	Bratislava +reg. office	2 500
Accenture	United States	IT	Bratislava	600
Soitron Group	Slovakia	IT	Bratislava	500
ESET	Slovakia	IT	Bratislava +reg. office	500
First Data	United States	IT	Bratislava +reg. office	420
Erste Group	Austria	IT	Bratislava	420
InsData	Austria	IT	Nitra	400
Asseco Central Europe	Poland/ Slovakia	IT	Bratislava +reg. office	392
Datalan	Slovakia	IT	Bratislava +reg. office	350
IBM Slovensko	United States	IT	Bratislava +reg. office	350
Atos IT Solutions & Services	France	IT	Bratislava +reg. office	341
Gratex International	Slovakia	IT	Bratislava	335
Slovak Telekom	Germany	TS	Bratislava +reg. office	3 290
Orange Slovensko	France	TS	Bratislava +reg. office	1 333
O2 Slovakia	Czech Republic	TS	Bratislava +reg. office	396
SWAN Mobile	Slovakia	TS	Bratislava +reg. office	220

Source: Global Slovakia, 2016. Please note that the present list of TOP ICT companies in Slovakia is subject to change and does not represent an exhaustive overview.



## 5 Slovak IT Companies in Technology Fast 50 in CEE 2015

RANKING POSITION IN TOP 50 FASTEST GROWING IT COMPANIES IN CEE REGION

4

**BSP Applications**  
Tailor-made IT Solutions for Business

17

**Visibility**  
Online Marketing

29

**Pixel Federation**  
Development of browser-based and mobile games

31

**CEIT**  
Technical Innovation  
Applied R&D for Industry

32

**Promiseo**  
Online marketing

Source: Deloitte, 2015

# Notable Slovak Patents



Did you know that behind numerous globally well-known products stands a Slovak company? Here are some examples of successful Slovak brands.



**ESET**

Protects users in 180 countries

Global leader in security software development including award winning NOD32® Antivirus



**SYGIC**

Most downloaded offline navigation in the world

Developer of GPS navigation software for mobile devices and solutions for business



**SOITRON**

Soitron developed a system for intelligent police cars

Developer of IT solutions from integrated communication systems to mobile police units



**PIXEL FEDERATION**

Games by Pixel Federation are played on the most popular social media

Development of browser-based and mobile games



**SLI.DO**

The application was already used at more than 3 500 events in around 70 countries

Application allows presenters directstreaming and participants to ask questions during public events



