

BRNO

Czech Republic

A Guide to the
Business Services
Sector



B | R | N | O



Connectivity to Brno



Travel times & Distances

City	Distance	By car *	By train *
1 Prague	200 km	2:10	3:00
2 Bratislava	125 km	1:30	1:30
3 Vienna	115 km	2:00	1:30
4 Budapest	265 km	3:20	4:00
5 Warsaw	460 km	5:30	7:30
6 Munich	390 km	5:45	7:00
7 Berlin	440 km	6:00	8:00

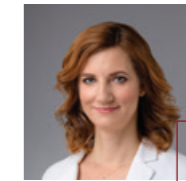
*(hours)

2nd
busiest airport in the Czech Republic

2 hours
direct flight to London

358 million
passengers transported by public transport in the region in 2021

Brno Hubspot for Business Services



Markéta Vaňková
Mayor, City of Brno

Young, dynamic, open, affordable, educated – all of these attributes, including the city's strategic location in the heart of Europe, have turned Brno into a popular place for business. Indeed, it is one of the most progressive innovation centres in Europe. Our region is #1 in the Czech Republic for investment in science and R&D, and among the best for electron microscopy and IT. In addition, Brno has excellent living conditions and a friendly atmosphere. Not only is it great for work, study and science, but it offers a rich array of entertainment options. One major advantage is its size; we like to say that everyone knows everyone in Brno.

145,000
total employees in business services in the Czech Republic

13%
employment growth of business services in the Czech Republic in 2021

74
business services centers in Brno Region

31,000
employees in business services in Brno

32
number of languages used by Brno centres to deliver business services

64%
of employees in Brno business services are women

Welcome to the Czech Republic



The Czech Republic, also known as the Heart of Europe, is a country in Central Europe with one of the most developed economies and three major cities: Prague, Brno, and Ostrava.

According to the 2021 Expat Insider, one of the world's largest and most comprehensive surveys on life abroad, the Czech Republic proves to be not only a family haven, but expats here also enjoy wonderful career prospects. 2021 Global Peace Index also ranks the Czech Republic among the top countries in the world.

- 10,680,000** inhabitants
- The 3rd best** country in the world for working abroad
- The 7th best** country in the world in terms of quality of life

Source: 2021 Expat Insider; 2021 Global Peace Index

Brno as the place for your future



- 2nd** largest city in the Czech Republic
- 1,185,000** people living in #brnoregion
- 40,000** foreigners (without Slovaks)
- 10.4** doctors per 1,000 inhabitants
- 404** seconds is average time between alarm and arrival of first firefighters
- 30%** of all electron microscopes come from Brno

Brno, the capital of South Moravia is a city known for its innovation, research, development and education.

It is a dynamic city with a flourishing economy and a great location that attracts new investors and companies every year. Brno is also known as the student capital or a university city full of life, culture and high-quality education.

Thanks to its employment opportunities, excellent public transport, a wide range of educational options at all levels, and rich culture and recreation many people commute to the city on a regular basis for work, study, professional training and entertainment. The South Moravian Region and the City of Brno are presented under the marketing brand **#brnoregion**.

One of the largest exhibition centers in Europe is in Brno

Strategy #brno2050

Thanks to the #brno2050 strategy, Brno knows where it wants to get in the next 30 years. A city with high quality of life and opportunities for work and business, entertainment, and leisure. It combines the fruits of cutting-edge research and innovations with the economic prosperity of individuals and companies. Local economy is ready for the transition to larger use of robotics and the sharing economy. The urban landscape blends with the surrounding countryside. Open and coherent city with a healthy and resilient environment creates a home and safe haven for half a million people.



You can find the #brno2050 strategy and action plan with other related information at brno2050.cz



Brno newly has a list of concrete projects that will help to achieve these goals. More than 250 projects have applied for inclusion in the Action plan and roughly one half was successful. The basic criteria were consistency with the values and objectives of the strategy, the impact of the project, its innovation, and its level of readiness. A large part of the projects is innovative at least in the context of Brno, some even in the whole Czech Republic or Central Europe.

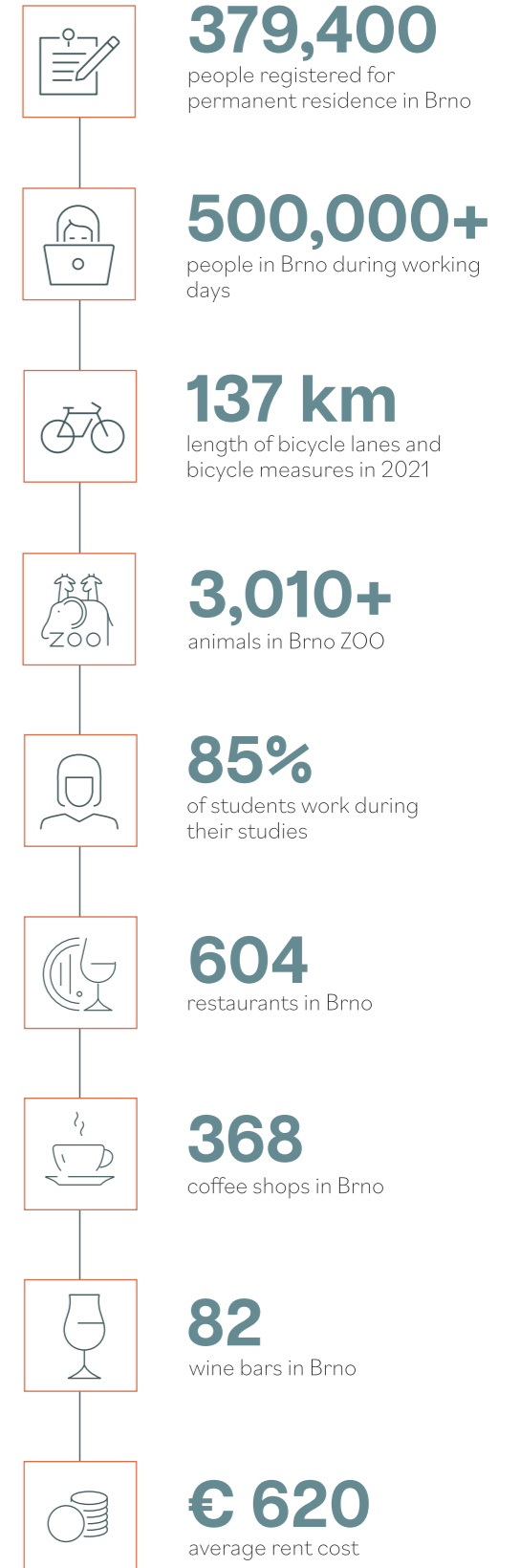
The Action Plan also includes projects by many important partners of the city – highly innovative projects in the field of science and research, such as the creation of the National Centre for Cancer Research (by Masaryk University together with several partners), technical projects like reconstructions of railway stations (under the Railway Administration), and leisure projects including the recreational forest by School Forest Enterprise of Mendel University. The strategy boasts a broad scope and the long-term cooperation with partners from companies, non-profits, universities, and scientific research centres, from the creation of a shared vision to concrete projects. We are very pleased that Brno has this complex and rather unique approach.

