

GBS

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BUILDING BUSINESS WITH GLOBAL PERSPECTIVE



19th

globally
in the ease of doing business
(World Bank, Doing Business, 2020)



16th

globally
in the ease of paying taxes
(PwC Paying Taxes, 2020)



0%

shadow economy
in GBS industry



100%

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



Capital **Riga**
Territory **64.6 K km²**
Population **1.9 M**
Currency **€ (EUR)**
Languages **Latvian, English & Russian;**
German is also widely spoken



2019

emerging **GBS City award**
for **Riga** in Central
Eastern Europe



50

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

INFRASTRUCTURE THAT MEANS BUSINESS



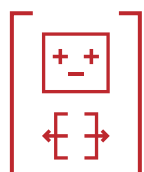
- **100+** direct flights: **Riga International Airport** – biggest in the Baltics
- Low office rent rates: **beating traditional GBS landing sites**

- **690 000m²** of office stock: **A and B class** for your business
- **1485+** workstations in co-working spaces: **a number that steadily grows**



THRIVING INDUSTRY READY FOR NEW PLAYERS

- **1.6%** market saturation with
15 000 employees in **50 business centres**
- **10%** YoY employment growth in the industry
- **50%** of businesses are from the Nordics



- **80%** of businesses are testing &
implementing robotics solutions
- **73%** of businesses have expanded the scope
of their services in 2019

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 80 000 student pool



15 000 graduates each year to be hired



2nd

in Europe with 96% of Latvians speaking at least one foreign language



HELPING YOU GROW

- 50–60% of co-finance for Staff Training
- Vouchers for R&D activities, prototype development
- Support for industrial research



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



1.6%

market saturation with 15 000 employees in 50 business centres



10%

YoY employment growth in industry



73%

of businesses have expanded the scope of their services in 2019



50%

of businesses are from Nordics



80%

of businesses are testing & implementing robotics solutions



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.

BUSINESS CENTRES USING LATVIA AS PLAYGROUND FOR THEIR GROWTH

accenture

CABOT

Cognizant

CIRCLE K

SEB