



# SHARED SERVICES IN ESTONIA

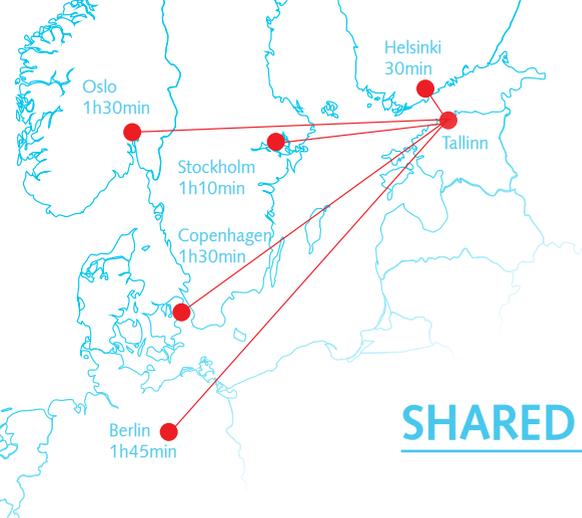
Flexible. Efficient. Trusted.



Estonia  
Positively surprising

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Estonia provides a high quality workforce, competitive business environment and sustainable financial attractiveness.

Learn how world class companies create effective performance, operational flexibility and process improvement

## SHARED SERVICES IN ESTONIA

### TRUSTED PARTNER

Estonia is an established location for Shared Services, providing a high quality workforce, competitive business environment and sustainable financial attractiveness.

Our journey began in the 1990's as a nearshore location of choice for Nordic companies. On joining the EU in 2004 and adopting the EURO in 2011 significant further growth occurred.

Currently there are over 60 Captive and BPO Shared Service centres in Estonia. Sizes range from small Centres of Excellence to multi-functional centres in excess of 300 people.

Estonia has proven itself as a trusted partner to world class organisations, many of whom have expanded by adding higher order tasks and new functions. Today Estonian Shared Service centres are experienced in delivering solutions and service to clients around the globe.

### PROVEN BENEFITS

Estonia has an excellent track record of delivering tangible value:

#### BOTTOM LINE IMPACT

In addition to cost advantages over Northern and Western Europe, Estonia's high productivity rankings and advanced IT platform deliver efficiencies and an attractive return on investment.

#### EFFECTIVE PERFORMANCE

High quality workers ensure not only service excellence but also process improvements, allowing management to use their time optimally.

#### OPERATIONAL FLEXIBILITY

Low red tape and flexible workers make it easy to adapt your Centre to changing business requirements.

## VIBRANT CLUSTER

Estonia has a diverse and vibrant Shared Services cluster:

### IT

Global multinationals and ICT industry leaders trust Estonia to develop and manage their critical business infrastructure. Tasks undertaken in Estonia include application development, technical support, network management and R&D.



### FINANCE

High financial literacy and attention to detail make Finance the fastest growing function in Estonia. Typical tasks include regional management of purchase-to-pay, order-to-cash, record-to-report, travel & expense, payments and treasury.



### CUSTOMER SERVICES

Estonia's unique language mix with high proficiency make it the ideal location for serving clients. Solutions delivered include customer care, loyalty programs, master data management and technical support.



### SPECIALIST

Estonia has a specialism in Shared Services for the public and multilateral sectors and a growing number of regional HR and Supply Chain centres.



REPUBLIC OF ESTONIA  
GOVERNMENT

## ADVANTAGES & USP'S

Estonia possesses a number of advantages which make it ideal for Shared Services:



### HIGH QUALITY HUMAN CAPITAL

Estonian workers benefit from strong education in core subjects such as maths, IT and languages. Moreover as an established Shared Services location there is a pool of talent with relevant skills and experience. Estonian workers are well regarded for their productivity and flexibility.



### ADVANCED IT PLATFORM

Estonia has world class IT infrastructure and skills however it is practical application of IT which sets us apart. Most business transactions and returns are conducted online and from 2015 we offer e-residency, allowing you to manage the affairs of your Estonian business remotely.



### NORDIC BUSINESS CULTURE

Estonia has long standing links with the Nordic region and modern day integrated economic, energy, financial and transport systems. This creates a culture characterised by transparency, trust and efficiency, among businesses and employees alike.



### SUSTAINABLE FINANCIAL ATTRACTIVENESS

Estonia offers lower labour and infrastructure costs than Northern and Western Europe. With no unionisation, complex regulation or accounting it is simple and efficient to operate a business, while our tax system supports long-term investment.

We provide country information, best practise advice and assistance to help you invest and grow in Estonia.

Our team has worked in Shared Services in Europe and Asia, allowing us to understand your challenges and help you reach the desired result in the fastest, most efficient manner.

For more information please visit [www.investinestonia.com](http://www.investinestonia.com)

