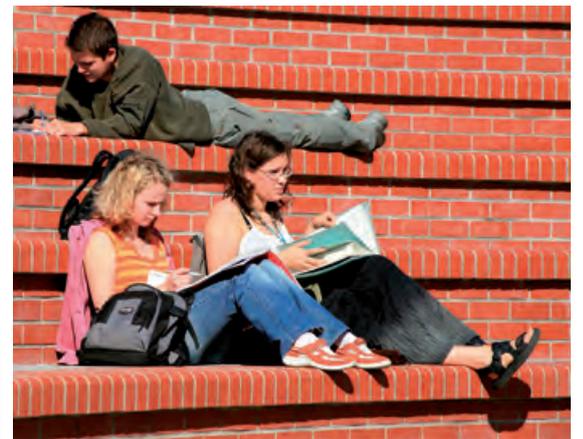
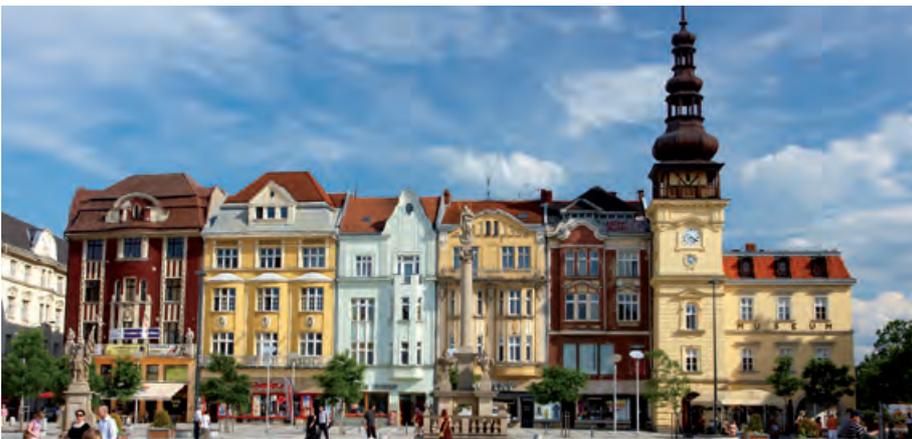


OSTRAVA



CITY PROFILE

A Guide to the Business Services Sector

OSTRAVA!!!

 **ABS**

 **JLL**

grafton
recruitment

PASSERINVEST
G R O U P

Connectivity

OSTRAVA!!!

Approximate direct flight times (h) from Ostrava to:

