

SECTOR OVERVIEW

Business Service Centers in SLOVAKIA



Business Service Centers in SLOVAKIA

This publication presents **SLOVAKIA's** mature and well-established Business Service Centers (bsc) sector. The ecosystem includes Shared Service Centers (ssc), Business Process Outsourcing (bpo), and Global Business Services (gbs), delivering strategic support and high-value services to global companies. Slovak centers stand out for their stability, deep expertise, and strong focus on innovation and digital transformation.



740 million
clients in radius
of 2,000 km



TOP REASONS TO ESTABLISH A BSC IN SLOVAKIA

1

excellent multilingual skills

2

35 universities
providing qualified pool
of labour force

3

candidates willing to
relocate or commute daily in the
radius of 60–80 km

4

strategic time zonation and
geographic location

5

high-quality data and
voice networks

6

attractive investment incentives
for BSC sector

7

political & economic stability

8

dynamically growing
real estate market with modern
and affordable offices

9

Euro currency as one
of the few in CEE

10

governmental initiatives
particularly supporting the growth
of the BSCs sector

1

KEY FACTS

Over the past two decades, **SLOVAKIA's** BSC sector has grown rapidly. Strong local conditions have led multinational companies to develop their operations into high-level functional hubs and global Centers of Excellence.

80+

BSCs already established
in Slovakia

41,700+

people employed by
Slovak BSCs

9%

percentage of
foreign nationals working
in Slovak BSCs

80%

provided services belong to
advanced customer operations,
financial and IT services

9.9%

average overall
attrition rate

61%

share of university
educated employees

2

QUALIFIED LABOUR FORCE

Availability of talented personnel is one of the key elements for BSCs success. Investors in **SLOVAKIA** can benefit from qualified, multilingual and highly adaptable workforce matched with competitive wage costs.

SLOVAKIA offers a simplified process available for the relocation of high-skilled workers from third countries within a company's internal structure



FOREIGN LANGUAGES MOST TAUGHT IN SLOVAK SECONDARY SCHOOLS



95%
English



36%
German



5%
French



5%
Spanish

35 UNIVERSITY LEVEL INSTITUTIONS IN SLOVAKIA

FIELD OF STUDY	FACULTIES	STUDENTS	GRADUATES
Economics and business	29	23,000	6,450
Humanities and social studies	55	51,000	13,460
IT	12	9,000	1,900



SUPPORT FOR TALENT MOBILITY

SARIO provides active support and coordination to ensure that companies can efficiently bring in the international experts needed to lead their Slovak-based Centers of Excellence.

ACADEMIC PARTNERSHIP SUCCESS STORIES

1

SKILLS FOR SUCCESS — FROM UNIVERSITY TO WORKPLACE

First fully accredited course by the Business Service Center Forum (BSCF) for students of Faculty of Business Management at the University of Economics focused on soft skills such as time management, team work, communication skills, conflict resolution and many others.

2

DUAL EDUCATION

As a pioneer in this field, since the academic year 2013/2014, Deutsche Telekom Systems Solutions Slovakia implements ICT dual education initiative, where 60% to 80% of the program is dedicated to practical training.

3

INDIVIDUAL PROGRAMS

Many SSC & BPOs have developed individual cooperation platforms with educational institutions at all levels.

AVERAGE GROSS MONTHLY SALARY (SELECTED POSITIONS IN SLOVAK BSC SECTOR/EUR)