Brno full of potential

A mild climate with four seasons, all parts of Europe within easy reach and a wide range of tourist attractions.



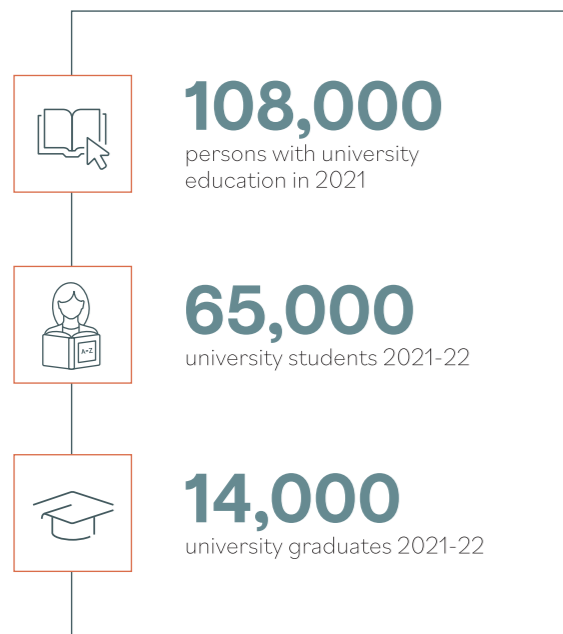
The Czech Republic has long maintained a high position in international comparative lists of living standards, and the same is true of Brno. But what cannot be expressed in numbers in Brno is its genius loci and the unique and original atmosphere of the city. You simply have to experience it!



Education and future talents

In Brno, the student capital, more than 65,000 students are enrolled in 10 universities, many of which have a long history and are known for their high-quality education - Masaryk University, Mendel University or the Brno University of Technology. There are more than 14,000 new graduates each year, most of whom speak at least one foreign European language and many speak two.

Universities in Brno offer a wide selection of English programs at all three levels of education: Bachelor, Master and Doctoral - from economics, law or regional development to nanomaterials, biomedicine, engineering, cybersecurity or information technology. According to the QS Best Student Cities Index, the City of Brno is also one of the best student cities in the world.



Ladislav Janíček
Rector of the Brno University of Technology

The Brno University of Technology is a leading technical university in the CR, which provides the whole spectrum of technical studies – civil, mechanical, electrical, chemical, information technology complemented by studies of business and management, economics, architecture and fine arts. As the fourth largest university in the CR we are one of pillars of higher education and research in the country. A quarter of our students comes from abroad. Our competitive advantage is built on the connection of research and teaching and close cooperation with industry, in particular in the area of contract and applied research. Budget for the research slightly prevails education.

Our university is part of the European network of technical universities typical for countries where industry is one of the dominant segments of the economy. The Czech Republic is one of the most industrial countries of Europe. That is why the technical education as a source of graduates for industry is a priority. We put an emphasis on knowledge and technology transfer. Our university is closely connected with the Czech Technology Park and the South Moravian Innovation Centre located in the neighborhood of our campus, to support development of spin offs and innovation businesses.



1,400
PhD students are foreigners



373
scientific research institutions in 2020

Technology Park Brno



Jitka Sládková
Director of Strategic Development and Marketing, Chairman of the Board of Directors, Technology park Brno

Brno is a unique city combining unique opportunities. It is a real example of a functional Triple-Helix. As a student city, it is developing dynamically. I see its main advantage in focusing on R&D, as many, not only global companies, work closely with local universities. The innovation ecosystem has been built, with innovation centres and research capacities at its forefront, followed by the existence of the largest technology park in the CEE region with an area of 190,000 m². It has been a successful PPP project in value exceeding EUR 120 million for 30 years.

The park houses technology companies focused mainly on IT, aerospace, automation, and robotics. Companies cooperate both with each other within the park and literally „across the road“ with the university.

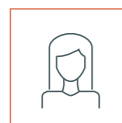
The park is home to over 7,000 university-educated people and is surrounded by a university campus with specialized workplaces and laboratories worth hundreds of millions of euros. Considering the 7,000 brains working in the park and the approximately 15,000 students studying, living, and also working in the area, we can say that Brno has a unique location. Moreover, only 10 minutes from the city centre, with a highway feeder beyond which untouched nature extends. It is where I have the honour to work and develop it — introducing technological and environmental innovations, building a district of the 22nd century and popularizing science and technology.

Workforce to rely on



Brno is the second largest city in the Czech Republic in terms of population with over 1,000,000 people in its wider region.

Over the years Brno has developed into one of the main Innovation cities in Europe and has proven to be attractive for both the Czech and foreign workforce and investors. Due to Brno's proximity to Austria and Slovakia, it is particularly well positioned to attract talent from neighbouring major cities of Vienna and Bratislava. Brno and its workforce provide a great opportunity as an investor-friendly and multicultural business environment.



239,000

inhabitants of working age in Brno in 2021



9%

employee growth in Brno business service centres in 2021



4.6%

the unemployment rate in Brno in 2021



€1,825

the average gross salary in Brno in 2021

Integration of foreigners



Brno is a world leader in expat integration, welcoming foreign professionals and providing free public service - the Brno Expat Centre.

The BEC helps newcomers get settled in the city. Provides free consultations and assistance, educational seminars and networking events. Its consultants have expert knowledge of all bureaucratic aspects of foreigners' stay in the Czech Republic. A helping hand is extended to all professionals, entrepreneurs and their spouses and children. May the issue be the school, medical services, hobbies or taxes.

Your international employees will be warmly welcomed, shown around the city, and well informed about the rights, obligations and tips for good living in Brno. An orientation meeting at the workplace might be an integral part of your onboarding process, your recruiters and HR can rely on the resources available at the BEC, and your new employees can join the international expat community.

