GLOBAL BUSINESS SERVICES/ SHARED SERVICE CENTERS

Back Office and Front Office Outsourcing/ BPO center

WHY GREECE?

- Location
- Labour force
- Labour costs
- Generous Incentives
- broadband infrastructure
- Real estate cost
- Climate and living conditions
- Stability, security and prosperity
- Well connected, easy to travel

FRIENDLY AND CONTEMPORARY FRAMEWORK FOR THE ESTABLISHMENT OF INTRA-GROUP SERVICE CENTERS

INTRA-GROUP SERVICE CENTERS ENJOY BENEFITS

1. Flexibility with regards to the type of the business entity
2. Simple, fast and transparent licensing process
3. Legal certainty with pre-defined profit margin on costs, between 5% and 10%
4. e-submission
5. Residence and work permits for its foreign staff

INVESTMENT INCENTIVES FOR INTRA-GROUP SERVICES

Total wage cost (wage and social security contributions) subsidies for the creation of new employment in labor intensive GBS and SSCs

Total wage cost subsidies up to 50% for new scientific personnel and technical staff

Subsidy for research tools and research equipment up to 50%

Provision of tax incentives: Tax exemption of 200% of total annual R&D expenses

INTRA-GROUP SERVICE CENTERS - SERVICES:

- consulting services
- centralization of accounting services
- quality control of production, products, procedures and service
- preparation of studies, designs and contract
- advertising and marketing services
- data processing
- receipt and supply of information
- research and development services
- software development, computer programming and information system support
- storage and management of files and information
- supplier, customer and supply chain management excluding performance of transportation with own means
- management and training of human resources
- contact center and computer-based telephone information

FINANCIAL INCENTIVES FOR INTRA-GROUP SERVICES IN GREECE

ZONE A minimum

30 new jobs

ZONE B minimum

50 new jobs

ZONE C minimum

100 new jobs

TYPES OF INCENTIVES

a) Job Creation Subsidy-Grant

50% of total wage cost for up to 100 permanent full time employees recruited in the first five years of operation for up to twelve 12 months following their recruitment, and up to the amount corresponding to gross salary maximum of 2,000 euros per month.

b) Training Program Subsidy-Grant 50% of the cost for training new employees related to the new activity

c) CAPEX Subsidy- Grant & Wage Cost Subsidy-Grant

d) R&D Grants

ESTABLISHMENT OF BUSINESS PROCESS OUTSOURCING CENTERS

LARGE SIZE CONTACT CENTERS IN GREECE

- **847 companies** offer business services to other companies in Greece
- More than **120 are shared service centers, mainly call centers**
- Large size contact centers with **over 250 positions** operate at full capacity in Greece as regional multilingual hubs, currently employing **more than 20,000 highly skilled employees**
- Smaller size call centers, with 50 to 100 positions, offer services mainly to the Greek market

CUSTOMER SUPPORT SERVICES

- Teleperformance Greece 6,200
- COSMOTE E-value 6,000
- Mellon Group of Companies 4,500
- ICAP Outsourcing Solutions 2,100
- First Data Greece 1,100
- 360Connect 500
- Mediate 500
- Piraeus Direct Services 350

INTERNATIONAL BPOS & CONTACT CENTERS IN GREECE

Coca-Cola HBC

ORACLE

Teleperformance
each interaction matters

accenture

NOKIA

SAP

msc
MEDITERRANEAN SHIPPING COMPANY

SHARED SERVICE CENTRES IN ACCOUNTING ESTABLISHED IN GREECE

NAFTOMAR SHIPPING & TRADING CO LTD INC (OIL SECTOR) employees 30

Nike Hellas (SPORTS CLOTHING) employees 46

World Gaz Corporation SA (OIL SECTOR) # employees 37

BMS UNITED BUNKERS (CYPRUS) LTD, (OIL SECTOR) employees 30

Consolidated Contractors Group S.A.L. (CCC) (CONSTRUCTION SECTOR) employees 589

PEOPLECERT (SERVICES SECTOR) employees 100

16CRESCENT HOLDING GHBH (INVESTMENT SECTOR) employees 49

EPSILON HELLAS OVERSEAS LTD (SERVICES SECTOR) employees 40

HILL INTERNATIONAL (CONSULTING SERVICES) # employees 34

IKEA FRANCHISE AND PROJECT MARKETING LTD (RETAIL SECTOR) employees 27

McGRAW-EDISON DEVELOPMENT CORPORATION employees 15

Coca-Cola Hellas S.A. employees 67