Prague	1:00
Milan	1:35
London	2:15
Paris	2:15
Düsseldorf	*3:00
Dubai	5:45

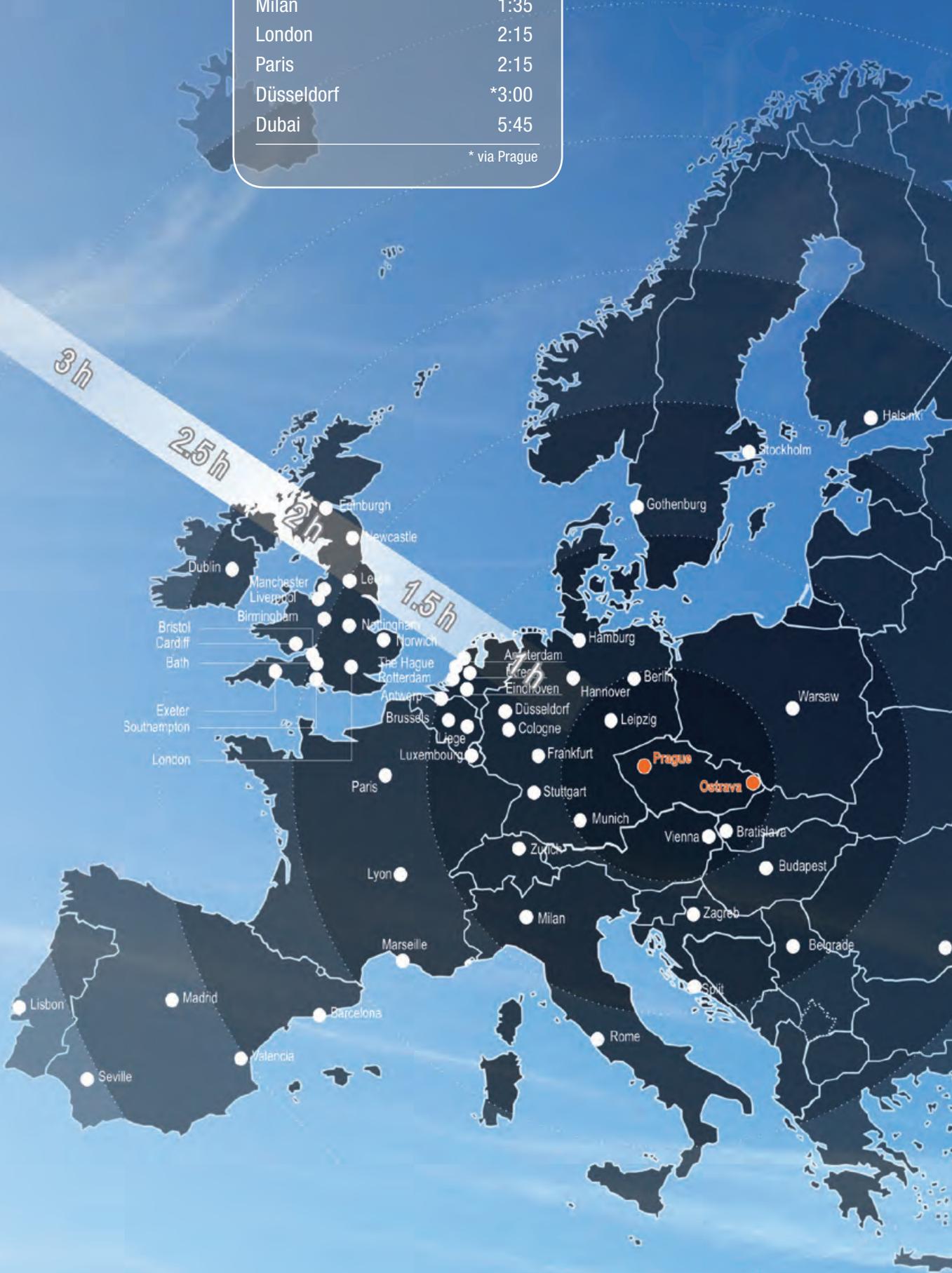
* via Prague



3h

2.5h

1.5h



“Ostrava is a modern hub for business services, with many major Global companies choosing the city as the ideal location for their international centers providing the highest levels of IT, Finance, Telecommunications and Customer Care services in over 30 different languages to their global clients. Business services in Ostrava now employs over 7,000 graduates and professionals and continues to attract new investment growth at over 20 % per annum.

Ostrava is known for its strong industrial past and nowadays the City has blossomed into a major business services location with excellent infrastructure, proximity to beautiful natural countryside and a lively cultural life that attracts young talent and professionals from the Czech Republic and Internationally.

With progressive universities and a booming population of almost 34,000 students, Ostrava provides close to 9,000 highly qualified graduates annually, predominantly in the fields of IT, finance, economics and business studies. The talent pipeline in the city is also supported by a high number of high school leavers and experienced professionals from the Ostrava region of over 1 million people.

Ostrava offers some of the most advanced office space in the CEE region together with exceptional value for money. Combined with a well-earned reputation for extraordinary talent and hard work, it is no surprise that Ostrava attracts some of the worlds biggest companies to come and share in the success story. In this brochure, we present an overview of the business services sector in the city, together with insights and case studies from the Global firms that have made Ostrava a key part of their global operations.

We hope that you enjoy reading this report and look forward to welcoming you to Ostrava ‘The City of Global Services’.”

26 major international business services centres operating in Ostrava

7,000 people employed in the business services sector in Ostrava

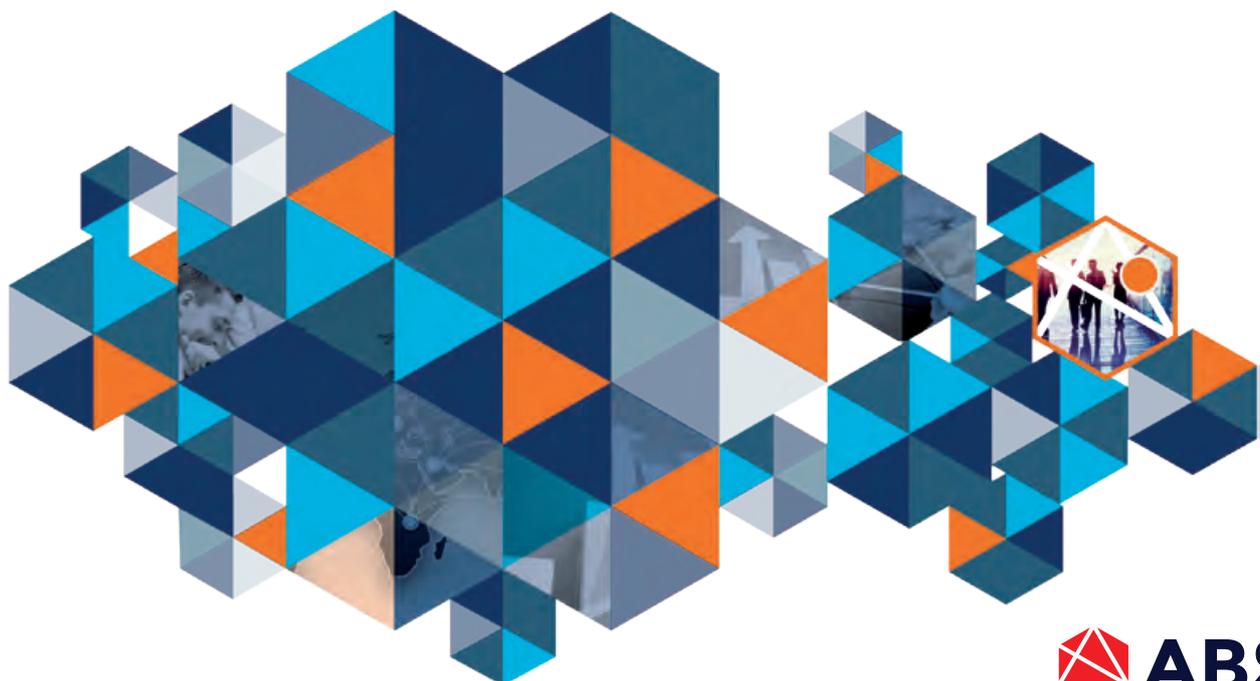
20% sustainable annual growth forecast in the business services sector



Joe Appleton
Managing Director
ABSL
Czech Republic



Petr Podlipný
Accounting and HR
SSC Director
CEZ Group
ABSL Board Member





Ostrava has a Quality Workforce

The labour market in Ostrava is hard working and currently offers more than 20,000 job seekers and a total workforce of almost 200,000 people. These factors combined with many other benefits make Ostrava a highly attractive and sustainable location for both potential investors, and for existing companies that would like to expand their operations.