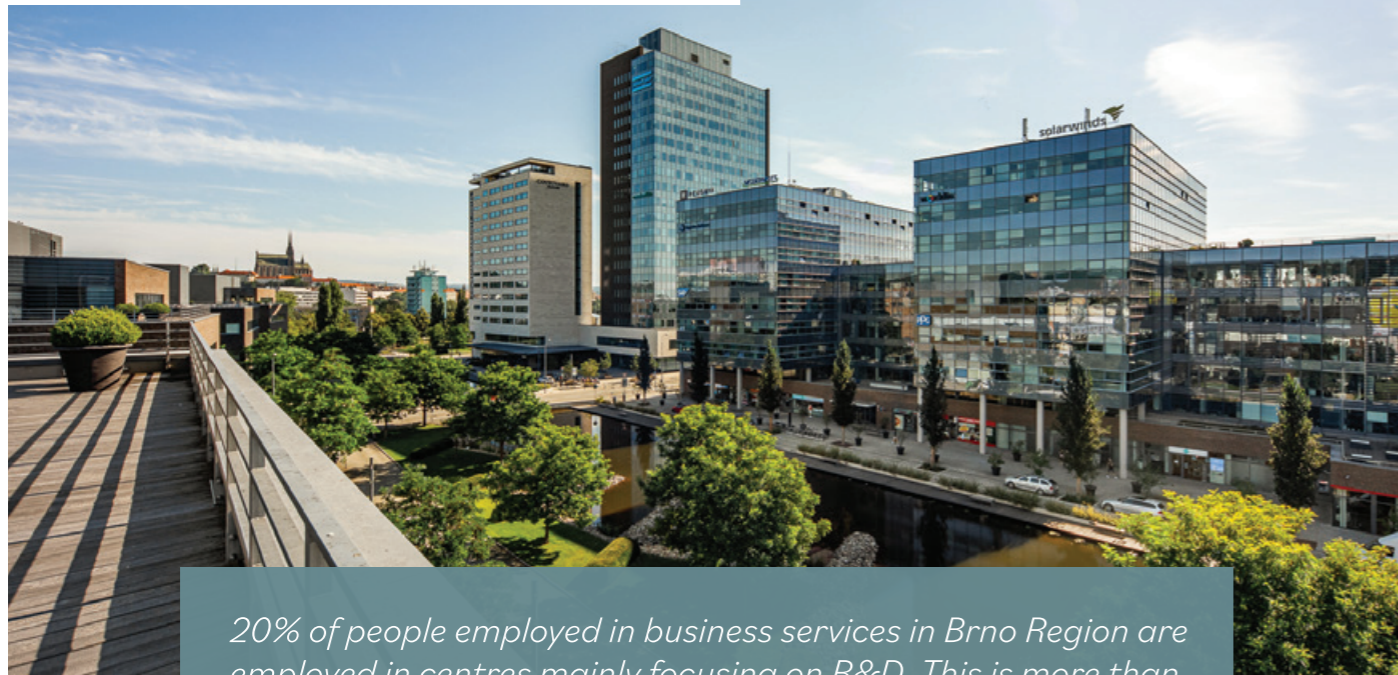
Live events, webinars, seminars and trips are happening every other week, expat clubs and communities welcome new members.

Start at BrnoExpatCentre.eu



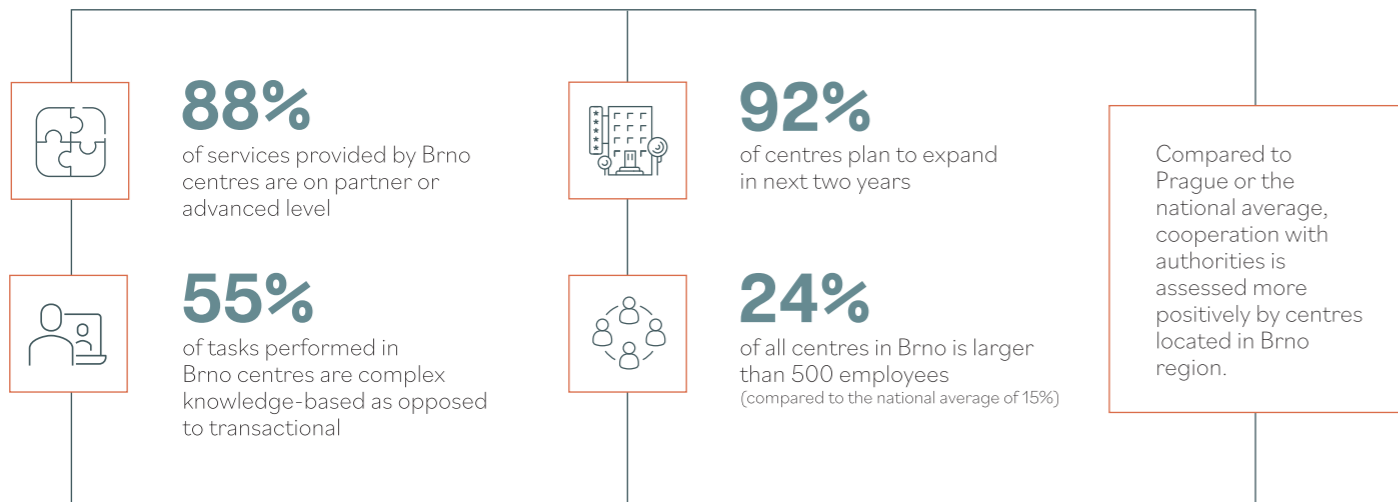
Brno

Business Services



20% of people employed in business services in Brno Region are employed in centres mainly focusing on R&D. This is more than double of the share of people in R&D in Prague.

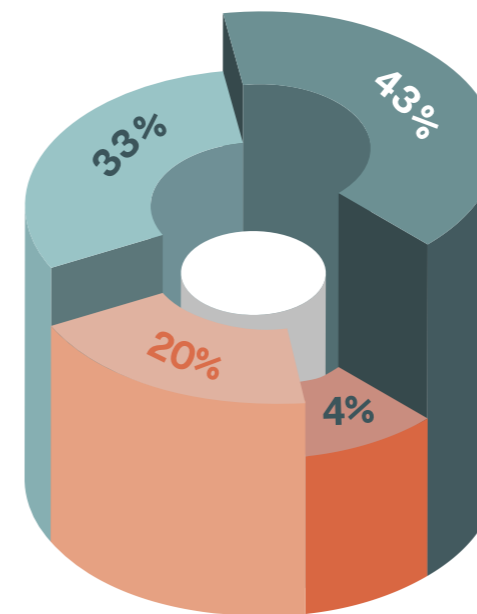
The business services data presented here were collected by ABSL, association uniting business services sector in the Czech Republic, as part of their annual ABSL Survey 2021. For further business services insights, visit absl.cz/report2022



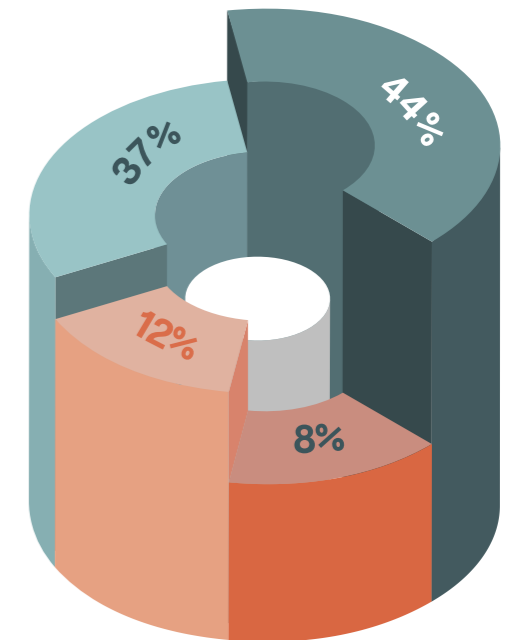
The 15 largest business services centres in Brno