AREA	POSITION	Western Slovakia		Central Slovakia		Eastern Slovakia	
		MIN	MAX	MIN	MAX	MIN	MAX
FINANCE	Accounting Clerk	1,425	1,650	1,400	1,600	1,400	1,650
	GL Accountant	1,525	2,100	1,450	2,000	1,450	2,050
	Head Accountant	2,100	2,400	1,800	2,200	1,800	2,200
	Tax Specialist	2,500	2,800	2,300	2,600	2,300	2,650
	Financial Analyst	1,625	2,100	1,600	1,950	1,600	1,950
	Team Leader	2,400	3,400	2,350	3,300	2,400	3,350
	Manager	3,400	5,875	3,150	5,350	3,150	5,250
CUSTOMER SERVICE / SALES	Call Center Supervisor	1,725	2,300	1,650	2,200	1,650	2,225
	CC Team Leader	1,825	2,400	1,750	2,250	1,750	2,250
	Customer Service Manager	3,200	3,700	2,800	3,450	2,750	3,400
	Telesales Specialist for Inbound	1,325	1,725	1,300	1,600	1,300	1,550
	Telesales Specialist for Outbound	1,325	1,725	1,300	1,600	1,300	1,550
	Team Leader	2,300	2,900	2,050	2,600	2,050	2,550
	Manager	2,900	4,375	2,500	3,850	2,500	3,750
HR	HR Helpdesk Agent	1,325	1,725	1,300	1,600	1 300	1,550
	HR Data Management Specialist	1,425	1,925	1,400	1,850	1,450	1,800
	Recruitment and Selection Specialist	1,525	1,925	1,450	1,850	1,425	1,850
	Learning and Development Specialist	1,725	2,100	1,650	2,000	1,600	2,000
	Team Leader	2,100	2,400	1,950	2,250	1,950	2,250
	Manager	2,400	4,875	2,250	4,250	2,200	4,150
PROCUREMENT	Procurement Clerk	1,525	1,925	1,500	1,850	1,500	1,800
	Procurement Specialist	1,725	2,100	1,650	1,950	1,600	1,950
	Team Leader	2,500	3,100	2,300	2,800	2,300	2,750
	Manager	3,200	4,675	2,950	4,350	2,900	4,350
IT	1 st Level Specialist	1,725	2,100	1,700	2,000	1,725	2,050
	2 nd Level Specialist	1,925	2,400	1,850	2,300	1,850	2,350
	SAP Specialist	2,400	3,700	2,350	3,550	2,450	3,600
	Business Analyst	2,300	3,400	2,200	3,150	2,250	3,150
	Developers	2,700	4,375	2,700	4,350	2,800	4,500

Language bonus (other than English) 10—15%. Employer's contributions (36,2%) are not included.
Source: Balanced HR, 2025

3

SLOVAK BSC SECTOR

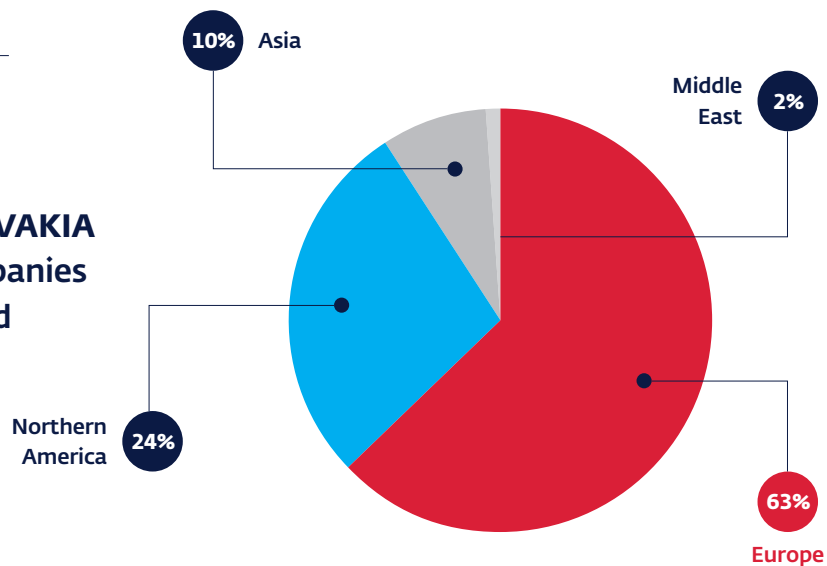
SLOVAKIA is now a well-established destination for global business services. The sector has moved from basic support to high-value operations, where experienced teams use the latest digital tools. This stable environment allows companies to successfully run their global business from one strategic location.

**TOP
BUSINESS SERVICE
CENTERS IN SLOVAKIA**
Deutsche Telekom Systems
Solutions, Henkel, Holcim, Dell,
IBM, Swiss Re, Accenture,
AT&T, Johnson Controls,
DXC Technology,
Adient

