

# BPO & SSC in Moldova

## Sector Overview

**giz** Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH



Implemented by  
**giz** Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH



 Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra  
  
Swiss Agency for Development and Cooperation SDC  
Agenția Elvețiană pentru Dezvoltare și Cooperare  
Eidgenössische ypotheese na gassenne n'coöperaziun

# BPO & SSC in Moldova



**Winner of 2020**  
**CEE BUSINESS SERVICES AWARDS**  
**Chişinău, Moldova**  
Emerging City of the Year – South Eastern Europe (SEE)



# BPO & SSC in Moldova

*“Our decision to do business in Moldova was strongly influenced by the specific skill-set offered by Moldovan labor, in addition to the excellent language skills. We were also able to find a very pleasant and modern workspace (Digital Park building) which could compete with many offices in Manhattan.”*

 **BUSINESS CLASS**

**Primo Contatto**  
*Multilingual Contact Center*

*“Working in Moldova empowers us to offer our clients skilled operators at advantageous operational costs. We choose Moldova because of development opportunities and the country is well organized in terms of infrastructure and IT.”*

# BPO & SSC in Moldova

## Serviced Industries



Travel



Banking



IT



Telecom



Insurance



Logistics

Data entry

Invoicing

Payroll,  
Accounting

Telemarketing

Inbound/  
Outbound sales

HR,  
Recruiting

Product  
Design and  
Development

Logistics

Translation

Business  
Intelligence

Debt  
Collection

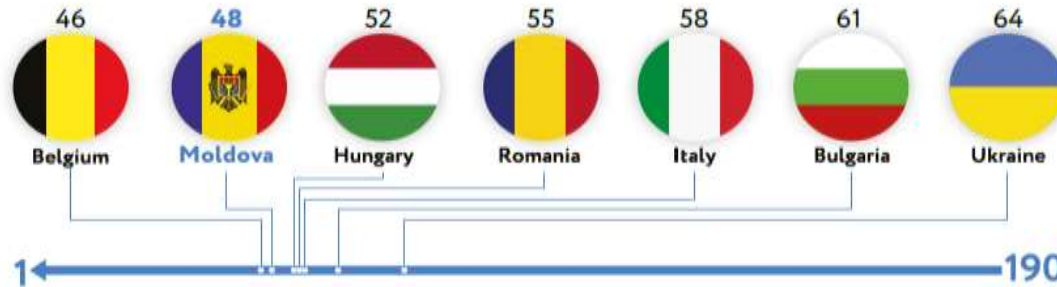
IT and R&D  
support

# BPO & SSC in Moldova



# Why Moldova

## Doing Business in Moldova 2020



### STARTING A BUSINESS DB Ranking 2020

13	<b>Moldova</b>
48	Belgium
61	Ukraine
87	Hungary
91	Romania
98	Italy
113	Bulgaria

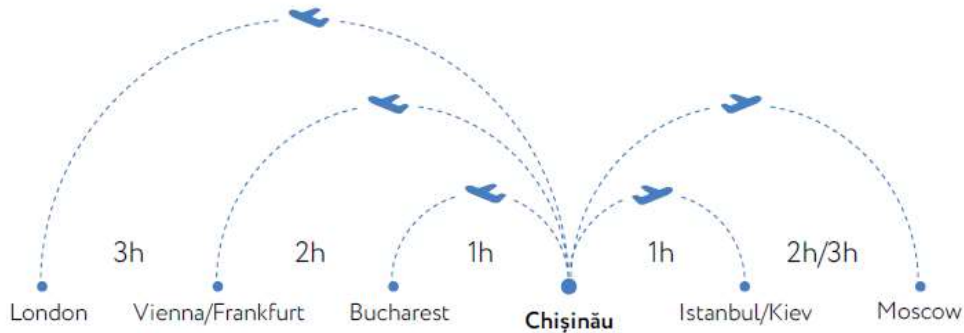
### Strength of Investor Protection

Part of the top 40% based on this indicator same as Poland and higher than in neighboring countries

### PROTECTING MINORITY INVESTORS DB Ranking 2020

25	Bulgaria
45	<b>Moldova</b>
45	Belgium
45	Ukraine
51	Italy
61	Romania
97	Hungary

# Why Moldova Connections to major European cities



Chisinau International Airport	Flights per day	Flights per week
Winter time	25	175
Summer time	50	350





# Why Moldova Advanced Telecom Infrastructure

## Gigabit ranking (% of population covered)

Rank	Country	% coverage
1	Singapore	95
2	South Korea	93
3	Malta	93
4	Monaco	90
<b>5</b>	<b>Moldova</b>	<b>90</b>

Source: <http://gigabitmonitor.com/>

## Fixed broadband speed , Mbps

Rank	Country	Download
3	Romania	193.47
<b>43</b>	<b>Moldova</b>	<b>91.38</b>
47	Estonia	75.82
57	Belarus	64.44
58	Ukraine	60.64

Source: [www.speedtest.net/global-index](http://www.speedtest.net/global-index)

## Average cost of broadband (\$/month), 2018

Rank	Country	Cost
1	Ukraine	5.00
4	Russia	9.77
5	Belarus	10.46
<b>6</b>	<b>Moldova</b>	<b>11.28</b>
10	Romania	14.42