Ostrava has Great Education

Ostrava and its surroundings has approximately 34,000 students enrolled in 5 well respected universities, many of which excel in technical, informatics and economic education. There are almost 9,000 fresh graduates each year, many of which speak at least one European language and quite a few that speak two!

Ostrava is a Great Place to Live

Ostrava is the second largest agglomeration in the Czech Republic and is going through an exciting transformation. The city and its people are proud of Ostrava's industrial history, but also in their ability to move with the times. The standard of living in Ostrava is very good with a wide choice of cultural, leisure, entertainment and shopping opportunities available. The cost of living is very reasonable and is a great place to start a career for those seeking a challenging opportunity, working in one of the cities most rapidly growing sectors – Business Services.

Ostrava is Easily Accessible

The city of Ostrava has an excellent public transport system including trams and buses. There are a number of fast train services including the Pendolino and Leo Express. These all ensure that people can get to and from work in a low cost and flexible manner. Ostrava is also easily accessible through the road network that leads towards Olomouc, Brno and Prague to the south and west, towards Katowice in Poland to the north and towards Zilina in Slovakia to the east. Ostrava is also well connected internationally via its own airport with a growing number of direct destinations including: Prague, London, Milan, Paris, Düsseldorf and Dubai.

Ostrava has Modern Real Estate

Ostrava is a relatively well established city in terms of its modern office supply. With over 200,000 m² of existing office space, there is sufficient room and flexibility for existing companies to grow and for newcomers to set-up.

Ostrava is already home to a number of national and international companies that rely on the stable connectivity to the utilities, power and telecommunications infrastructure.

Ostrava is the Right Choice

A growing number of companies from the modern business services sector, amongst other industries, have chosen to run their operations from Ostrava for the aforementioned reasons that we will explore further in this brochure. These facts will also be supported by testimonials from company leaders and their employees that have already been successfully operating, working and growing in Ostrava for many years.

Read further to understand why Ostrava should be the first choice for your business, or, your next career move!!!



LEGEND:

- Leos Janacek Ostrava Airport
- Ostrava Railway Stations
- Ostrava Bus Terminal
- The New Town Hall
- Main Shopping Centres
- Dolni Vitkovice - Bolt Tower
- Silesian Ostrava Castle
- Motorway
- Main road
- Road
- Railway
- SSC/BPO
- ICT
- Size of a Centre
- ABSL Members