- AEC
- AT&T
- Atlas Copco Services
- Avast
- Currys Centre of Excellence
- Honeywell
- Infosys
- KBC Group
- Kiwi.com
- Konica Minolta Business Solutions Czech
- Kyndryl
- NetSuite / Oracle / Red Hat
- Solitea Česká republika
- Thermo Fisher Scientific (FEI)
- Zebra Technologies

Share of employees according to main centre type - Brno



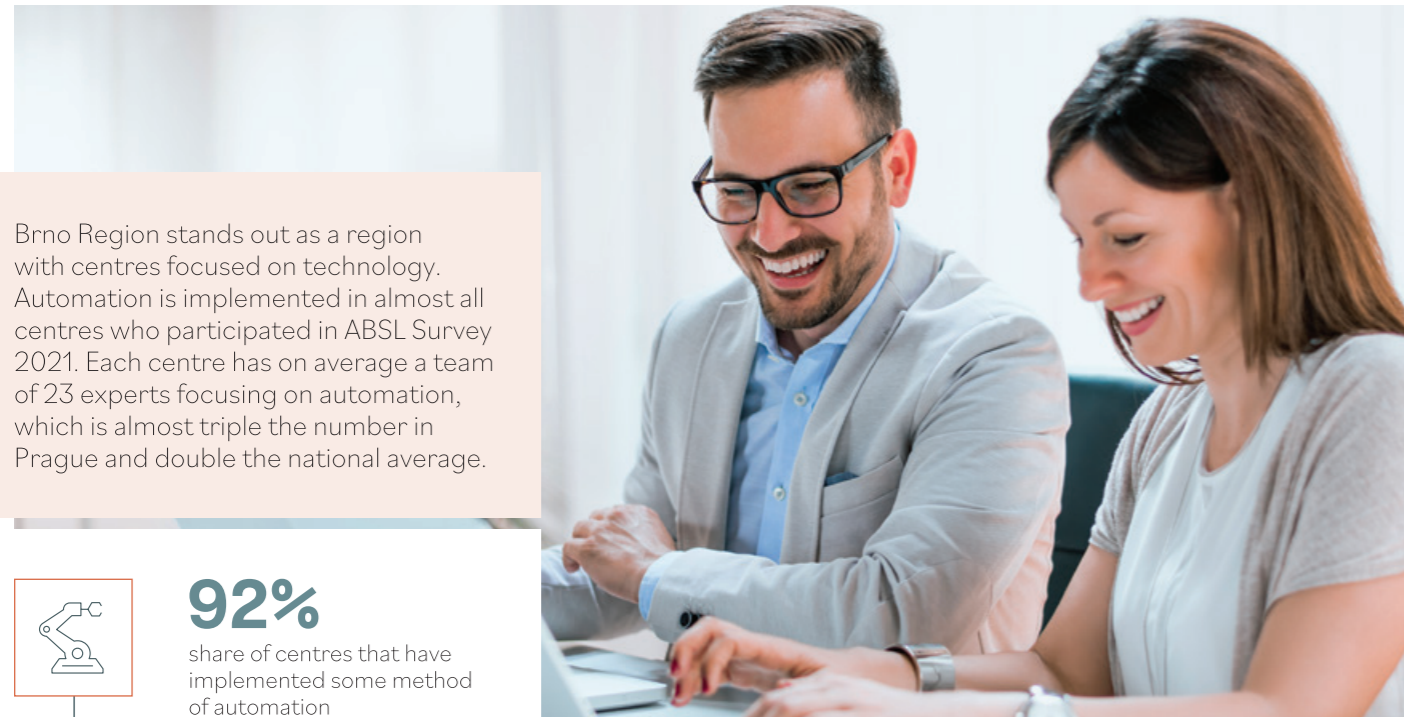
Share of employees according to main centre type - National Average



■ R&D - Research & Development
 ■ BPO - Business Process Outsourcing

■ BSC - Business Service Centre
 ■ ITO - Information Technology Outsourcing

The business services centres in Brno fuel their growth not only through increasing headcount but also by implementing automation technologies. They „employ“ a share of the robotic workforce, which is not only higher than the national average but also higher than in the Prague centres.



Brno Region stands out as a region with centres focused on technology. Automation is implemented in almost all centres who participated in ABSL Survey 2021. Each centre has on average a team of 23 experts focusing on automation, which is almost triple the number in Prague and double the national average.

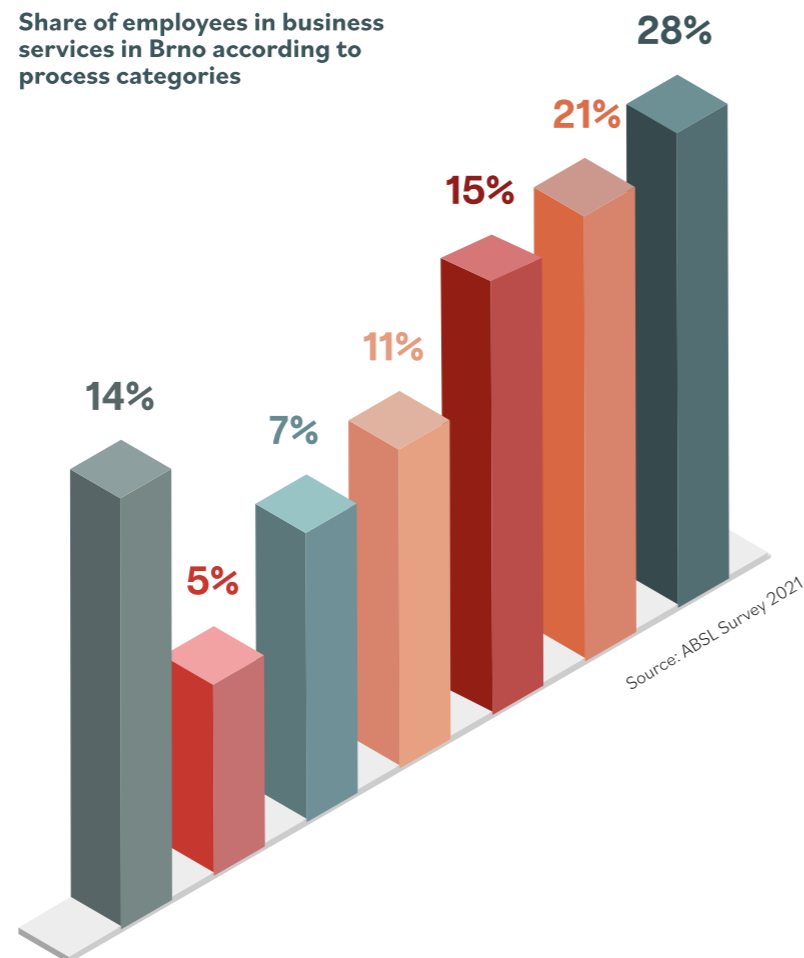
92%
share of centres that have implemented some method of automation
(national average of 83%)

