

# 2026

# BUSINESS SERVICE CENTER FORUM

## The Business Service Center Forum (BSCF)

brings together shared service centers (SSC), centers of excellence and business process outsourcing (BPO) providers operating in Slovakia.

## A Shared (Business) Services Center (SSC)

is an organizational unit responsible for the execution of specific tasks (e.g. Finance & Accounting, IT support, HR) supporting the core activity of the company.

## Business process outsourcing (BPO)

involves contracting of the operations and responsibilities of specific business processes to a third-party service provider.

## MISSION

Raise awareness of the BSC sector's role in the Slovak economy and help it grow further in Slovakia.

## GOALS

- Share information within the sector about concerns, solutions and best practices.
- Communicate with national and local authorities: monitor and evaluate legislation, labor market and CSR activities.
- Interact with universities and high schools to improve the employability of graduates at BSCs.

## LEADERSHIP



CHAIR  
**Marek Chudík**  
IBM



VICE-CHAIR  
**Lucia Gröneová**  
Swiss Re



VICE-CHAIR  
**Ivan Tomko**  
Lenovo

## MEMBERS



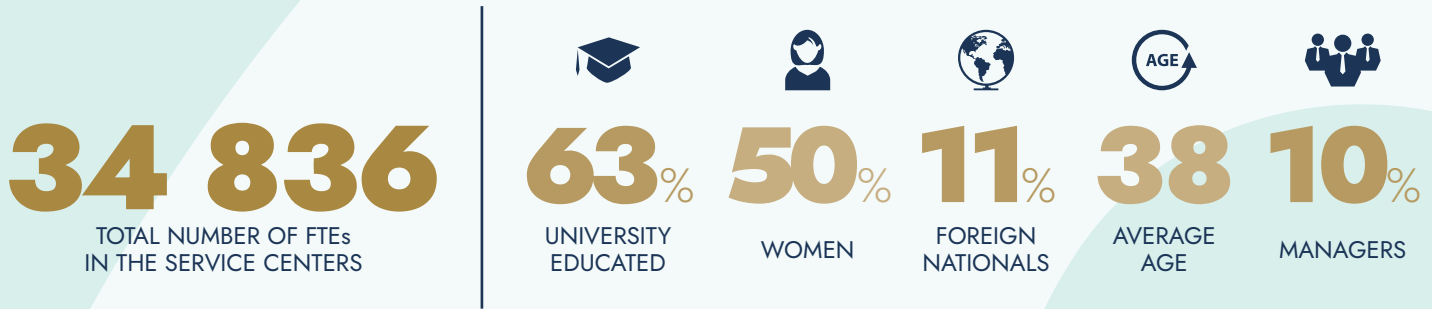
## PARTNERS



## WHY THE BSC SECTOR MATTERS?

SOURCE: BSCF 2026 SURVEY

In 2026 AmCham Slovakia surveyed 42 business centers with operations in the country, which were integral part of the BSCF community at the time. The aggregated data reflects the status quo of the business centers industry in Slovakia as of July 1st, 2026.