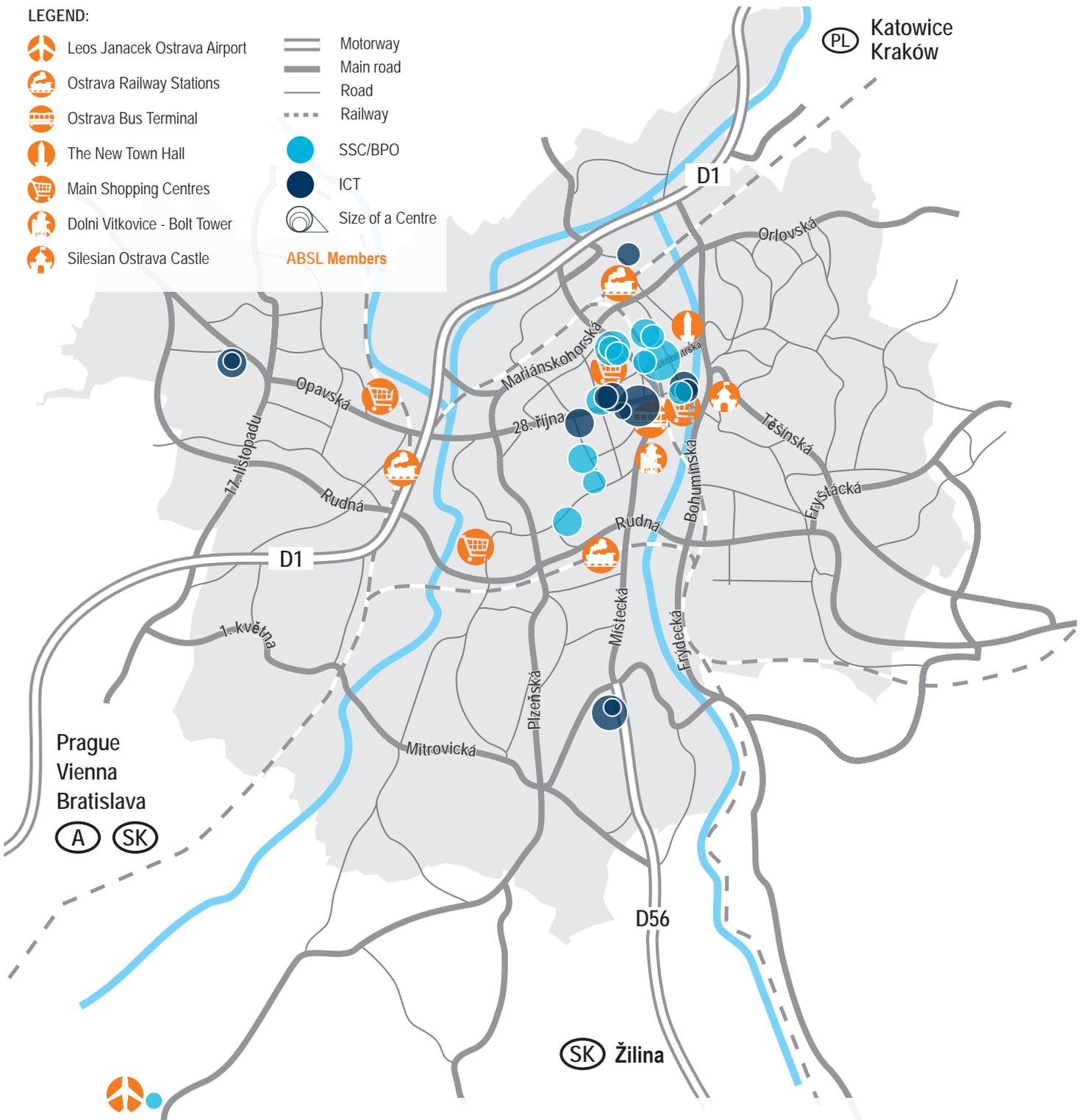


ABB s.r.o.
Axa Assistance
CGI IT Czech Republic
COMDATA CZECH
ČEZ Korporátní služby
DHL Express

DSV ROAD
EmbedIT
Gordic
IBA CZ
IBM Česká republika
K2 ATMITEC

Moneta Money Bank
NetDirect
O2
OKIN BPS
První Vítkovická personální
Railsformers

RWE Zákaznické služby
SIEMENS
Stora Enso Wood Products
Ždírec
TIETO Czech
VÍTKOVICE ACCOUNTING

VÍTKOVICE Doprava
VÍTKOVICE IT SOLUTIONS
XEROX

Ostrava and its surroundings has approximately 34,000 students enrolled in three public and two private universities which are renowned for the high quality of their education. Ostrava also provides students with great educational possibilities at a primary and secondary level. The 1st International School of Ostrava, which offers education in English for students aged between 4 and 19, is the only school outside of Prague with an International Baccalaureate Diploma Programme.



5 universities are located in Ostrava and its surroundings with numerous faculties including economics, business, administration, technology, informatics, engineering and sciences to name just a few.



9,000 students graduate each year from public and private universities in Ostrava from a total of almost 34,000 enrolled students.

Field of Study

Graduates

Students

Business Administration

Technical University of Ostrava – Faculty of Economics, University of Entrepreneurship and Law, Silesian University of Opava – Faculty of Business Administration

2,416

7,546

Philology & Pedagogy

University of Ostrava – Philosophical Faculty and Faculty of Education, Silesian University of Opava – Faculty of Philosophy and Science

1,786

6,637

Information and Communications Technology

Technical University of Ostrava – Faculty of Electrical Engineering and Computer Science

593

3,109

Other

Including: University of Ostrava – Faculty of Social Studies and Faculty of Arts, Silesian University of Opava – Faculty of Public Policies, University of Social Administration in Havířov

4,167

16,350

TOTAL

ca. 9,000

ca. 34,000



Prof. Ing. Ivo Vondrák, CSc.
Rector
VŠB – Technical University
of Ostrava

“The Faculty of Electrical Engineering and Computer Science of the VŠB – Technical University of Ostrava was established 25 years ago. Currently it has more than 3,000 students and approximately 300 Bachelor and 200 Master graduates every year. Our university prepares its students for the labour market. Apart from lectures, students work on projects for companies, regularly visit local enterprises as a part of their practical training and are encouraged to set up their own student start-ups. We continue to respond to market requirements and add new curricula such as Information and Communication Security and Computer Systems for the industry of the 21st century, which has recently been accredited. I am convinced that our graduates will meet all requirements of employers with the highest demands.”

With approximately 300,000 inhabitants, Ostrava is the third largest city in the Czech Republic and capital of the second largest region, after Prague, at 1.2 million people. Located close to the Polish border, Ostrava was previously a coal mining and metallurgical centre of the Czech Republic however, a thorough restructuring of industry is taking place – coal mining in the area of the city ceased in 1994 and a large part of the Vitkovice ironworks near the city centre was closed down in 1998. Nowadays, Ostrava is focussing on attracting FDI from both the manufacturing but also from the business services sectors.



195,000 is the total labour force* in Ostrava with more than 7,000 people working in the modern business services sector (ca. 11 % of the 65,000 employed across Czech Republic).

* population aged 15–64



21,700 is the current number of job seekers in Ostrava which gives the city an unemployment rate of 9.6 %. Overall, there are more than 64,000 job seekers in the region.