69
the average number of robot FTEs per centre
(national average of 52)

23
number of automation experts per centre
(national average of 12)

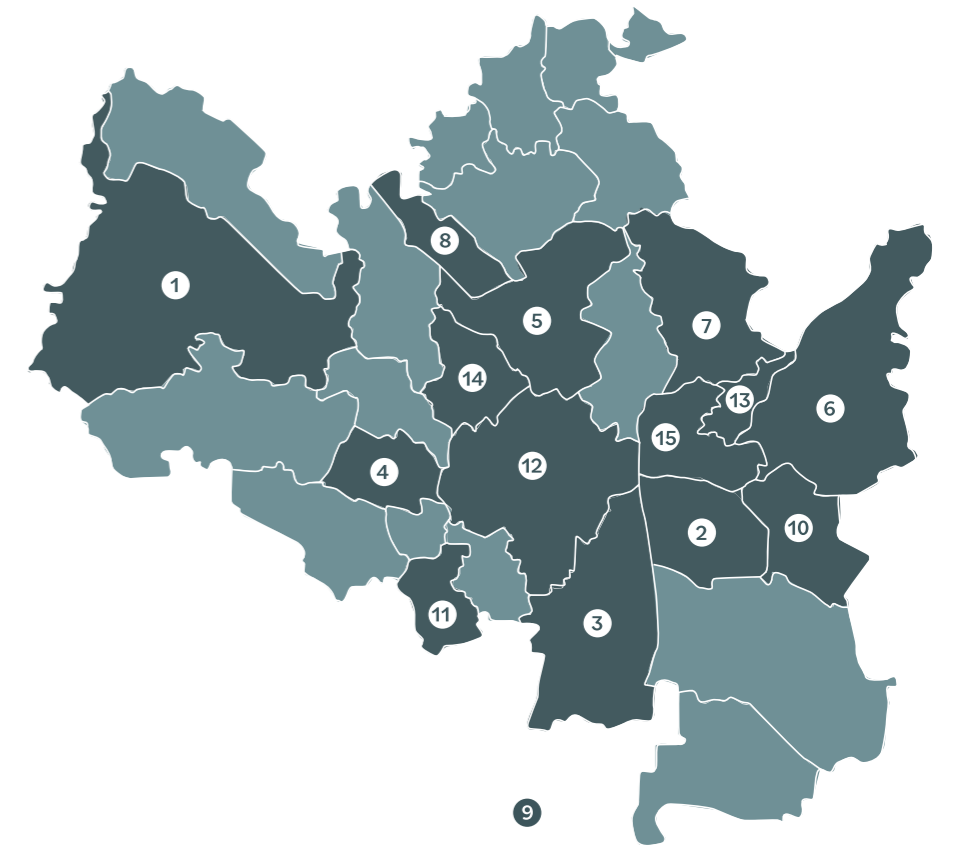
30
number of automation experts per centre planned within the next 3 years
(national average of 17)

Share of employees in business services in Brno according to process categories



- Finance & Accounting (F&A)
- Customer Operations
- IT Services (incl. software development)
- Banking, Insurance, Financial Services (BIFS)
- HR
- Supply Chain Management
- Other services

Business services centres in Brno and its vicinity



- 1 Bystrc**
QI Group
- 2 Černovice**
Thermo Fisher Scientific (FEI)
- 3 Jih**
100Mega Distribution
ABB
HeidelbergCement
CDC Data
Fabory
Flowmon Networks
- 4 Kohoutovice**
Tescan Orsay Holding
- 5 Královo pole**
Eprin
Mann+Hummel
Y Soft Corporation
Ceitec
Kyndryl
Red Hat
Solitea Česká republika
- 6 Líšeň**
M Computers
- 7 Maloměřice a Obřany**
ČKD Blansko
- 8 Medlánky**
Admas
Artin
- 9 Modřice**
IMI International (Norgren)
Knorr-Bremse Czech Republic
- 10 Slatina**
Honeywell
- 11 Starý Lískovec**
AT&T
KBC Group
Seznam.cz
Teleperformance CZ

- 12 Střed**
ABB
Acomar
Apprise Software
Atlas Copco Services
Avast
CGI
Deloitte
Deutsche Telekom Services Europe CZ
Currys Centre of Excellence
EmbedIT
GoodData
GRIT
Infosys
Lear Corporation
Lufthansa InTouch - Global Tele Sales
Monster Worldwide
NetSuite / Oracle
SolarWinds
Mavenir (Xura)
Zebra Technologies
Ceplant
CzechGlobe
FE Fundinfo
Fnusa ICRC
FNZ
GC System

- 13 Vinohrady**
Konica Minolta Business Solutions Czech
NTT Data Business Solutions
PPG Industries
SII
System4u
- 14 Žabovřesky**
AEC
Comdata
Ingersoll Rand (Gardner Denver)
- 15 Židenice**
Kiwi.com
Axians redtoo
C System CZ

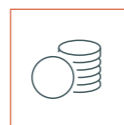
Brno

Real Estate Market



Brno shouldn't be looked at as „the other option“ when choosing a location in the Czech Republic. With a large number of quality universities, it is one of the best places in the country to recruit young professionals for various business service centres. The city is also surrounded by extensive industrial & logistics facilities in the south and east. Although these areas compete directly with offices, they also make the city more attractive to occupiers from all sectors, no matter what kind of space they are looking for.

With almost 636,000 m² of modern offices, Brno is the second-largest market with modern office space and can be compared in size to some Polish regional city markets such as Poznan, Lodz or Katowice. The popular part of Brno's city centre also includes several office properties, but most of the truly modern office space is located in hubs around the centre and on several spots on the outskirts, which benefit from proximity to the universities or industrial facilities. Occupiers present in Brno are very often branches of larger companies acting as business service centres or research & development facilities.



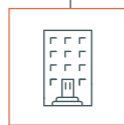
Stock
635,900 m²

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



Vacant stock
70,900 m²

...is the currently available existing office space. This represents vacancy rate of 11.1%.



Under construction
75,300 m²

...is the amount of office space currently under construction.



Prime rent
€16 – 16,50 per m²/month

...is the price for a square meter per month for the prime office space in Brno.