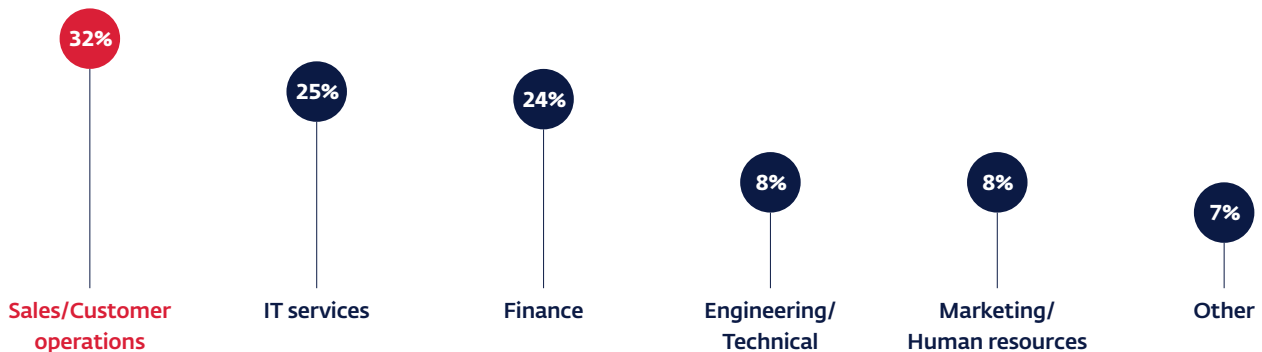


COUNTRY OF ORIGIN

The BSCs landscape in **SLOVAKIA** is dominated by large companies originating from the US and Western Europe.

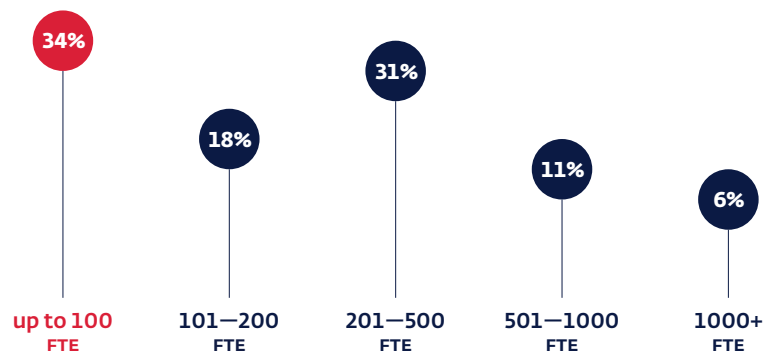


AREA OF OPERATION



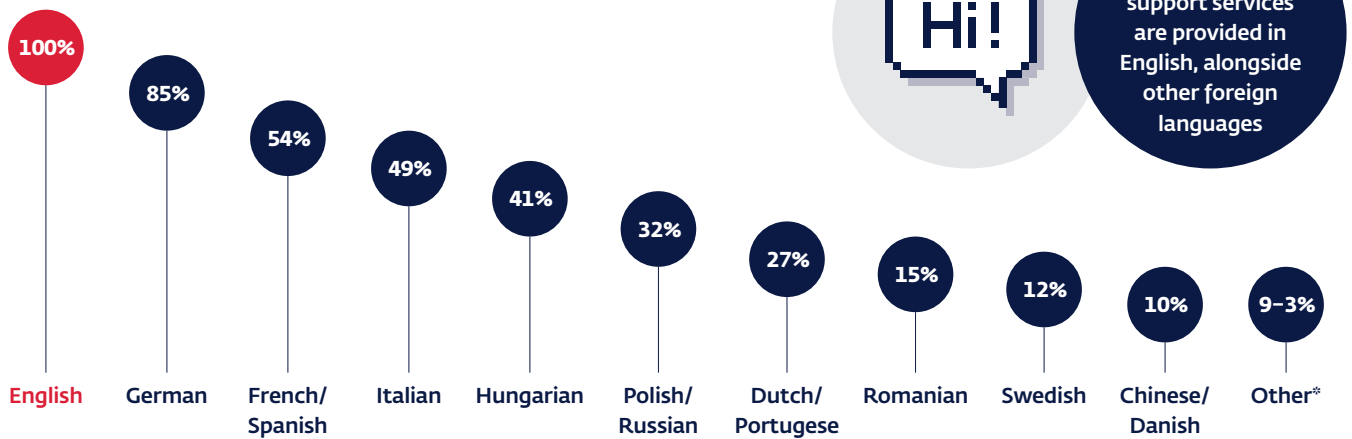
NUMBER OF EMPLOYEES

Center sizes vary from specialized teams to large global hubs employing over 1,000 FTEs.



Source: SARIO, BSCF Survey 2025

LANGUAGES USED IN SLOVAK BSCs



4

THE NEXT GENERATION OF SLOVAK BSCs

SLOVAKIA is rapidly emerging as a premier destination for high-skill teams specializing in cutting-edge technologies. Leading centers across the country are already leveraging artificial intelligence and advanced data analytics to drive innovation and elevate global business performance.