€11,055 is the nominal annual wage in Ostrava – a highly competitive rate which is equivalent to ca. ***CZK 299,000 or *USD 12,400** per annum (*1 EUR = 27 CZK & 1 USD = 24 CZK).



33 % speak **English** at B2 level or higher



5 % speak **German** at B2 level or higher

3 % speak **German** at B2 level or higher and **English** at B1 level or higher



Other languages in Ostrava at B2 level or higher include Slovak, Polish, Russian, Spanish, French, Italian, Greek.

Indicative Salary Costs (EUR/per Annum)

Function	Experience	Accounting Labour Cost*	HR Labour Cost*	Procurement Labour Cost*
Management**		€29,800 – 71,500	€29,800 – 71,500	€29,800 – 71,500
Team leader***		€17,900 – 26,800	€14,900 – 26,800	€23,800 – 35,700
Operative with English	0 years	€11,300 – 14,900	€11,900 – 14,900	€13,100 – 16,700
	2–5 years	€14,900 – 17,900	€16,100 – 19,100	€14,900 – 20,800

* Annual labour costs per FTE in EUR incl. 1. Gross base salary, 2. Statutory cost (insurance); excl. bonuses: operative 0%–5%, TL 0%–15%, management 10%–25% – according to company's compensation & benefits policy.

** Good experience in SSC, > 5 years exp. as manager, lead of > 100 employees, profound process knowledge, excellent in English. Reports to Manager of Hub.

*** Experience in SSC, > 5 years exp. as team leader, lead of > 10 employees, excellent process knowledge, very good in English, German skills available. Reports to manager of Spoke.

The office market in Ostrava is the third largest in the Czech Republic. It is a well established office market comprised of mainly modern A-class buildings which account for 72 % of the total stock. Over the years, Ostrava has attracted many international companies such as Moneta Money Bank, Okin, Siemens and Tieto amongst others, which have chosen the city as their regional seat. Besides modern office premises available at very competitive costs, when compared to Prague or Brno, Ostrava also offers a highly educated and motivated workforce.



208,000 m²

is the current total modern office stock in Ostrava. Approximately 72 % of the stock meets the requirements for A-class office space.



4,500 m²

of office space is under construction with scheduled completion in 2017. New supply includes the Red House administrative building.



42,000 m²

is the current level of available space in Ostrava which gives a city level vacancy rate of 20.3 %.



Over the past couple of years, demand for offices was driven mainly by the **Manufacturing, Professional Services, Finance** and **IT** sectors.



€10.5–11.5 m²/month

is the prime headline office rental cost in Ostrava. The majority of modern offices are currently being offered between €8–10 m²/month.

Source: JLL, 2016





Radim Passer

Chairman of the Board
PASSERINVEST GROUP, a.s.

“We decided to enter the Ostrava office market in 2005, because we perceived a mission to build quality office spaces in the Czech Republic outside of Prague. Ostrava and the planned Nová Karolina area seemed to be a suitable choice to us, seeing that it is the second-largest agglomeration in the Czech Republic and is on the border of Poland and Slovakia. Being a part of the city center, Nová Karolina is definitely the best location in Ostrava.”

Nová Karolina Park is centrally located within Ostrava, with good road and public transport connections; therefore it is easy for employees to get to work and back home again. Due to its location, there are also many opportunities for shopping and entertainment from the neighbouring Forum Karolina shopping centre and surrounding bars and restaurants.

The complex offers almost 25,000 m² of modern office space over six storeys and is supplemented with shops and services on the ground floor. The scheme offices provide its tenants with prime, sustainable, practically-designed office spaces of the highest quality and are suitable to companies from all business sectors. Some of our tenants include Česká Spořitelna, UniCredit Bank, Raiffeisenbank, Ness Technologies and ABB.

The building's unique architectural design, also offers a natural peaceful atrium combining greenery and space for cultural uses. This enables our tenants to relax and take a break anytime during the day or, an opportunity for an informal meeting outside of the office.



NOVÁ KAROLINA PARK

www.novakarolinapark.cz

Why Ostrava?

OSTRAVA!!!



Tomáš Macura
Mayor of Ostrava
City of Ostrava

“Blend together strong will, energy, a willingness to learn, diligence and adjust them to modern trends and you get Ostrava. The city has been endowed with all of these qualities for the last two centuries. Without them Ostrava could not have become one of Europe’s leading industrial centers. Ostrava can be confident thanks to its industrial tradition and potential, the technical and technological know-how that has been passed down from generation to generation, its hardworking people and high-quality academic background. We understand what you need and what we can offer. The best proof is provided by the confidence of both domestic and foreign investors, as well as the renowned rating agencies. Add a great cultural and sports background, with a proximity to the attractive Beskydy and Jeseníky Mountains and you have more very good reasons to come and get to know Ostrava better.”



Why Ostrava?

Ostrava and its surroundings offer not only a great business climate but also a wide range of cultural and leisure time activities. The most visited events, of a significant international presence include: the Colours of Ostrava music festival, the Golden Spike annual athletic meeting or for example NATO Days.

Colours of Ostrava

Colours of Ostrava is a multi-genre festival, the biggest international music festival in the Czech Republic, one of the biggest music events in Central Europe and has been held in Ostrava since 2002. Since 2012 it takes place in the impressive setting of the Dolní Vítkovice industrial area. In 2016, the Guardian selected Colours of Ostrava as one of the Top 10 music festivals in Europe.