URBAN WORK AND LIVING

Vlněna

Brno's newest office, retail and lifestyle campus, bridging Brno's historical centre with the developing South Brno commercial zone.
vlnena.eu



Ponávka

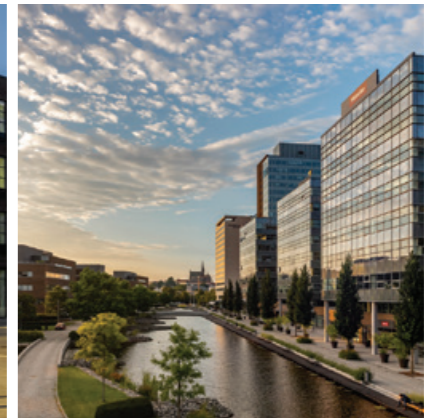
A dynamic, modern business park in downtown Brno, with a unique mix of tenants, students, building styles, and now an on-site exercise park.
ponavka.eu

POŇÁVKA

Spielberk

Brno's premium business address. Spielberk, with its large central lake, exclusive hotel and bustling community attracts the most prestigious companies.
spielberk.eu

SPIELBERK



Brno is a magnet for knowledge-based software, R&D and tech businesses. With calm, landscaped campuses, smart buildings, and fully customisable offices, CTP's premium office parks are home to many of the world's most well known high-tech companies. Rated BREEAM Excellent or above, our parks are designed for the well being and overall health of the office community. Now, with our own Community Management team, our parks are also lively, thriving hubs of activity. Find out which office best suits your business.

Clubco

CTP's new modern co-working and community centre at Vlnena. Modern design infused with nature makes a unique atmosphere for developing businesses and workers on the go.
clubco.cz



Domeq

Domeq I, II & III are a new living concept providing affordable and stylish accommodation for young professionals, couples and students within a dynamic social community. Crisp and neat interiors are designed with an accent on purity of space and combined industrial elements.
domeq.cz



All of CTP's office developments are built sustainably to BREEAM Excellent or better certification.



★★★★☆

by CTP.

Office-Leasing Conditions in Brno



Radana Williamsová
Senior Associate - Tenant Representation
Colliers

Brno, the capital of South Moravia, is a dynamic metropolis with a flourishing economy well known for its innovation, research, development, and education.

International companies, based in Brno, benefit from its ideal location, highway network connections, infrastructure, efficient public transport, as well as a high number of top tier universities providing a stream of young, educated talent which is so vital for the continuous growth and improvement of business services.

Brno offers the largest regional office market in the Czech Republic outside of Prague with high quality office spaces equipped with the latest technologies and providing the ideal work environment for current and future business. In near future we see a steady pipeline of new projects, ready to accommodate the future requirements of individual businesses and their employees.

Our specialists at Colliers are happy to help with any requirement the companies might have regarding office leasing consultancy, workplace advisory, project management and design & build services. Company management can rely on our turnkey approach and all-inclusive services.



Lease Lengths

The average lease length is 5 years. Break options are not so common in case of new leases.



Incentives

Incentives may be offered by landlords and typically include rent-free periods and financial contributions towards office fit-outs.



Payment Terms

Rents are typically denominated in EUR and paid quarterly or monthly in advance.



Other Charges

Service charges and utilities, which are paid separately, generally range from 3.5 - 5.5 EUR per m²/month and are typically charged in CZK.



Rental Deposit / Indexation

A cash deposit or a bank guarantee equal to 3 months' rent, service charges and VAT is common, guarantee from the parent company is less common. Indexation is performed annually, typically in accordance with the European CPI.

A word from... CzechInvest



Ing. Petr Očko, Ph.D.
in charge of the CzechInvest agency

Brno is a much sought-after location among companies in the business services and IT sectors. Brno's popularity has risen rapidly among investors in recent years.

Primarily the business services and IT sectors find here suitable infrastructure, availability of which is diminishing in Prague. Conversely, companies in these sectors are further developing this infrastructure. Beyond its business infrastructure, the city is popular due to its accessibility to the rest of Europe with routes connecting the city to Vienna, Prague, Budapest, and Bratislava.

Along with its great location Brno has a strong talent pool which will only continue to grow with 65,000 local university students that will be able to make immediate contributions upon graduating. An example of one of the local universities is the Brno University of Technology, that is the largest engineering university in the Czech Republic that also specializes in Sciences, Business, and the Arts. In addition to being one of the largest universities for engineering it is located near large companies such as IBM and Red Hat.

Another example of a top institution located in Brno is CEITEC that specializes in the research of nano, microtechnology's, advanced biology, industrial cybernetics, and advanced materials for both students and professionals. Along with top universities and institutions in the Czech Republic there is a broad range of services that give it a high standard of living, thus making it attractive to foreigners.



Like Prague, Brno has an international character but with lower costs and more peace and quiet. Moreover, the city is still to some extent lagging behind Prague economically, however its GDP per capita is above the EU 28 average by 40%. And to further its economy to compete with Prague, companies operating here have access to subsidies and the city receives support via European funds as well as in the form of state investment incentives. To add onto this the most recent amendment of the Investment Incentives Act will bring support mainly for companies' R&D activities, for which Brno holds tremendous potential. On top of the tremendous potential, the City of Brno has been very productive as they roughly make one-third of the electron microscopes in the world, which is crucial for making discoveries in the biomedical field. Based on this, we are seeing among newcomers a remarkable shift of interest from Prague to Brno. We are glad that the prospering economic activity of the business services sector is being distributed to other cities across the country and we hope that those other cities will follow the successful path that Brno has taken.

A word from...

Lufthansa InTouch



Roman Tesař
Site Operations Manager at
Lufthansa InTouch

When opening our operations here in Brno in June 2005, we started with just 40 colleagues – many of which are still with us. None of us would have imagined back then getting to this point- now with our employee numbers reaching over 350, with over 15 languages used on a daily business and our expertise expanding all around the world.

Recalling the initial days, it was quite a journey. Being the very first tenant in the Spielberg office centre, having all our new colleagues taking months-long training in Germany before joining our day-to-day operations in Brno, while making sure to equip our offices properly, having all the right people and establishing us as a great place to work... That is nostalgia.

Yet, the future awaits, and a great past makes for a great future. Even after all those years, it is an exciting time for Lufthansa InTouch Brno as we continue to grow; we strive to remain adaptable, positive and responsive to our employees as we are to our customers.

We are proud to be a valued member of Lufthansa and a professional partner to all “our” travellers; adding the much-needed personal touch to the Lufthansa Group daily passengers. Think for yourself - being listened to and taken care of expertly and with patience is a feeling like no other, right? And that is what we do here, in Brno - making people’s air journeys pleasurable. Make someone’s day, every day, is our motto after all!



For us, Brno is a great place to live and a great place to work. That is why we decided to take roots here as Lufthansa InTouch already 17 years ago.



350+
employees in centre



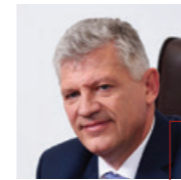
17
Years in Brno



BSC
Centre type

A word from...