**INNOVATRICS**

Wide range of application — from attendance system to presidential elections

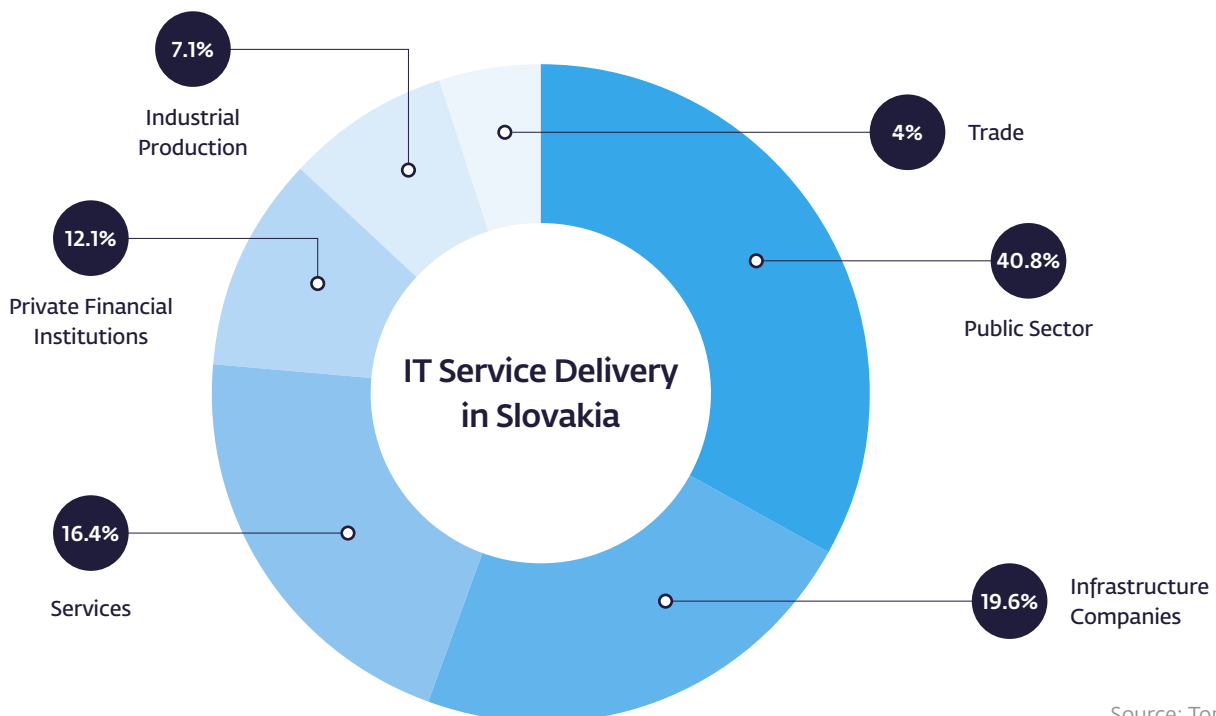
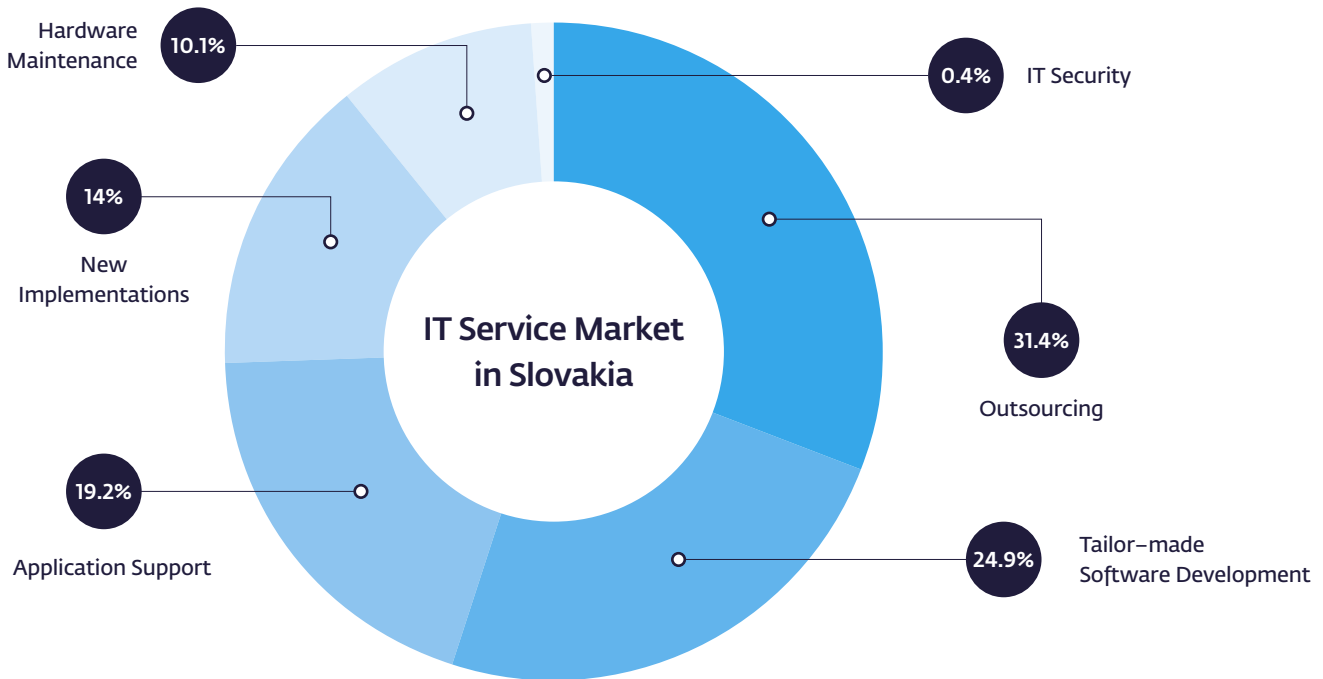
Biometric Software for identity management based on fingerprint and face recognition technology