Global leaders like Takeda use their Slovak base to drive digital innovation and specialized services



CENTERS OF EXCELLENCE

Local teams are evolving from routine tasks to leading complex global initiatives, increasingly setting standards across their organizations. Companies like Deutsche Telekom Systems Solutions, Henkel, and Swiss Re have established flagship teams in **SLOVAKIA** that serve as global benchmarks for excellence.

5

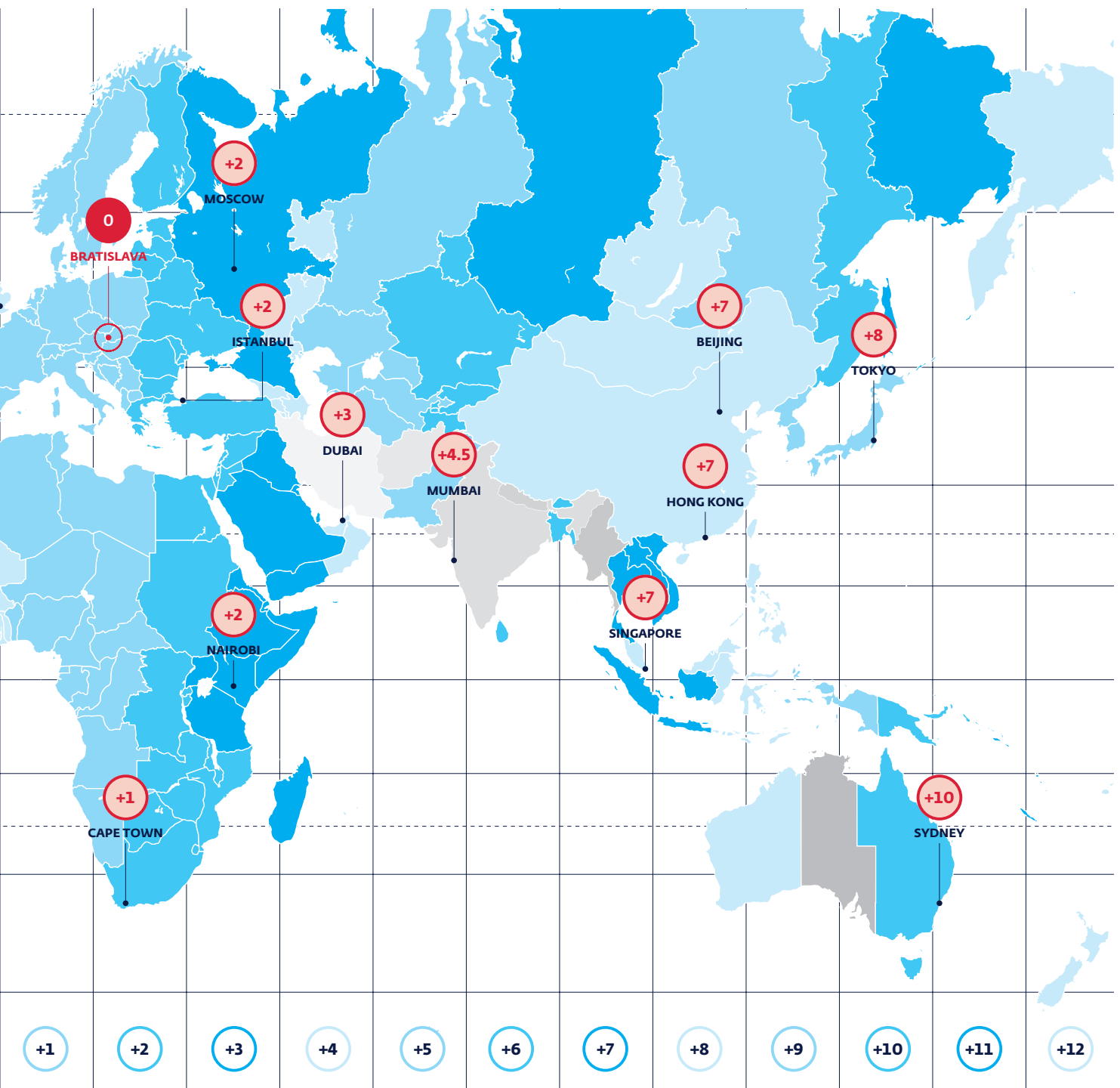
TIME ZONE MAP

SLOVAKIA's strategic location in the Central European Time zone makes it an outstanding destination for flexible delivery of offshore support.