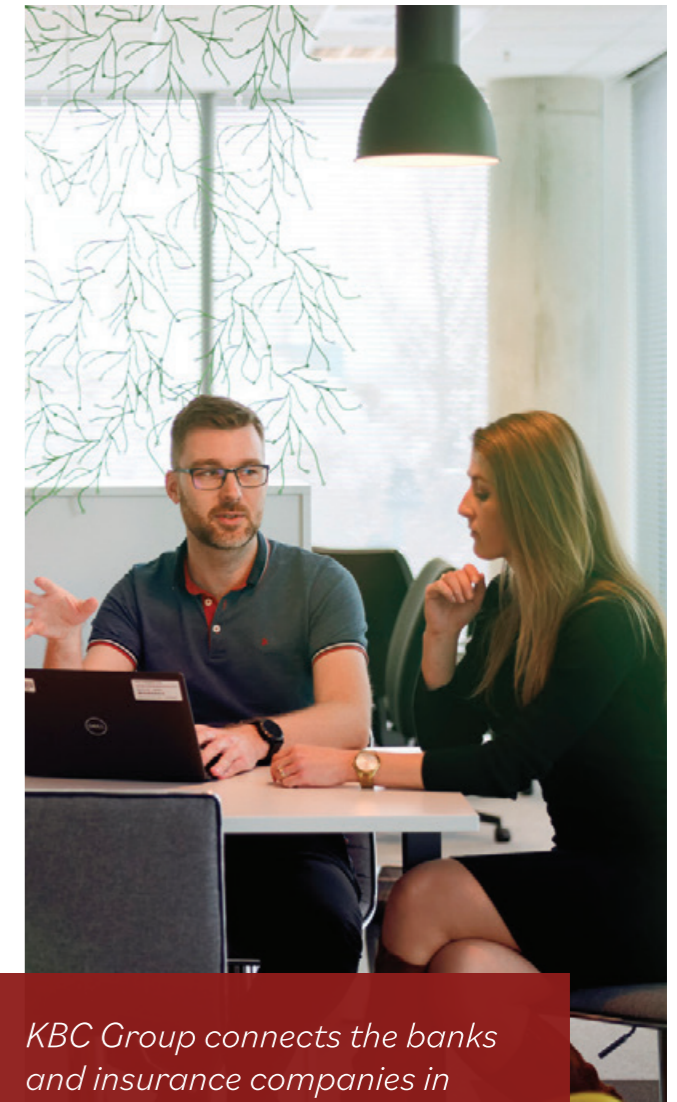
KBC Global Services Czech Branch



Jan Swinnen
General Manager of KBC Global
Services Czech Branch

The clients are individual members of the group, and KBC Global Services takes care of everything that happens in the background. With KBC, you have the opportunity to experience processes you wouldn’t encounter elsewhere unless you work in a bank. In 2011, we opened the Shared Service Center in Brno and currently we employ almost 1200 people. And why we chose Brno? It is simply a great place to live and an even greater place to work, and the proximity of universities and students provides us the unique opportunity to find new talents. The growing number of activities also brought the need to open a second SSC branch, and this happened in 2019 in Varna, Bulgaria.

KBC Global Services is a bunch of great people made up of both fresh graduates and more experienced colleagues. Name any activity, and we likely participate in it. Operational risks, international transactions, invoices, financial markets, securities, insurance, loans, or something that you might not expect from us – testing of banking applications or robotics. The company culture is something we all appreciate. It is made for those who expect something more than just working from nine to five, whether it is about personal development, simple internal job rotation, or awareness of what’s going on in the company. We try to cater to everyone, whether it concerns expectant mothers and parents, or students. Many things in the KBC Global Services happen thanks to the people – volunteers. Many of them became a part of one of the company communities where they engage in further activities above their usual work duties and make use of their skills in an area they are interested in. At KBC, it’s simply about people.



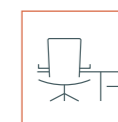
KBC Group connects the banks and insurance companies in Belgium, Bulgaria, the Czech Republic, Hungary, and Slovakia.



1,200
employees in centre

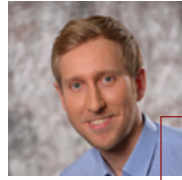


11
Years in Brno



BSC
Centre type

A word from... Ingersoll Rand



Christopher Therkelsen
Director - Market Services

While we have had a sales presence in Brno for many years, we began our SSC journey providing financial and administrative services in 2011, with just 30 people. Brno has strong talent availability coming from a large university population, a penchant for languages, and notable city development, making Brno the right choice to help Ingersoll Rand reach strategic objectives and continue to excel.

The strong success of the initial business transferred to Brno has helped ensure our growth to the size we are today: a cohesive team of over 330 talented and highly dedicated people from more than 35 nations. As a founding member of ABSL Czech Republic, we have benefited greatly from the knowledge sharing and partnership the organization inspires between its members, actively contributing to our success. Today, we proudly support Finance, Customer Service / Order Management, Global Pricing, Audit, Tax and Strategic Procurement. With this growth, we have maintained a family spirit where colleagues look out for one another, something especially visible over these past two years. We maintain a distance from corporate anonymity with our inclusive mindset, modern office and willingness to always try new concepts. This approach is a key factor to our success in Brno and as a business.

Everything we do is with our colleagues, customers, society and business in mind. As we look to the future we continue to explore and evaluate further opportunities to bring great careers to Brno. The right roles, without career ceilings, along with continuing investment in city infrastructure and development, are core to attracting more talent to Brno and building a prosperous community.



Ingersoll Rand is a multinational manufacturing company with American roots specializing in compressed air and vacuum solutions across more than 50 brands.



330+
employees in centre



11
Years in Brno



BSC
Centre type

A word from... Atlas Copco Services



Roman Pavloušek
General Manager Finance Service Centre

In Atlas Copco Services, we leverage all of Brno's strengths to attract, develop and retain the right people to build great teams delivering excellent service and top value. We are proud of what we have built, it's working.

Atlas Copco is an industrial company headquartered in Stockholm, Sweden, with about 43 000 employees and customers in more than 180 countries. Our market-leading compressors, vacuum solutions, generators, pumps, power tools and assembly systems can be found everywhere.

Atlas Copco Services Centre (originally Edwards Services) in Brno was established in 2009, in the middle of a financial and economic crisis. By 2013 Edwards Centre had about 150 professionals supporting Finance processes and Customer Care operations in Europe and US. In 2014 Edwards has been acquired by Atlas Copco Group which provided even more opportunities for expanding the successful SSC model.

At the time, Atlas Copco had a hybrid SSC model spread between various centres in Europe and Asia. The model was fragmented, had the skill and cultural issues and was not delivering the planned operational & financial benefits. After the initial pilot in 2015, everything accelerated in 2016 with a launch of a major transition project to transfer finance service operations for the largest business area of Atlas Copco from Asia to Brno.

And we moved beyond Finance and Customer Care by developing strong process innovation and automation competence. We continue to further expand by building new IT Technology HUB focusing on Data and Analytics and a variety of IT competence and services.



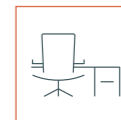
Brno provides a great foundation to set up and operate SSC, be it in Finance, Customer Care or IT, providing robust infrastructure, a skilled competent workforce and a great place to live and work!