Golden Spike

Golden Spike is an annual athletics event held in Ostrava as a part of the IAAF World Challenge Meetings. This sports event attracts thousands of visitors supporting the best domestic and international athletes in action. One of the biggest attractions of this event is the regular attendance of Jamaican sprinter Usain Bolt.

NATO Days

NATO Days in Ostrava and Czech Air Force Days are the largest air, army and security shows in Europe. NATO Days in Ostrava belongs to a “club of prestigious European shows” and is the most visited two-day family event in the Czech Republic. The public has free entry to the event.

Nightlife

Ostrava has a very lively nightlife, with numerous bars, clubs and restaurants to help people unwind after a busy day or week at work. One of the most famous and frequented spots, which is said to never sleep, is Stodolni Street with its 70 bars and nightclubs. People in Ostrava not only work hard, they play hard too.



Hiking and Skiing in Beskydy Mountains

Ostrava is situated approximately 1 hour from the Beskydy Mountains which is an ideal place for summer and winter leisure time activities such as hiking, biking or skiing for example.

On top of this, Beskydy is a great place for golf players and lovers. Prosper Golf Resort Čeladná is a unique golf destination located in the heart of the Beskydy hills. It belonged to the PGA European Tour, the highest golf competition in Europe, which was hosted in Čeladná resort between 2009 – 2011. It is one of the top rated golf resorts in Central Europe. In the Moravian-Silesian region, there are 9 golf resorts overall.

Beskydy is a much sought-after location in winter as well. With 18 ski resorts, Beskydy attracts many skiers from all over Ostrava and its surroundings.



Why Ostrava?

OSTRAVA!!!

Typical prices in Ostrava for everyday things:



Monthly Rent of 85 sqm
Apartment
10 000 CZK / 370 EUR



Simple sandwich
or lunch menu:
93 CZK / 3.4 EUR



Cost of an 8km taxi
journey:
268 CZK / 9.9 EUR



Cost of an espresso /
cappuccino:
40 CZK / 1.5 EUR



Cost of a monthly public
transport pass:
419 CZK / 15.5 EUR



Cost of a 2L bottle
of Coca-Cola:
32 CZK / 1.2 EUR



Cost of a monthly gym
membership:
1 200 CZK / 44.4 EUR



Cost of a 0.5L
Czech Beer:
27 CZK / 1 EUR



Cost of 2 cinema
tickets:
253 CZK / 9.4 EUR



Cost of a bottle of red
table wine:
99 CZK / 3.7 EUR

Source: Expatistan.com / 1 EUR = 27 CZK



Extensive Industrial Heritage

The city of Ostrava has an extensive industrial heritage which was largely redeveloped into tourist attractions and places of interest. One of the most visited industrial sites is the district of Vítkovice which became the anchor point of the European Route of Industrial Heritage (ERIH). Apart from technical expositions and tours it offers a spectacular view of the city from the recently built Bolt Tower or performance at the concert hall in the historical gasholder with a capacity of 1,500 people.

Landed Park, with the largest mining museum in the Czech Republic, enables visitors to explore the system of underground mining tunnels situated 7 meters under the ground.



Ostrava is also easily accessible from Prague by comfortable Pendolino, Regio Jet or LEO Express trains which run to Ostrava several times daily and cover the distance in approximately 3 hours.

Land Transport

	Distance (km)	Car (h)	Train (h)
Vienna	290	3:10	2:50
Bratislava	300	3:00	2:50
Prague	380	3:30	3:00
Warsaw	380	4:15	4:10
Budapest	490	4:40	5:35
Munich	710	7:15	8:00



Transport – getting to Ostrava

The city of Ostrava is well connected to other cities by land as well as air transportation. The International Leoš Janáček Ostrava Airport offers direct flights to destinations such as Prague, Paris, London, Düsseldorf, Milan and Dubai for example.

Air Transport

Direct Scheduled Flights	Duration (h)
Prague	1:00
Milan	1:35
London	2:15
Paris	2:15
Düsseldorf	*3:00
Dubai	5:45

* via Prague

Investor Friendly Environment

The city of Ostrava and its investor friendly environment has been recognized in fDi's report – European Cities and Regions of the Future 2016/2017. Ostrava ranked, for the second time in a row, in the Top 10 Mid-Sized European Cities of the Future – FDI strategy which confirms Ostrava to be one of the most attractive European locations in terms of foreign direct investments.



We asked some of the leading business service centers why they chose to set-up business in Ostrava. The following section is a sample of what you could expect as both a prospective investor or indeed a new employee.



Petr Podlipný
Accounting and HR
SSC Director
CEZ Group



SKUPINA ČEZ

Ostrava was the right choice!!!

“CEZ established its accounting shared services center in Ostrava in 2010. This SSC provides services to the majority of subsidiaries in the Group. It was then followed by HR back office services center in 2013 with a similar scope of internal customers. These two services are fully provided from Ostrava. Apart from accounting and HR, there is also partial coverage of fleet and property management for the Group by our multifunctional SSC.

When we were considering a suitable location for our SSC there were more criteria than just costs. As a major Czech employer we wanted to have our presence distributed evenly across the country. We were also positive that we could find people with the required education and skills here and we were proved correct. We were able to get on board the required number of qualified, experienced and enthusiastic people. Our largely new team enabled us to achieve our goal of not just reducing costs but also increasing productivity while maintaining quality.