## WHO IS WORKING AT THE SERVICE CENTERS IN SLOVAKIA?

SOURCE: BSCF 2026 SURVEY

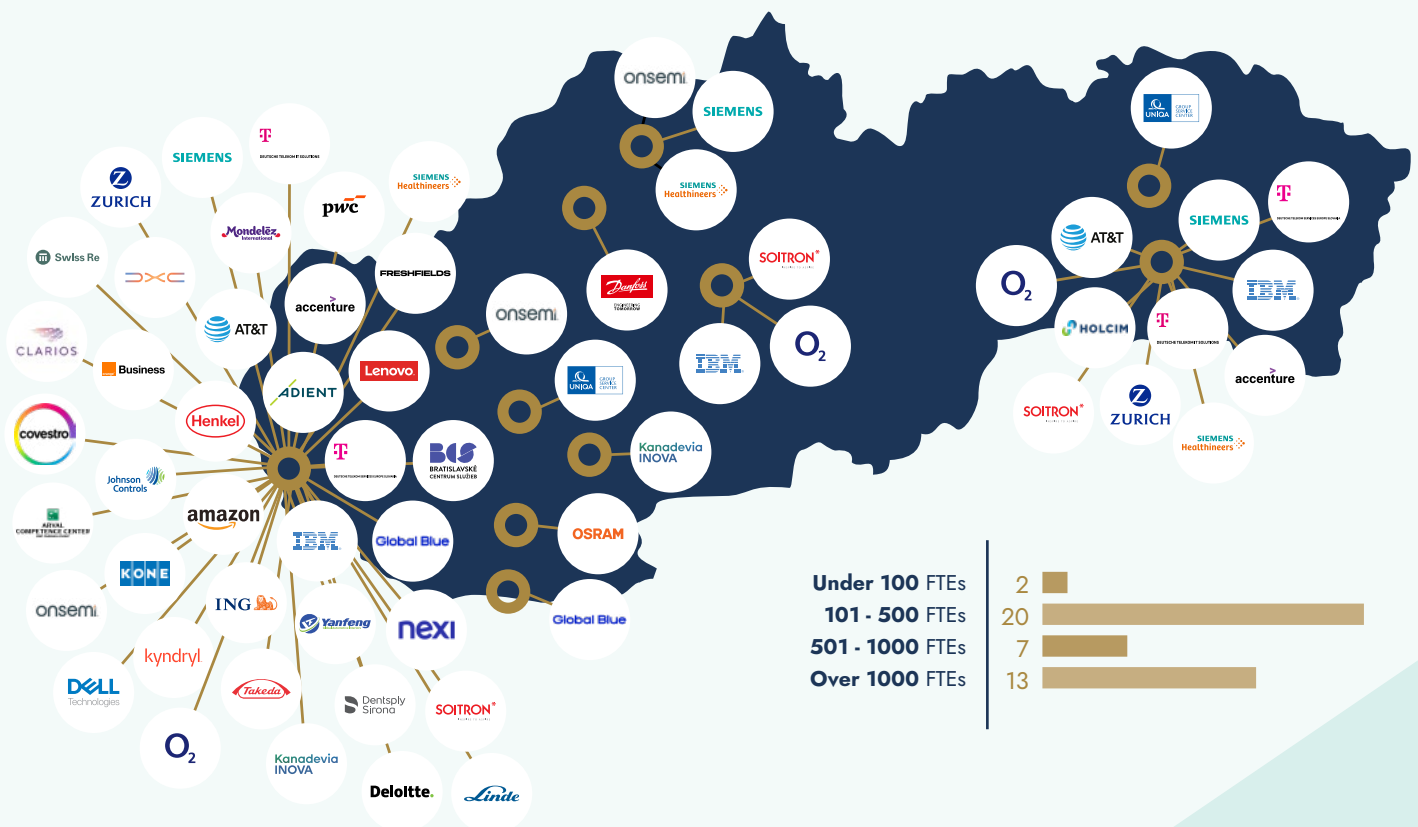
The surveyed sample of business centers employs almost 35k people. 79% of the member companies expect their headcount to further grow or remain stable within the next 12 months and two thirds of them plan no changes in existing social benefits for their employees. The average age of FTEs is 38 years and has constantly been growing since 2015. 63% of them hold a university degree, including almost 650 fresh graduates employed within the course of years 2025-2026. Service centers continue to preserve lean management structure as only 10% of the population have people management positions. BSCs continue to employ predominantly Slovak citizens; there are 11% of foreigners among staff whereas those from the EU member states slightly prevail. From the point of view of gender diversity, business centers embrace a perfectly well-balanced range of professionals – half of our population are women.

## WHERE ARE THE BSCS LOCATED AND HOW BIG ARE THEY?

SOURCE: BSCF 2026 SURVEY

**LOCATIONS:** The majority of BSCs is still clustered in Bratislava and Košice. However, investors are gradually discovering advantages of regional hubs in Nitra, Žilina, Prešov, Banská Bystrica, Nové Zámky, Považská Bystrica, Komárno, Levice and other cities.