# Inside ICT Market in Slovakia

The majority of IT services in Slovakia are provided by outsourcing centers and software houses. From the prospective of IT customers, the largest share of the segment is represented by the public sector.

## DIVERSIFICATION OF TELECOMMUNICATION SEGMENT

Traditional activities of telecommunication operators are gradually expanding beyond mere provision of telecommunication services. Building a diversified portfolio enriched by internet sale or IT services, such as data centers or software houses, is becoming an integrated part of their business.



Source: Top Trend, 2015



# ICT Supporting Platforms



## ITAS

- headquartered in Bratislava
- established in 1999
- Slovak association of 90 ICT companies representing about 80% of the Slovak IT market
- members employ more than 25 000 people Association of 90 companies

### ITAS runs several projects including:

- Digital transformation — interlinking ICT sector with other Slovak industries
- Support of educational initiatives at all levels — from academic programs to requalification
- IT Testing — verification of IT skills among population in Slovakia



## KOŠICE IT VALLEY

- headquartered in Košice
- established in 2007
- Slovak association of 56 members and sympathizers, including private, public and academic sector

### Activities of Košice IT Valley are carried out in the Eastern Slovakia:

- over the years focus on education stays as one of the priorities, but scope of the cluster itself has gone beyond
- innovations, research & development, support of collaboration within the cluster and support of investments become an integral part of the cluster



## ZAICT

- headquartered in Žilina
- established in 2008
- Slovak association of 12 members including private, public and academic sector

### ZAICT activities are mainly in Žilina region at:

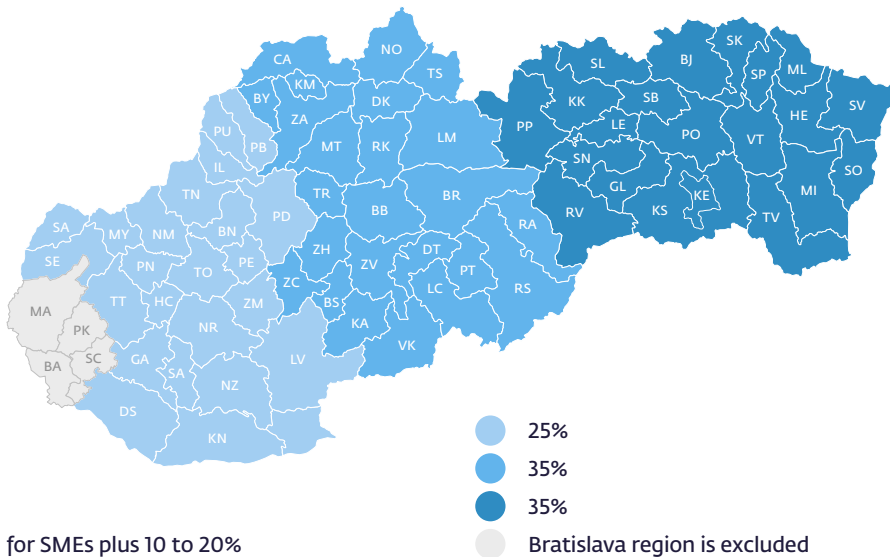
- interconnection of private sector and R&D institutions
- supporting lectures of ICT companies at secondary schools
- offering educational programs and organizing school camps for raising IT skills

# Investment Incentives

The primary role of the investment incentives is to motivate investors to place their new projects in regions with higher level of unemployment. The positive impact of a new investment shall be proved by jobs creation, improved chances for graduates to get a job, as well as by creation of new entrepreneurial opportunities for local companies.