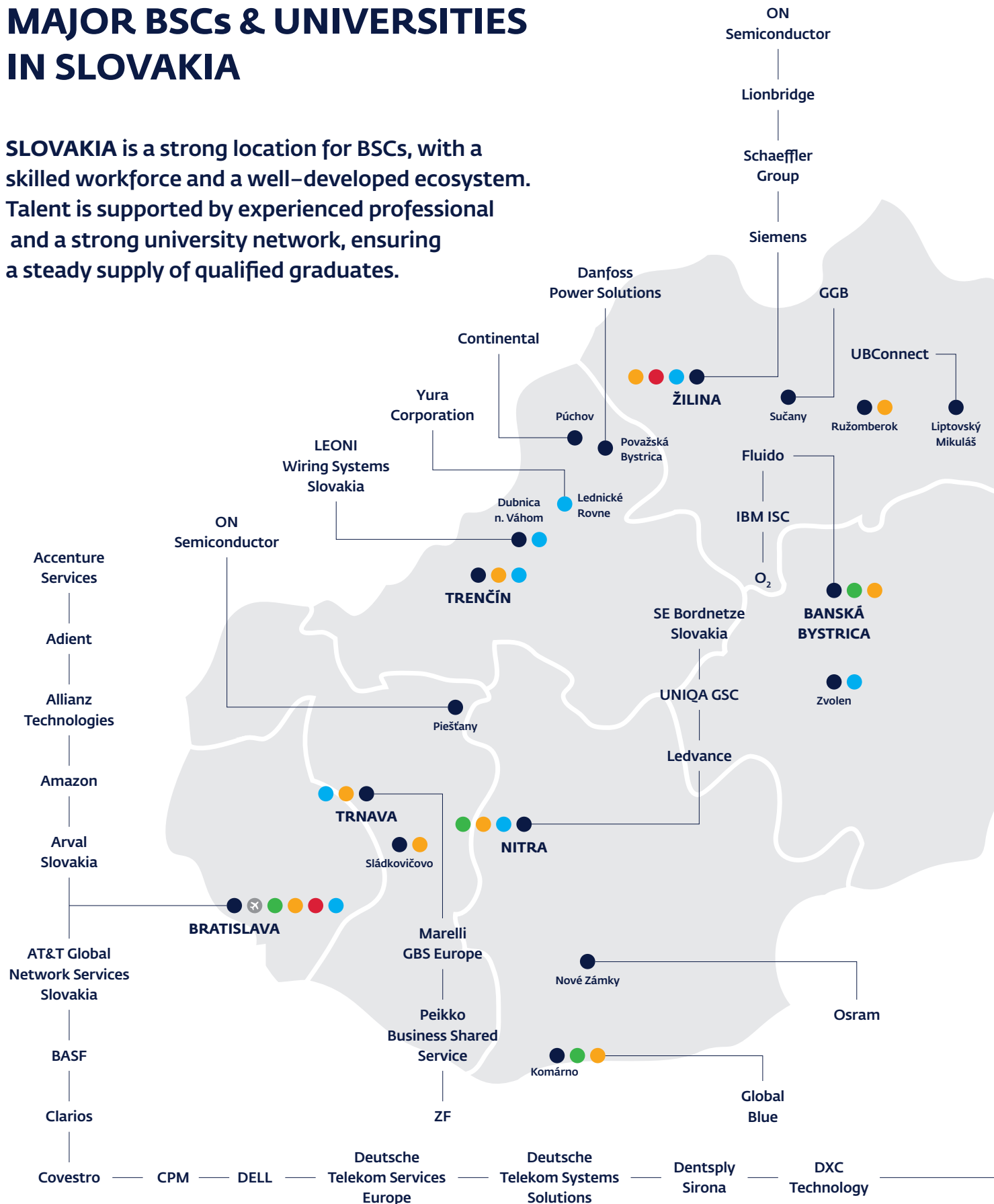
COMPLETE GLOBAL COVERAGE

Slovak BSCs can operate various shifts throughout the day which allow them to support their headquarters or customers in Asia by starting shifts from the early morning hours, then cover the American continent from the afternoon till late evening hours and any other time zones in between.