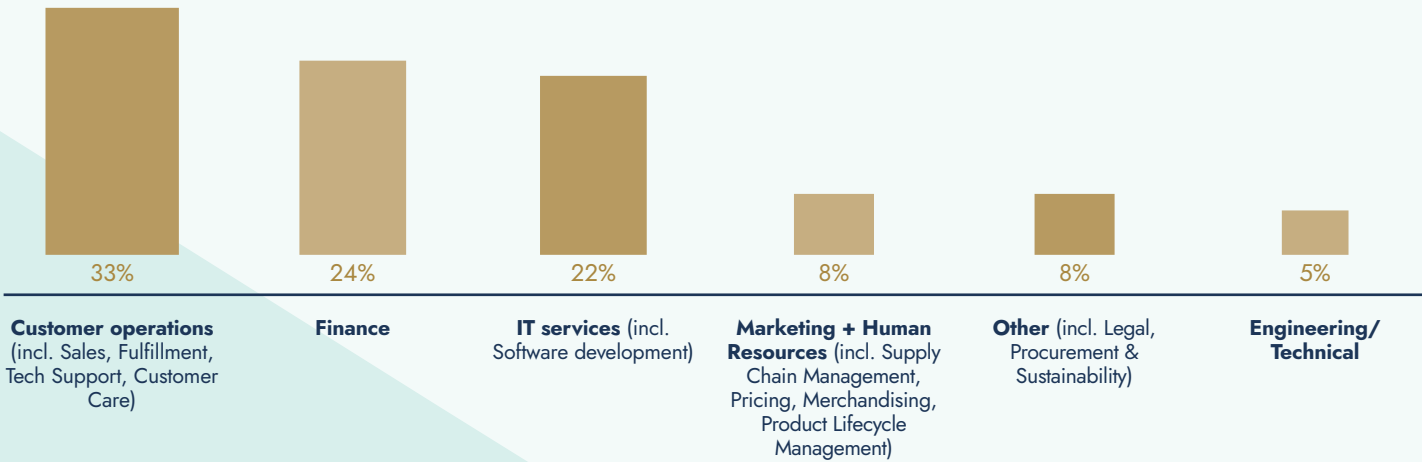
**SIZE:** In the context of Central and Eastern Europe, Slovakia is noteworthy for having a significant number of X-Large BSCs (employing more than a 1000 people).



SOURCE: BSCF 2026 SURVEY

## BUSINESS SERVICES PROVIDED

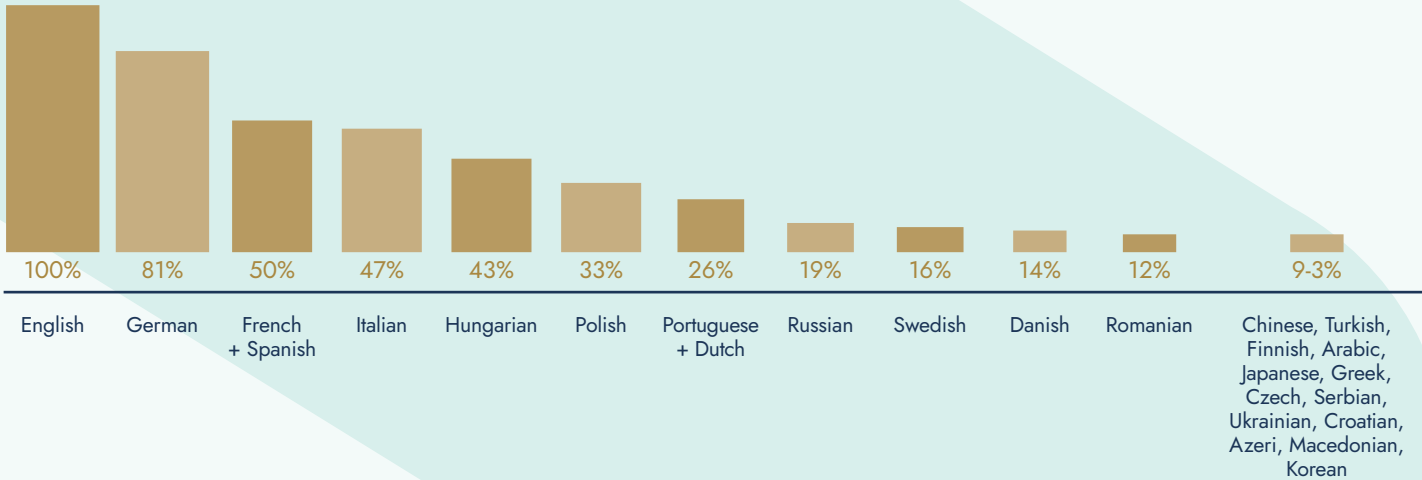
BSCs in Slovakia are mostly mature centers that provide value-add services and sophisticated processes for their global or regional operations. Almost 80% of all services fall within advanced Customer Operations (including Sales, Fulfillment, Tech Support and Customer Care), Financial Services or IT Services. The graph shows percentage of BSCF members' employees in these fields:



SOURCE: BSCF 2026 SURVEY

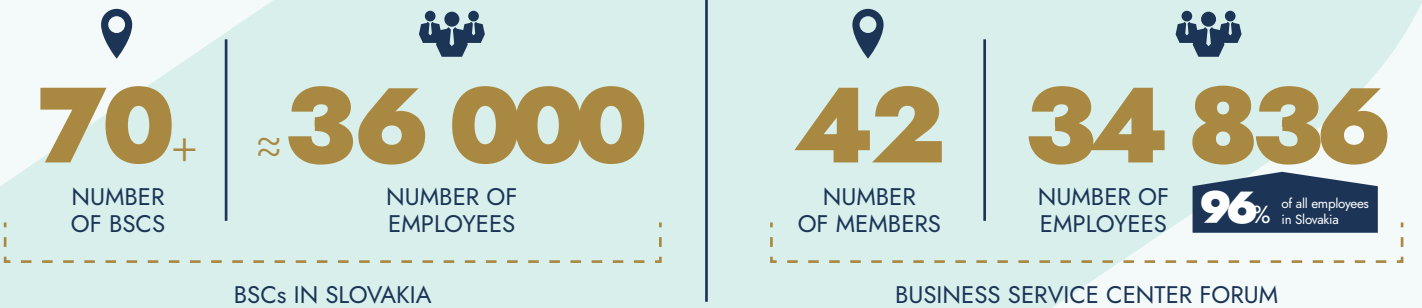
## LANGUAGES USED WHEN PROVIDING BUSINESS SERVICES

In order to serve their clients in their mother tongue BSCs hire staff with good and diverse foreign language skills. Proficiency in English is a must everywhere. The level of the second or third foreign language makes a difference when exploring the job opportunities in this sector.



SOURCE: BSCF 2026 SURVEY

## HOW BIG IS THE SHARED SERVICES INDUSTRY IN SLOVAKIA?



BSCF MEMBERS' COUNTRIES OF ORIGIN

# WHAT IS THE ANNUAL CONTRIBUTION OF BSCF MEMBER COMPANIES TO THE SLOVAK ECONOMY?

SOURCE: BSCF 2026 SURVEY



## 196,8

EMPLOYEE INCOME TAX  
(million €)



## 174,2

SOCIAL INSURANCE  
/ EMPLOYEES (million €)



## 451,9

SOCIAL INSURANCE  
/ COMPANIES (million €)



## 37,9

CORPORATE INCOME TAX  
(million €)

% **2,8%** of the Slovak **state budget income**

% **1,25%** of all **economically active citizens** of Slovakia

SOURCE:  
Financial information was prepared  
by PricewaterhouseCoopers  
Slovensko, s.r.o. based on data  
from AmCham BSCF, Ministry of  
Economy of the Slovak Republic  
and Register of financial statements  
for year 2025.



## 1,232

SALARIES EXPENDITURES  
(billion €)



## 2 948

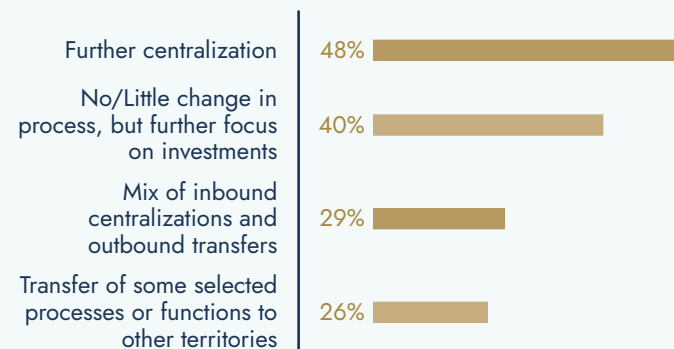
AVRG. MONTHLY SALARY  
(€)

SOURCE:  
BSCF members calculations, 2026

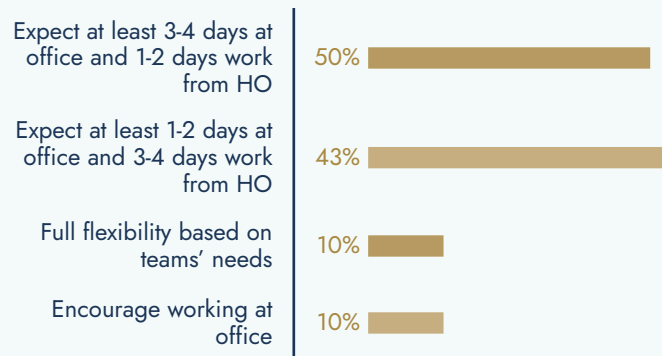
## STRATEGIC CHALLENGES IN SLOVAKIA 2026