700+
employees in centre



14
Years in Brno



BSC
Centre type

A word from... Infosys



Jan Skoták
Senior Regional Head of Infosys
Czech Republic

In Brno in early 2004, Infosys established its first international service location outside of the company's headquarters in India.

The city offered an educated labour force, developed infrastructure and easy access to other European countries. The economic and political stability of the Czech Republic was also an important draw.

Infosys has used its Brno centre primarily to deliver services to its European clients who require niche combinations of technical and linguistic skills. The centre provides a wide range of multilingual services in IT, customer technical support, digital, finance and accounting. The Infosys Brno team is multilingual and comprises over 65 nationalities. From a start-up size of 30, the team has grown to over 800+ through a balanced combination of recruitment from Brno and the European Union.

Today, Infosys is located in the Vlnena Office Park, which is close to the city centre and very commute-friendly. "In 2004, Infosys BPO selected Brno as the location for its first international service centre from a wide range of other locations in the CEE region.

Today, 18 years later, we can proudly say that we made the right decision. The number of satisfied clients across the many industries and processes we have served from Brno is the best proof that Infosys teams do great work, and that Brno is a strong foundation.

We have enjoyed our first 18 years in the Czech Republic and are looking forward to the next 18.



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800+
employees in centre

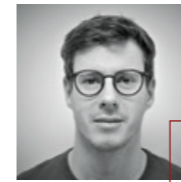


18
Years in Brno



BPM/IT
Centre type

A word from... Deutsche Telekom Services Europe

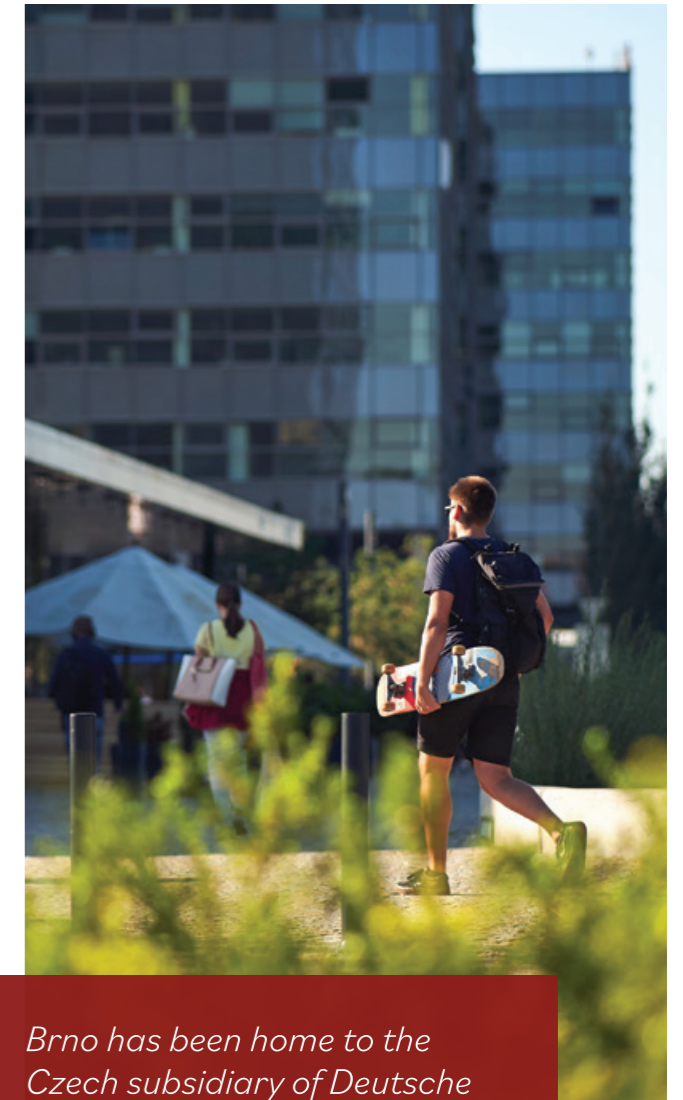


Ondrej Hora
Group Lead for Digitalization,
Deutsche Telekom Services Europe CZ

Since our foundation, we have grown and witnessed quite a move along the GBS maturity curve. Our 140 employees provide typical GBS services like finance or procurement, but on top of that, our customers turn to us more and more for digital services such as predictive analytics, process mining, robots or chatbots. DTSE CZ has earned the trust of DTSE with the ability to generate a disproportionate number of innovations and to drive group-wide strategic topics.

Brno offers us the talent and environment we need to continue our work. It is a stable and attractive city with a multitude of top-notch universities, solid digital infrastructure, world-class offices and a strong feeling of diversity.

We in Deutsche Telekom Services Europe will continue to expand the scope of services and provide our customers with high-quality, efficient, and innovative services. Brno is the place to be in!



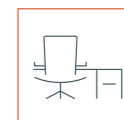
Brno has been home to the Czech subsidiary of Deutsche Telekom Services Europe (DTSE) since October 2016.



140
employees in centre



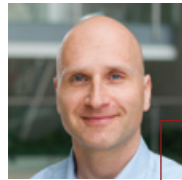
6
Years in Brno



BSC
Centre type

A word from...

Zebra Technologies Europe



Tomáš Heřman
Brno Site Lead and Senior Director

With 10.000+ employees in 55 countries and an ecosystem of more than 10,000 partners across more than 100 countries, Zebra serves customers of all sizes – including 94% of the Fortune 100 – with an award-winning portfolio of hardware, software, services and solutions that digitize and automate workflows. Supply chains are more dynamic, customers and patients are better served, and workers are more engaged when they utilize Zebra innovations that help them sense, analyze and act in real-time.

Zebra's journey in Brno started 18 years ago. Our Shared Service Centre has grown into one of the biggest Zebra offices outside of the US, with more than 800 employees on site. Starting out as a Shared Service Centre hub to serve Europe, the Middle East and Africa, it quickly grew into a global Center of Excellence hub serving internal customers in multiple regions of the world. Today, the functions supported by the Brno site include Customer Care, Technical Support, Managed Services, Supply Chain Operations, Customers and Partners Services, Multimedia, Marketing, Finance, Accounting, Sales Operations, Engineering, Quality and human resources.

We invest in the development of our employees through a wide range of activities including on-the-job experiential learning, trainings, workshops and mentoring. Zebra Brno is now seen as a partner and centre of innovation for the company. Some of the new capabilities successful companies focus on today, such as business intelligence, are now based and further evolving in Brno.

Early 2021, we moved to a new location in the heart of Brno at Vlněna Office Park, which allowed us to bring all our Brno employees under one roof.



Zebra Technologies empowers organizations to thrive in the on-demand economy by making every front-line worker and asset at the edge visible, connected and fully optimized.

Thank you to our contributors:

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800+
employees in centre



18
Years in Brno



BSC
Centre type



B | R | N | O

 ABSL

 Colliers

 ctp