

## BPO/Shared Services Industry

### An Industry to Count on in Germany

Germany is one of the biggest growth markets for the BPO & SSC industry in Europe. More and more German companies and global players operating in Germany are using these innovative concepts to optimize their back office and non-core functions.

An increasing number of companies are choosing to locate in Germany as the country increases in attractiveness thanks to moderate wage cost developments and low fluctuation rates. International outsourcers are also starting to produce at German locations in order to meet the high quality and data security requirements of their German customers.

With a large pool of highly qualified and motivated people from an intercultural background, often with international work experience and foreign language backgrounds, Germany is also an excellent location for pan-European and other international projects.

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### Interview: Global Delivery Center In Germany



Interview with GTAI-expert Dr. Josefine Dutschmann published in the "Outsourcing Journal – Online Edition" about Germany becoming increasingly attractive for global delivery center providers. [Read the whole interview here.](#) [↗](#)

### Video: Outsourcing 4.0 in Germany

More and more companies in Germany are outsourcing their customer service, and that represents a great business opportunity. Germany is one of Europe's biggest business service markets. The 7,000 call-centers generate an annual turnover of 21 billion euros. Now, digitalization is driving the growth of the market for corporate services in Germany.



## Publications



### Fact Sheet - Business Services

Germany is one of Europe's biggest business services markets, with the country recording constant growth over the past decade. [More](#)

## Our Industry in Numbers

- Around 75% of the TOP German companies have already installed shared services centers
- Pan-European and EMEA shared services in Germany (e.g. BASF, Bayer, Merck, Parexel)
- BPO delivery centers in Germany (e.g. ACS, ADP, HP, Paychex)
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## BPO/SHARED SERVICES INDUSTRY

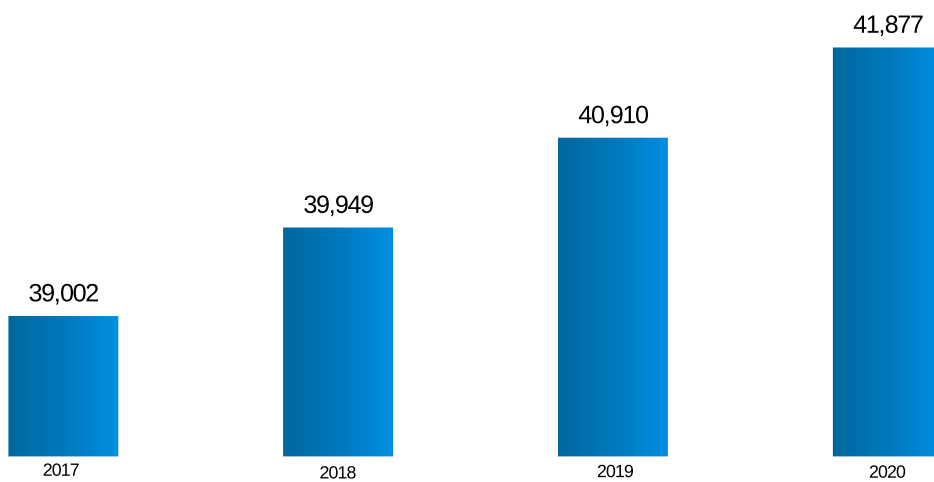
Business & IT-Services annual growth rates up to 3% in Germany



**"Made in Germany' is the worldwide seal for the highest quality products - use this quality for your services, too."**

*Marc Rohr / Director Digital & Service Industries*

Business & IT Services in Germany 2017 – 2020  
Market Volume in EUR Million



Source: ETO 2019/20  
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### Market | Personnel

Germany is the most important industrial nation in Europe and the fourth largest economy worldwide. At the same time, it is also the biggest European consumer market with more than 82 million inhabitants. The German economy is not only made up of industrial giants like Daimler, SAP, Siemens, Bayer and BASF, but also from small and medium sized companies (SMEs) - over three million SMEs employ 80 percent of all personnel. A small business-based economy allows new companies to enter the playing field more easily and opens up enormous market potential for the service industries.

Based on a globally unique "dual" professional education system (the dual education system in Germany is a combination of three years on-the-job training combined with classroom instruction), the German model provides the diverse range of highly trained and committed employees at competitive conditions.

### Incentives

Germany offers numerous incentives for all investors - regardless of whether they are from Germany or otherwise. There is a large selection of programs designed to support a wide variety of business activities at different stages of the investment process available. Support ranges from cash incentives for the reimbursement of direct investment costs to incentives for labor and research and development (R&D).


### Physical Infrastructure | Stable Investment Environment


We provide access to a comprehensive infrastructure that integrates the most modern telematics, IT, and telecommunications systems. Highly competitive real estate costs help make Europe-wide services from Germany affordable. A modern and reliable system of public transport allows easy access to office locations: 24 hours a day, 365 days a year. With state-of-the-art transportation networks by road and rail, as well as a dense network of both national and international airports, Germany provides access to markets on a truly international scale.

Social, economic, and political stability provide a solid base for your corporate projects. Our judiciary and civil services are highly professional. Contractual agreements are secure, and intellectual property is strictly protected in Germany.

### Contact Us

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 [Submit your question](#)

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