SOURCE: BSCF 2026 SURVEY

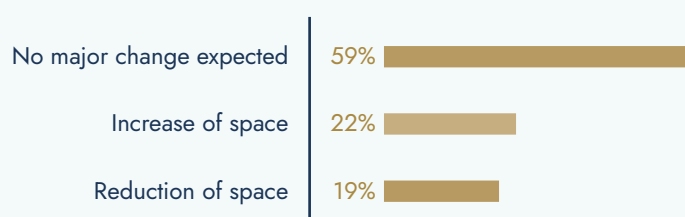
**What are BSCF companies' development plans for next 2-3 years compared to the current position in Slovakia (cumulative)?**



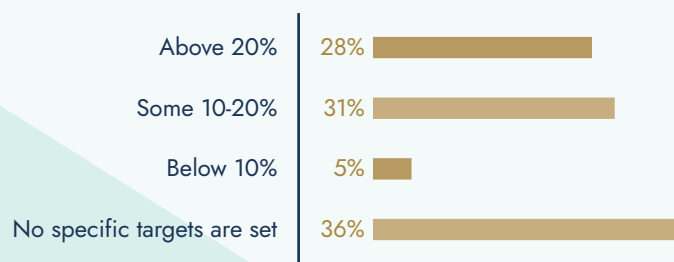
**What is the current extent of your flexible weekly working time arrangement (cumulative)?**



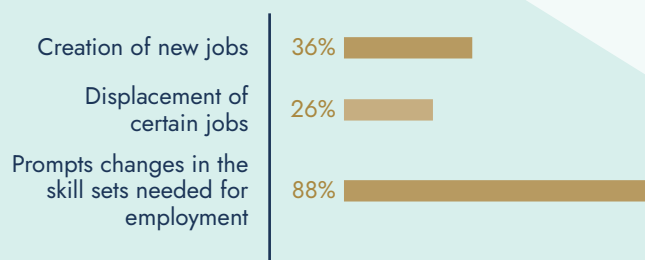
**What are BSCF companies' office space plans for the next 2-3 years?**



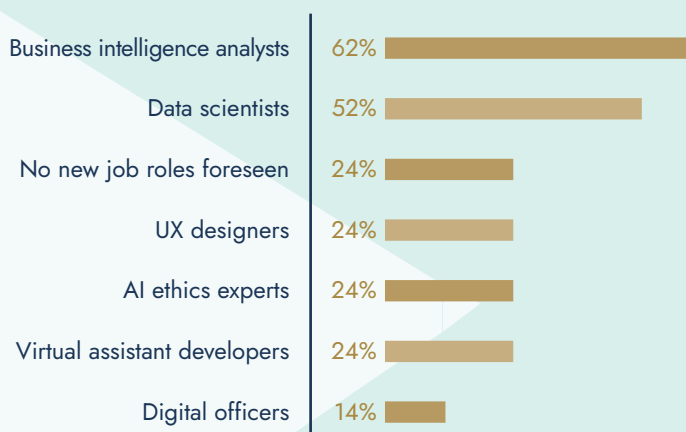
### What is the planned extent of automation/AI of relevant processes or functions in BSCF companies in next 2-3 years?



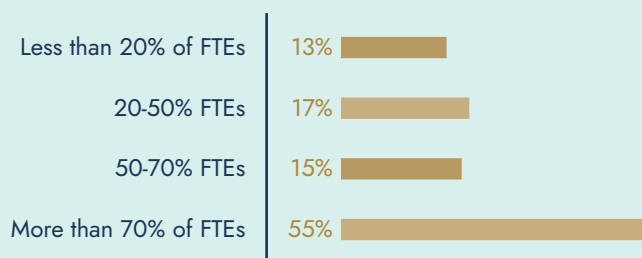
### How does the implementation of AI/RPA affect the organizational structure of business centers (cumulative)?