MAJOR BSCs & UNIVERSITIES IN SLOVAKIA

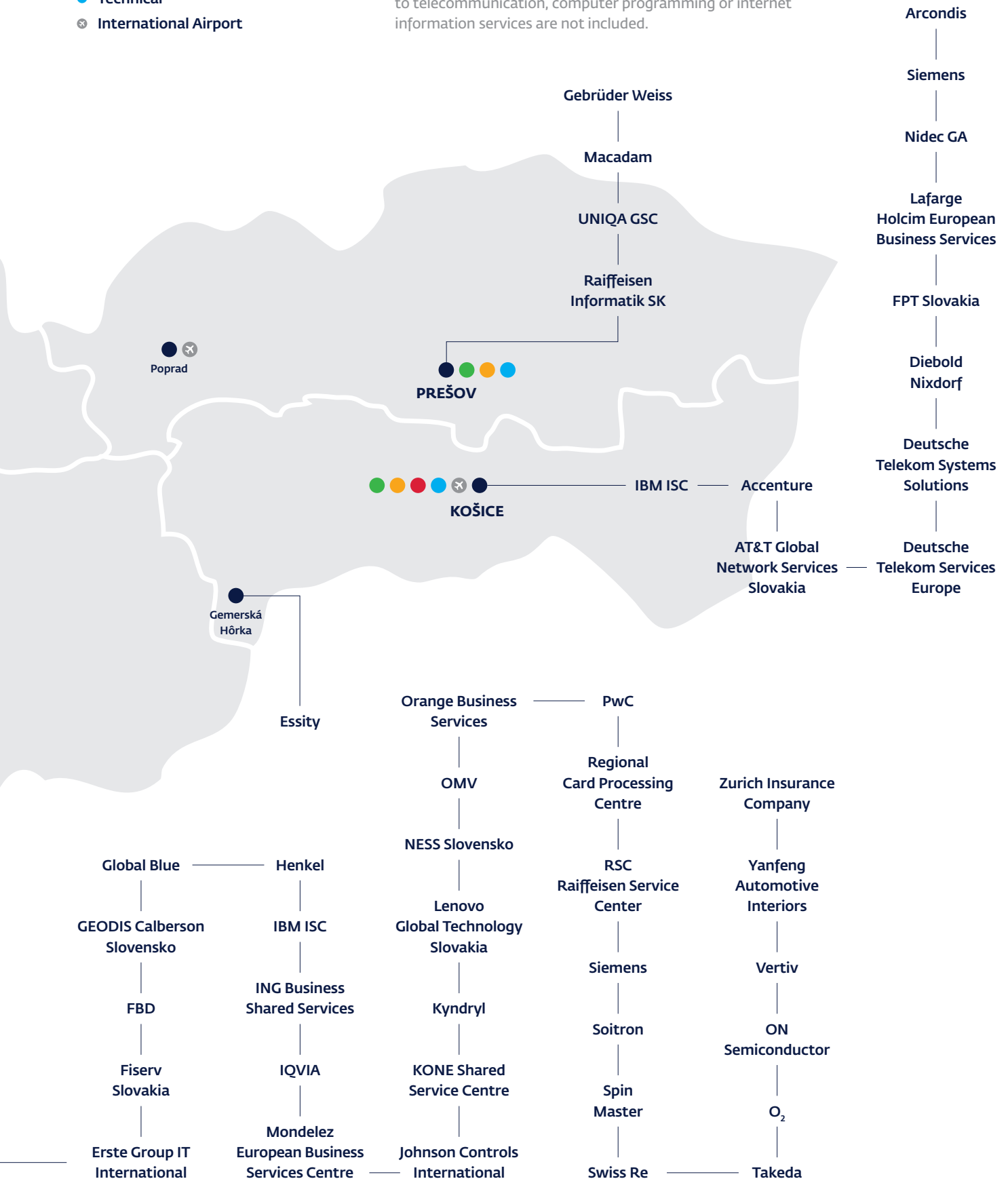
SLOVAKIA is a strong location for BSCs, with a skilled workforce and a well-developed ecosystem. Talent is supported by experienced professional and a strong university network, ensuring a steady supply of qualified graduates.



UNIVERSITY FACULTIES

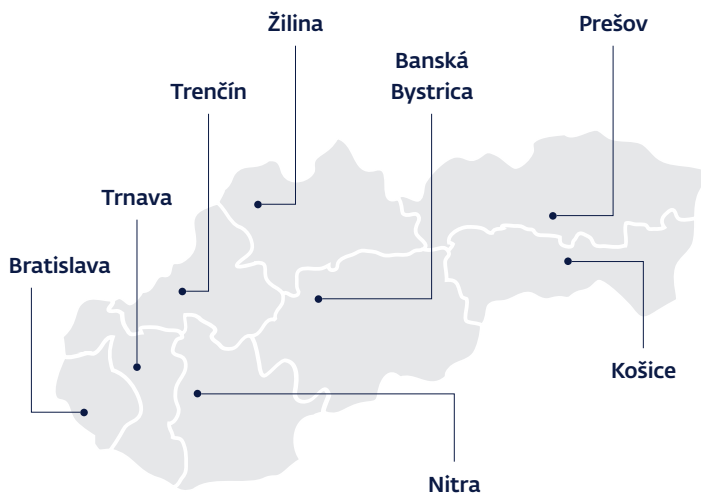
- Economics & Business
- Social
- IT
- Technical
- ✈ International Airport

Source: SARIO 2025. Presented list of BSCs operating in Slovakia is subject to change and does not represent an exhaustive overview. ICT companies with activities only related to telecommunication, computer programming or internet information services are not included.



