

# GBS

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## BUILDING BUSINESS WITH GLOBAL PERSPECTIVE



**2nd**

best in the ESG  
practices/sustainability  
(FDI Intelligence, 2022)



**11th**

in the EU in Digital public  
services (DESI, 2022)



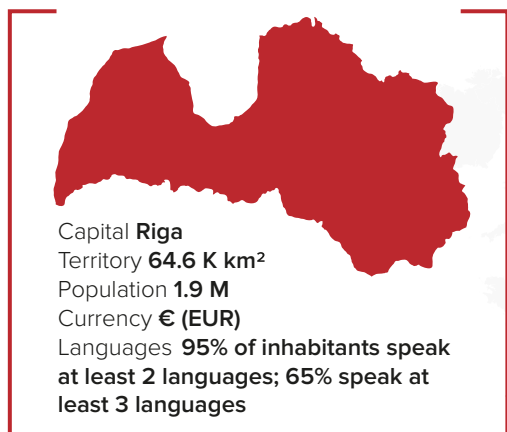
**2nd**

among OECD countries  
in the International  
Tax Competitiveness Index  
(Tax Foundation, 2022)



**100%**

**satisfaction** with  
quality of life & business  
environment (by existing GBS  
companies in Latvia)



**2021**

Riga as the most  
dynamically developing city  
in the CEE  
(CEE Business Services  
Awards 2021)



**54**

business centres  
with IT, finance & accounting,  
HR, and customer service  
functions

## INFRASTRUCTURE THAT MEANS BUSINESS



- **100+** direct flights: **Riga International Airport** – biggest in the Baltics
- The lowest A class office space rent rates among CEE capitals

- **606 000 m<sup>2</sup>** of office stock: **A and B class** for your business
- **1500** workstations in co-working spaces: **a number that steadily grows**



## THRIVING INDUSTRY READY FOR NEW PLAYERS

- IT, finance and customer services are the most popular business support functions (ABSL Latvia, 2023)
- **47% of GBS** centres are serving Northern European markets European Regional Development Funding program, which covers up to 70% of various trainings costs, including language courses



- **84%** employees of business services centers holding Bachelor's, Master's, or Doctor's Degrees (ABSL Latvia, 2023)
- **65%** of existing GBS centres have expanded (ABSL Latvia, 2023)

## SKILLED & MULTILINGUAL TALENT POOL



**1000+**

Scandinavian language  
speakers in GBS



**29%**

of industry employees  
filling IT positions

## ACCESSIBLE HIGHER EDUCATION & R&D OPPORTUNITIES



**52** higher  
education institutions  
with **75 000**  
student pool



**13 000**  
graduates  
each year  
to be hired



**2nd**

in Europe with **95%**  
of Latvians speaking  
at least two foreign language



**EASY TO SCALE**

Support for digitalization of processes  
in commercial activities



Growing dominance  
of automated solutions  
helping transform  
traditional function centres  
into Centres of Excellence



**1.9%**

market saturation with  
**18 200** employees  
in **54** business centres  
(ABSL Latvia, 2023)



**7%**

YoY employment  
growth in industry  
(ABSL Latvia, 2023)



**65%**

of businesses are planning  
to expand operations  
in 2022 (ABSL Latvia, 2023)



**47%**

of GBS centres  
are from the Nordics  
(ABSL Latvia, 2023)



**80%**

of businesses are testing  
& implementing robotics solutions  
& 23% of processes  
have already been  
automated by 2021  
(ABSL Latvia, 2021)



**COUNTRY READY  
FOR ANY CHALLENGES**

Crisis proved nation's exceptional agility by  
developing solutions to enable remote governing,  
education & by instituting the first nationally  
endorsed contact exposure notification app Apturi  
Covid (Stop Covid).

**THRIVING INDUSTRY READY  
FOR NEW PLAYERS**



**HELPING CONNECT  
WORLDS APART**

Infrastructure and technology built to make working  
easy, talents speaking multiple languages  
& tech make Latvia a great connecting point.



**ECOSYSTEM COMMUNITY**