Initially, the process was not smooth as our internal customers were not fully ready for the change of service model and it took them some time to adapt. For us at the SSC, we also had to learn. However, our team proved to be the right choice as we were not only able to create a group of accounting and HR professionals but also a very strong client service delivery culture. This was an important success factor leading to smooth service delivery after the initial phase. We were also able to meet the costs and productivity targets set to us by the Group.

Since its establishment, our accounting and HR SSC has achieved a certain maturity and transformed itself into a business services center. Despite that, the Group expects further increases in efficiency and productivity through continuous improvement. A significant factor that enables us to achieve this is also the engagement of our people and their thorough knowledge of the processes they are responsible for. Every day, our operation proves that Ostrava was right choice!!!”





Josef Večerka
Location Manager Ostrava
Siemens Shared Services



Growing in Ostrava for more than nine years.

“Siemens in the Czech Republic has been providing Shared Services to internal Siemens customers since 2003. In Ostrava, our center has been established within the Siemens matrix organization as a Corporate Unit with worldwide responsibility since 2007. Ostrava was the clear choice for its great potential of young, educated people and its competitive labour market.

Globally we employ nearly 6,000 people in our Shared Services Centers, 1,200 of which are in Prague and Ostrava. Siemens Shared Services in Ostrava is a division which strengthens Siemens’ competitiveness by owning, providing and continuously improving common support for our customers. Our center supports over 700 employees who provide services in 28 languages, and we are proud to be a professional provider of Controlling, Finance and Reporting (CF R), Supply Chain Management (SCM), Human Resources (HR) and Business Shared Services (BSS).

Our employees are fully skilled professionals who understand the business needs of our clients. We offer innovative and cost-effective solutions brought by people who are experts in their field – thus we are fully capable of delivering what we promise. Our main strength is the belief in our employees. We value their skills, and follow a business ethic based on mutual trust, professionalism, openness and turning career opportunities into reality.

Ostrava provides a great foundation to set-up, operate and grow Shared Services. We are proud of what we have built and we are open to new opportunities. We see the main success in our people and we would like to welcome more of Ostrava’s students to join our great team.”





Tomáš Kubík
Operation manager
Comdata Czech a. s.

Four years with great people in Ostrava

“Comdata Czech a. s. was established as a subsidiary of the very successful Italian company Comdata SPA four years ago. It was the next step for Comdata SPA to become a strong company on the international market in the area of outsourcing and call centres. After considering all possibilities within the Czech Republic, we selected Ostrava. We found an ideal space for a call centre for one hundred working places in a new complex „The Orchard”. It is located in the centre of Ostrava which makes it easier for employees to get to work and it is also an important factor when interviewing for new colleagues.

Comdata Czech in Ostrava is set strong basics for continuously growing the company. In 2013, we managed to strengthen the bond with a strategic partner and open the second call center in Chrudim which meant growth to 300 employees and we became number 3, in terms of size, in the Czech market of outsourced call centres. More importantly for our company in 2015, we merged with Atento which was the existing leader in the Czech market. The newly established company under Comdata Czech, joint-stock company, is now the market leader.

Currently Comdata Czech has five branches with more than 900 employees all over the Czech Republic. We are handling client phone calls in eight different languages (Czech, English, German, Slovak, Polish, Hungarian, Portuguese, Russian) while a large part is created by incoming customer-oriented phone calls. Sectors in which Comdata Czech operates in include Telecoms and finance but also energy, consulting and other areas of service.

Was the option for Ostrava right? I think the success and growth of our company confirm we have made a good deal when we chose Ostrava at the beginning. Ostrava still belongs among our stable branches and we have extended its capacity to its current 130 working places.”



Petr Lukasík
Managing Director
Tieto Czech

Tieto Czech: Ostrava in a Northern Style

“When Finnish IT company Tieto decided to expand into the Czech Republic, probably only a few expected the boom that would follow. Over twelve years we have managed to build a stable and prospering company from the original twenty employees that now totals more than 2,200 personnel. Tieto is the biggest IT company in the Moravia-Silesian region and one of the largest in the Czech Republic.

Before the decision was taken to establish a Czech branch, a detailed analysis of the Czech business market had been done. The Finnish managers focused on the aspects of the local market, profiles of the graduates, the cultural closeness with the mother country and further economic, demographic and technological factors. Ostrava won as a place with the potential of exceptionally educated, able and innovative people who are loyal to their employer. The closeness with Poland and Slovakia, connection to highways and an airport was another plus for the logistic requirements of the company, its customers and partners.

Working in Tieto corresponds with the requirements and priorities of today’s people, who mostly appreciate their work tasks and company environment. They can work in a number of professions, being technical experts as well as managers who head global teams. They are part of international projects for state institutions, health care, banks, wood processing, energy and telecommunication companies. The northern culture, which Tieto in Ostrava accepted from their Finnish mother company is based on the trust and openness.

A part of this policy is a high level of transparency and provision of various benefits according to the consideration and choice of employees themselves – be it educational, sporting or charitable activities. Part of the company’s culture is also striving for a balance between the professional and personal lives of its staff, including the option to work from home as well as social events for employees and their family members.”