BSC HUBS IN SLOVAKIA

The majority of BSCs in SLOVAKIA are located in the capital city of Bratislava or in the second largest city of Košice. Nevertheless, new hubs are gradually developing, offering great value proposition for new BSCs.



EMERGING REGIONAL HUBS
Although Bratislava hosts the majority of BSCs in the country, new regional hubs are gradually developing

BRATISLAVA

Bratislava is the capital and the most populous city in Slovakia. It is one of the richest regions in the EU in terms of GDP per capita level with dynamically growing and modern A-level office market. At the same time, the city features an outstanding position thanks to its geographical proximity to major CEE cities.

2,047,330
m²

Office stock

12,59%

Vacancy rate

15.5
EUR/m²

Average monthly rent

KOŠICE

The second largest city and the capital of Eastern Slovakia offers the highest standard of living in the region. It attracts qualified labour force from surrounding regions and provides potential investors with steadily increasing office market including A-level offices.

214,270
m²

Office stock

3.22%

Vacancy rate

11.9
EUR/m²

Average monthly rent

EMERGING LOCATIONS — REGIONAL CAPITALS

Banská Bystrica, Nitra, Prešov, Trenčín, Trnava and Žilina are new destinations on the Slovak BSCs map providing excellent conditions for business. The locations combine availability of high quality personnel, reasonable wage levels, competitive prices of real estate market and attractive investment incentives. All regional capitals are important academic centers and transportation crossroads with excellent highway connection (D1 and R1).

OPPORTUNITIES IN OTHER LOCATIONS

Companies tend to establish their centers also in smaller cities benefiting from proximity to existing or former production facilities, lower level of wage costs/rent of office space market and availability of attractive investment incentives with the intensity up to 60% of total eligible costs.

BUSINESS SERVICE CENTER FORUM



In early 2014 the American Chamber of Commerce in Slovakia (AmCham) launched the Business Service Center Forum initiative with the mission to raise awareness of the BSC sector's role in the Slovak economy and help it grow further in SLOVAKIA.

The Business Service Center Forum (BSCF) brings together shared services centers and business process outsourcing providers operating in Slovakia. Their presence and importance in Slovakia has been growing since 2000. Nowadays, BSCs represent a significant employment sector within the Slovak economy with more than 39,000 employees, which has specific needs and faces specific challenges.

Every year AmCham Slovakia surveys the business service centers associated in BSCF to gather aggregate data and presents an updated picture of the sector. This data is published in an information brochure summarizing who works in these centers, where they are located, what services they provide and how they contribute to the state budget as well as local communities, and last but not least, why they are in Slovakia and not elsewhere in the world.

BSC Forum's efforts in the public policy have focused on labor affairs, education and foreign investment support. These efforts materialize in regular communication with relevant ministries, government agencies, universities and schools as well as engagement in public discussions at conferences and seminars.



Furthermore, one of the latest initiatives is called Career4u, with the goal to promote Slovak BSCs and increase their awareness among potential candidates. This is done by presenting short videos of individual careers in various departments in different companies.

On top of the mentioned activities, the aim of AmCham is to promote competitive job vacancies within Slovak SSC & BPOs by the initiative called Work in Slovakia — Good Idea. The pilot project was initiated in London (January 2019) and it's now launched in other European cities.

In the area of education, BSCF has continuously been running the flagship Train the Trainer series of soft skills trainings for university and high school

teachers and two of the fully accredited university courses for master students entitled Skills for Success — From University to Practice & Hands-on HR — Global Trends.

WHY TO BECOME A MEMBER?

- BSC Forum shares information within the sector about concerns, solutions and best practices
- the platform communicates with national and local authorities — monitors and evaluates legislation, labor market and CSR activities
- the forum interacts with universities and secondary schools to improve the employability of graduates at BSCs

WANT TO KNOW MORE?