MAXIMAL REGIONAL INTENSITIES OF INVESTMENT AID IN SLOVAKIA



## SHARED SERVICES CENTERS

- Minimum investment into long-term assets: 0.4 mil. EUR within 36 months, at least 200 ths. EUR covered by own equity
- Minimum 40 newly created job positions and at least 60% of newly created jobs for employees with university education

### Eligible Activities

New establishment or expansion of centers providing services with high added value, and employing qualified experts in: software development centers, expert solution centers, technology customization centers or customer support centers (mainly in the field of IT, human resources, finance, procurement, etc.).

## TECHNOLOGY CENTERS

- Minimum investment into long-term assets: 0.5 mil. EUR within 36 months
- At least 200 ths. EUR covered by own equity
- Minimum 30 newly created job positions and at least 70% of newly created jobs for employees with university education

### Eligible Activities

Technology center is a place where the company carries out research or innovation activities of technologically advanced products, production technologies or processes. Common or regular improvements or the production process do not classify as eligible technology center activities.

## ELIGIBLE PROJECTS

The Act on Investment Aid divides the projects which may be supported into four categories:

- industry
- technology centers
- shared service centers/ strategic service centers
- tourism

## ELIGIBLE COSTS

- costs of land acquisition
- costs of buildings acquisition and construction
- costs of new technological equipment and machinery acquisition
- intangible long-term assets — licences, patents, etc.

### OR

- total wage costs of newly-created jobs for 2 year period

## FORMS OF INVESTMENT INCENTIVES

- contribution for the creation of new jobs
- cash grant
- tax relief
- transfer of the state/municipality property to the investor for the discounted price

# SARIO Profile

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Slovak Investment and Trade Development Agency (SARIO) is a governmental investment and trade promotion agency of the Slovak Republic. The agency was established in 2001 and it operates under the Ministry of Economy of the SR.

## INVESTMENT SERVICES

### SERVICES FOR POTENTIAL INVESTORS

- Investment environment overview
- Assistance with investment projects implementation
- Starting a business consultancy
- Sector and regional analyses
- Investment incentives consultancy
- Site location and suitable real estate consultancy

### SERVICES FOR ESTABLISHED INVESTORS

- Identification of local suppliers, service providers
- Assistance with expansion preparation and execution
- Relocation assistance, work/stay permits
- Support of innovation and R&D activities
- Social networking

## FOREIGN TRADE SERVICES

### IF YOU ARE LOOKING FOR

- Slovak supplier or subcontractor
- Information about Slovak export/trade environment
- Sourcing opportunities
- Forming a joint venture, production cooperation or other forms of partnership with a Slovak partner

### SERVICES FOR EXPORTERS

- Information on foreign territories
- Customized search for foreign partners
- On-line database of business opportunities
- Export Training Centre
- Subcontracting assistance

## INNOVATION SUPPORT

- Support activities for development and popularization of Slovak innovations and R&D environment
- Establishment of relations with domestic and foreign well-established innovative companies
- Interconnection of Slovak R&D capacities with industrial production and investors' needs in order to transfer leading innovative technology processes closer to production praxis
- Encouragement to foreign investors to bring investments with substantial R&D components to the SR
- Ecosystem analysis of local investment opportunities as well as domestic and foreign investors in order to support acquisitions and joint ventures projects
- Specific information from the field, in order to obtain capital and foreign markets penetration



500

nearly 500  
successful SARIO  
projects since  
2002

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25

number of SARIO  
investment projects in  
BSC sector  
2002 – 2016

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AIM Investment Awards  
Dubai 2017



1

CEE & TURKEY REGION  
Best Investment Promotion  
Agency in 2016

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OF CHARGE!

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**SARIO IS YOUR ONE STOP SHOP FOR INVESTMENT & TRADE IN SLOVAKIA.  
TALK TO US TODAY!**

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