Dan Smith
Managing Director
OKIN BPS



1,800 people and counting

“OKIN Business Process Services started its business with 24 people in an office space of 200 m² in Ostrava in 2004. For more than twelve years, OKIN BPS has been ranked among the largest and fastest-growing Czech service providers.

We provide a wide range of services, from simple ones of an administrative nature up to very complex ones. In particular, we support business networks, develop their technical solutions and designs, handle proposals and price offers, manage complex projects and their implementation, manage third parties and logistics, provide oversight to both backbone and proprietary networks, support customers in multiple languages, and also provide the support of cutting-edge technologies such as cloud and security services.

OKIN BPS provides services in 5 core European languages through its entire service portfolio, and technical customer support in 11 languages. People in our Delivery Centres assist our end users 24 hours a day, 365 days a year. Our Cloud Department and International Customer Service Center are the largest ones in Central and East Europe. Currently, the Company is focused on expanding into advanced technological solutions such as automation and concepts using elements of artificial intelligence and machine learning to boost productivity, process efficiencies and customer satisfaction.

Today, OKIN BPS has around 1,800 people and occupies a space of 16,000 m² in 2 office buildings in Ostrava and has been growing ever since! What is the secret of our success? People. We are a service organization built on people. The workforce in Ostrava and the Moravian Silesian region is educated, with high levels of technical and language skills, learns quickly, has a can-do attitude and likes challenges. They are the kind of people we need in our company. Moreover, Ostrava, with its strategic location close to the borders of the Czech Republic, Slovakia and Poland, with very good transport connection and office premises was, and still is, absolutely the right choice when we decided to build the first Delivery Centre here.”



Careers in Ostrava's Business Services

With over 7,000 people working in business services in Ostrava, the sector is rapidly becoming one of the largest employers in the City and wider region. The future of the industry also looks very promising with forecasted annual growth of around 20%.

This translates into more opportunities and growth prospects for people who are looking for an interesting and challenging career in a financial, technical, human resource or customer service environment, to name a few, for some of the nation's and world's largest and diverse companies. The following are examples from three employees of the business services sector in Ostrava.



SIEMENS
Ingenuity for life

Petra Hlaváčová
Service Line Manager
Accounting
Siemens Shared Services

"During the last year of my studies at university I applied to the Erasmus Programme in Germany, where I also heard about Siemens for the first time. It was actually the moment when I realized how much I enjoy the international environment and how much I would like to use a foreign language in my daily work.

After finishing my master's degree in 2010, I started my career journey at Siemens in Ostrava, where I joined the Accounts Receivable Team processing accounting activities for Siemens entities in Germany, the Czech Republic and Poland. After two years I got the opportunity to work as the Team Leader of the Accounts Payable Team for Austria. In the fall of 2014, my career focus shifted to the role of Service Line Manager for Central and Eastern Europe, where I am responsible for leading a service line with six teams and over 100 employees. Siemens is a multinational company where I have learned a lot, and it has helped me to strengthen my communication and organizational skills, increase my self-confidence and negotiation capabilities, for which I am very grateful for! At Siemens I really like the daily challenges and career opportunities available to all motivated and ambitious employees."



COMDATA CZECH
WE CARE * WE SHARE

Markéta Džwigoňová
ICC Sales Team Leader
Comdata Czech a. s.

"I started my career in the position of an operator in Comdata Czech in 2012. A few months later I became a senior operator and started to fulfil new tasks in the training of junior operators. In 2014, I had the possibility to grow my career and I succeeded in an interview for ICC Sales Team Leader position. This was both a new challenge for me and motivation to gain new skills.

Since April 2015, I have been in charge of two projects – Proactive and Reactive sales. I also have the possibility to be in charge of next project – Active sales. Each new project is a challenge to extend my skills and learn others. The diversity of my work also helps me build up negotiation and communication skills for my personal development."





Klára Feilhauerová
Service Line Manager Purchasing
Siemens Shared Services

SIEMENS

Ingenuity for life

“I started working for Siemens in March 2014 as a Service Line Manager and was really happy that I had found a job where I could perfectly match my knowledge of German and English combined with more than four years of practice in purchasing. In my service line, we not only work with our German colleagues but also cooperate with Siemens in Austria, Russia, and last but not least, the Czech team as well.

As a working mother of a five-year-old boy, one of the major reasons I chose Siemens was the flexible working time and the Siemens kindergarten being just next door to my office. These conditions, combined with supportive colleagues and a great working atmosphere, help me to organize my busy schedule throughout the year and support my team leaders in their daily work, upcoming projects and in taking over new services and customers within the Siemens group.”



OSTRAVA

CITY PROFILE

A Guide to the Business Services Sector – 2016/2017

Contact details CITY of OSTRAVA:



Václav Palička

Head of the Strategic Development Department
vpalicka@ostrava.cz
+420 599 443 382
www.ostrava.cz

Contact details ABSL:



Jonathan Appleton

Managing Director
jonathan.appleton@absl.cz
+420 731 157 330
www.absl.cz

Contact details JLL:



Eduard Forejt

Business Development Director
eduard.forejt@eu.jll.com
+420 724 503 764
www.jll.cz

Contact details GRAFTON:



Jana Doleželová

Regional Director
jana.dolezelova@grafton.cz
+420 602 576 048
www.grafton.cz

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