More information on the BSCF is available on their website bscf.eu.

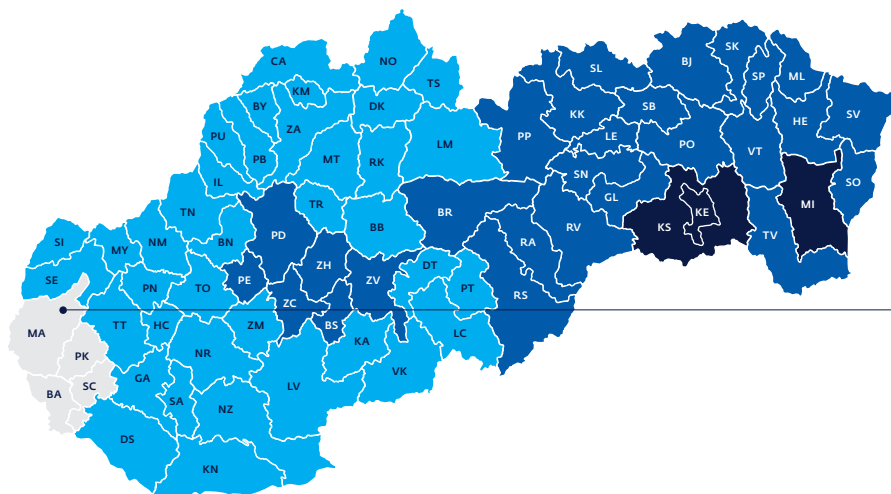
INVESTMENT INCENTIVES

MAXIMUM REGIONAL INVESTMENT AID INTENSITY

The primary goal of the investment incentives is to motivate investors to place their new projects in regions with higher unemployment and to attract projects with higher added value.



Districts in Bratislava region are excluded from the investment aid scheme



ELIGIBLE PROJECTS

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

- industrial production
- technology centers
- combined projects of industrial production and technology center
- shared services centers

ELIGIBLE COSTS

- Costs of land acquisition
- Costs of buildings acquisition & construction
- Costs of new technological equipment and machinery acquisition
- Intangible long-term assets — licences, patents, etc.
- Rent of new land/building
- or
- Total wage costs of all new employees calculated over a period of 2 years

40%

50%

60%

+10%

additional incentives for medium-sized enterprises

+20%

additional incentives for small and micro-sized enterprises

+10%

additional incentives for projects related to critical technologies

FORMS OF INVESTMENT INCENTIVES

- Corporate income tax relief
- Cash grants
- Rent/Sale of real estate for a discounted price

Please contact us at invest@sario.sk for more information (including minimum conditions and critical technologies definition).

Positive regional contribution of a new investment projects shall be concluded based on these categories — investment location, number of jobs created, average gross monthly salary of new employees, expected added value and possible qualification of a project respecting definition of a priority area.



AIM INVESTMENT AWARDS UAE 2022

CEE & TURKEY REGION
Best Investment Promotion
Agency in 2022



SARIO Profile

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 Slovak Republic.

01 INVESTMENT SERVICES

FOR POTENTIAL INVESTORS

- investment environment overview
- organization of the investor's visits of Slovakia
- starting a business consultancy
- sector and regional analyses
- investment incentives consultancy
- site location & suitable real estate consultancy

FOR ESTABLISHED INVESTORS

- identification of local suppliers, service providers
- assistance with expansion preparation and execution
- assistance with Industry 4.0 solutions and R&D implementation

02 FOREIGN TRADE SERVICES

IF YOU ARE LOOKING FOR

- Slovak supplier or sub-contractor
- 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
- online database of business opportunities
- export Training Centre
- subcontracting assistance

03 SLOVAK SPACE OFFICE

FOR SLOVAK ENTITIES

- tailor-made sector entry consultancy
- startup creation through hackathons and incubation programs
- cooperation opportunities through matchmaking events
- internationalization of the Slovak space companies and research institutions

FOR FOREIGN PARTNERS

- customized search for local partners
- assistance with establishing branch in Slovakia
- cooperation on space industry events

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

SLOVAK INVESTMENT AND TRADE DEVELOPMENT AGENCY

Mlynské nivy 44/b | 821 09 Bratislava | Slovakia
invest@sario.sk | trade@sario.sk

COPYRIGHT©2026 SARIO

The information in this publication needs to be in every case double-checked to ensure that it is up to date. For the purposes of this publication, licensed images from the portals dreamstime.com and zdronu.sk were used.

ISBN 978-80-89786-36-7

sario.sk