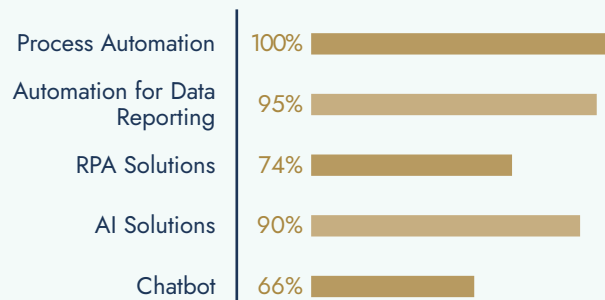
### What kind of new job roles do business centers foresee in regard with the implementation of AI/RPA solutions (cumulative)?



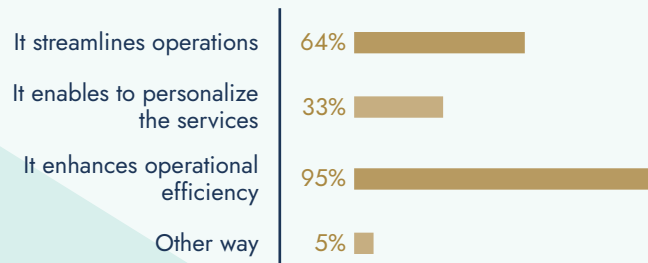
### How many % of FTEs in business centers have passed basic AI trainings or programs as part of their digital transformation?



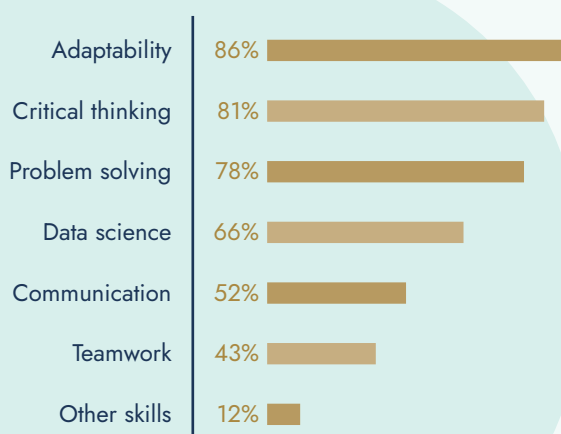
### What type of automation/robotization are business centers implementing (cumulative)?



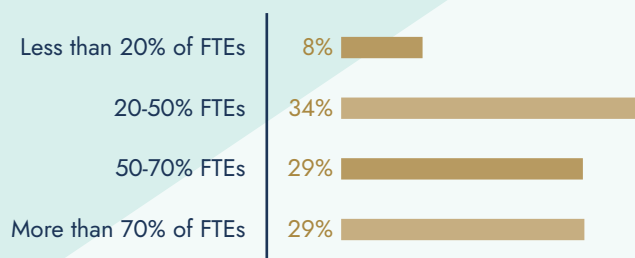
### How does AI/RPA implementation influence business centers' operations (cumulative)?



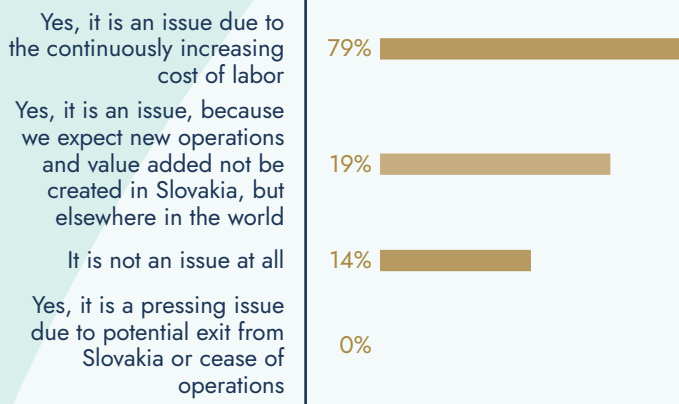
### Which critical skills do business centers anticipate will be in high demand within next 2-3 years due to AI/RPA advancements (cumulative)?



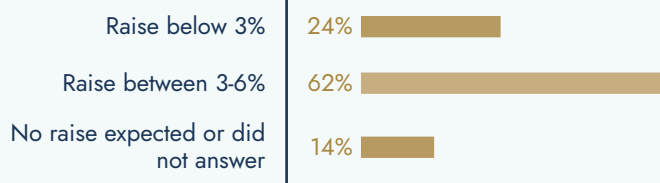
### How many % of FTEs in business centers use AI tools in their daily operations?



