

# GBS

invest@liao.gov.lv  
www.investinlatvia.org  
+371 67039473  
2 Perses Street, Riga, Latvia, LV-1442

## 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)



**2nd**

among OECD countries  
in the International  
Tax Competitiveness Index



**100%**

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



Capital **Riga**  
Territory **64.6 K km<sup>2</sup>**  
Population **1.9 M**  
Currency **€ (EUR)**  
Languages **Latvian, English & Russian;**  
**German is also widely spoken**  
Member of **EU, NATO & OECD**



**2021**

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



**50**

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

## INFRASTRUCTURE THAT MEANS BUSINESS



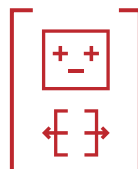
- **100+** direct flights: **Riga International Airport** – biggest in the Baltics
- The lowest A class office space rent rates among CEE capitals

- **800 000 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

- Multifunctional & ITO are the main types of GBS centres (LIAA, 2021)
- **60% of GBS** centres are serving Northern European markets (LIAA, 2021)
- **17 languages** are used in GBS centres (ABSL Latvia, 2021)



- **43%** is the estimated degree of automation & robotization in GBS centres by 2023 (ABSL Latvia, 2021)
- **80%** of existing GBS centres have expanded (LIAA, 2020)

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 79 000 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



1.5%

market saturation with 15 000 employees in 50 business centres (LIAA and ABSL Latvia, 2021)



48%

of businesses have expanded the scope of their services in 2019



40%

of GBS centres are from the Nordics (LIAA, 2021)



80%

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



10%

YoY employment growth in industry (LIAA, 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.

BUSINESS CENTRES USING LATVIA AS PLAYGROUND FOR THEIR GROWTH