## How critical is the lack of labor resources for BSCF companies' strategic development (cumulative)?



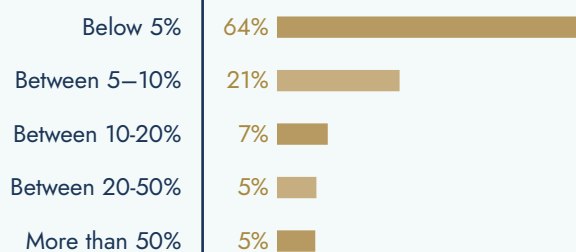
## Do business centers expect to further raise salaries within next 12 months?



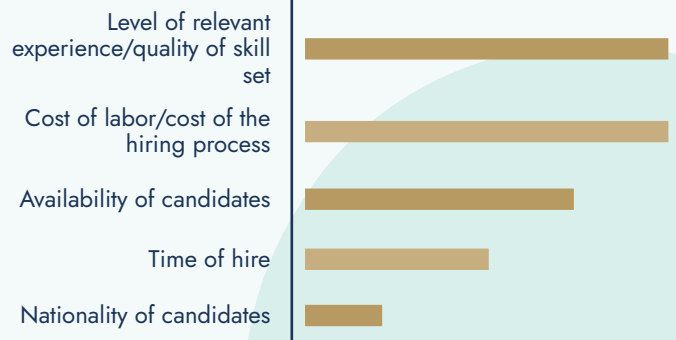
## According to the opinion of BSCF member companies, the recently adopted three consolidation packages combined with previous government interventions into the systems of remuneration, taxes and levies, will result in (cumulative):



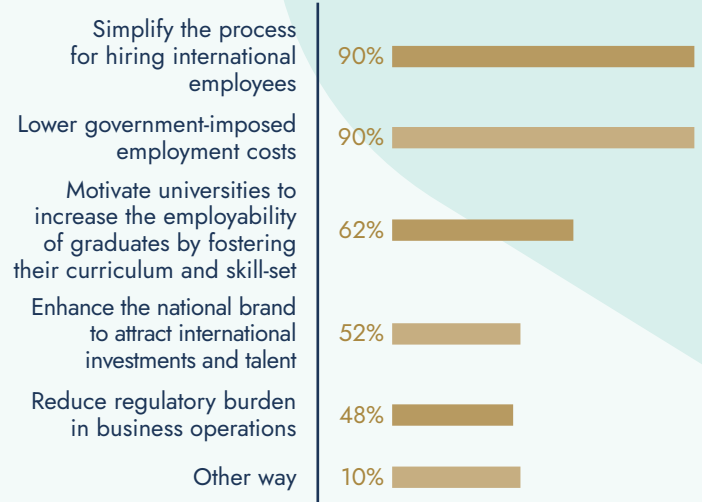
## What % of BSCF companies' staff permanently works from a remote location?



## What is the main issue for BSCF companies with the hiring process?



## What measures can the government implement to support BSCF companies in thriving (cumulative)?



## What have been the main reasons for labor fluctuations at BSCF companies over the last 12 months (cumulative)?



% **10,10%**

Average overall attrition rate (last 12 months)

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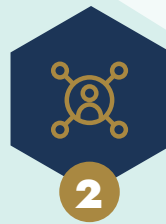


# 6 GOOD REASONS TO JOIN AMCHAM'S BUSINESS SERVICE CENTER FORUM



## MISSION

BSCF aims to raise awareness of the business centers' role in the Slovak economy and helps it grow further in the country.



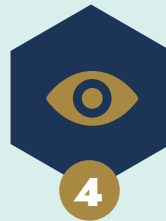
## COMMUNICATION

BSCF shares information within the sector about concerns, solutions and best practices in areas such as HR, education, media exposure and many more.



## REPRESENTATIVENESS

BSCF is the leading platform for business centers in Slovakia, amplifying a joint voice of over 96% of all the industry's FTEs.



## INTERACTION WITH PUBLIC OFFICES

The community frequently interacts with national and local authorities, monitors the labor market and proposes changes to the legislation.



## IMPACT

Powerful and direct legislative impact in Slovakia, supporting the continuous improvement of business environment.



## BUSINESS-ACADEMIC COOPERATION

BSCF interacts with universities and high schools to improve the employability of graduates at business centers and strengthens the skillset of future industry leaders.

[bscf.eu](https://bscf.eu)



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**BS  
CF**

**JOIN US  
AND MAKE  
OUR VOICE  
STRONGER!**

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