Source: Worldwide Broadband Price Comparison, [www.cable.co.uk](http://www.cable.co.uk)



# Why Moldova

## Human Resources

### Digital skills among active population

Country	Rank
Bulgaria	46
Romania	53
<b>Moldova</b>	<b>55</b>
Ukraine	56
Albania	81
Hungary	83

Source: <http://statistica.md/>



### Employment rate by age group

Age	Rate
15-24	19%
25-34	52.1%



### Population by age group

Age	Rate
20-24	233,595
25-29	309,695

# Why Moldova

## Education

### Higher Education Students, 2019-2020



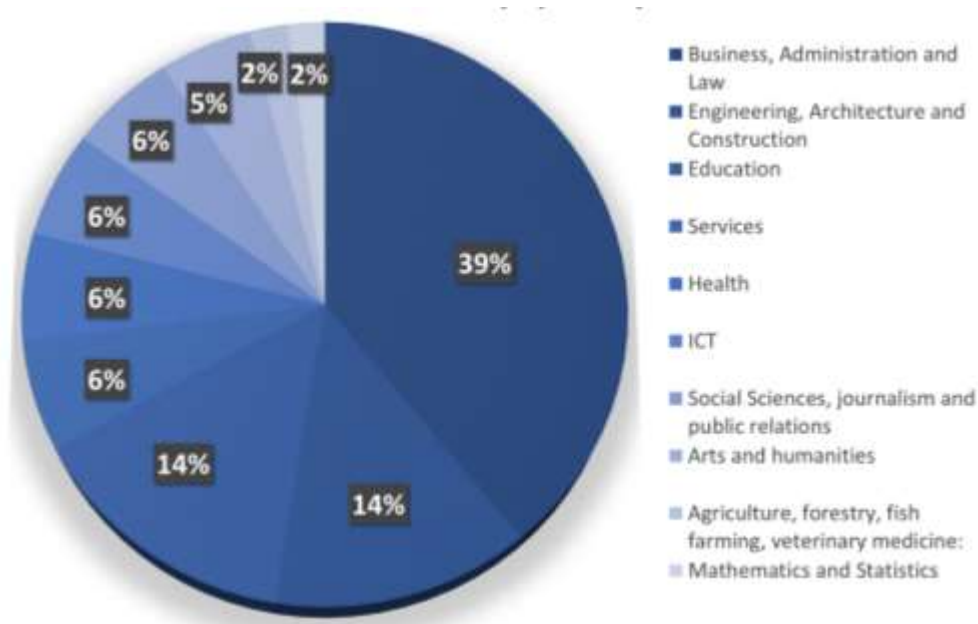
**56,840**  
students



**16,266**  
graduates



**11,814**  
business students

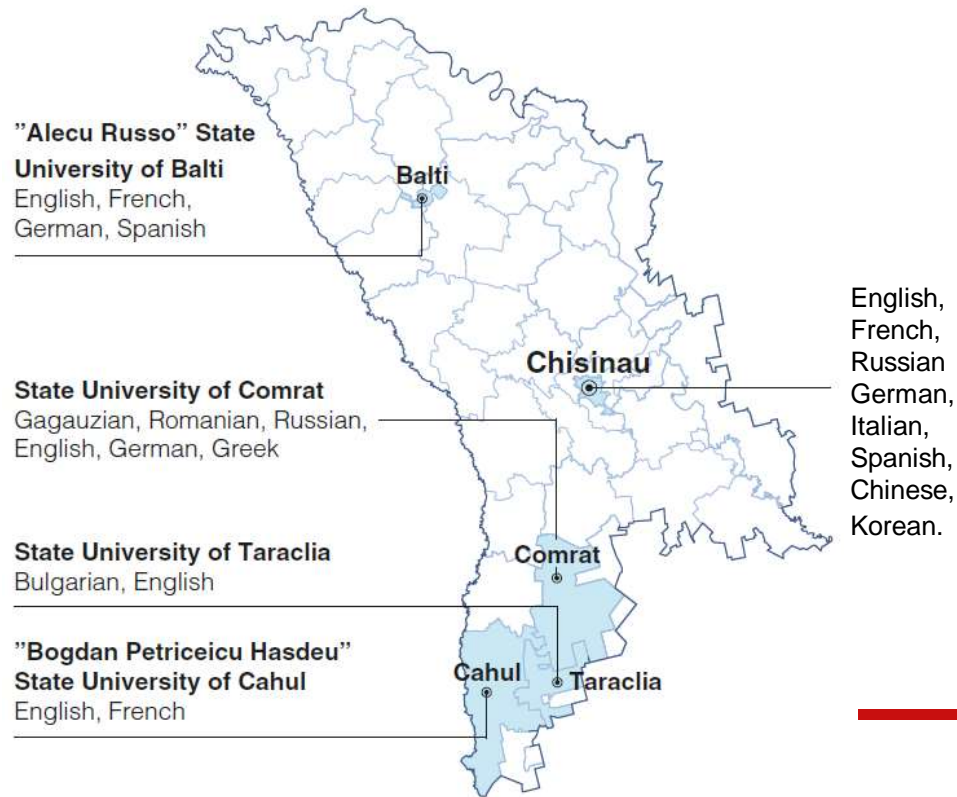


# Why Moldova

Pupils studying foreign languages in primary and general secondary institutions, 2019-2020

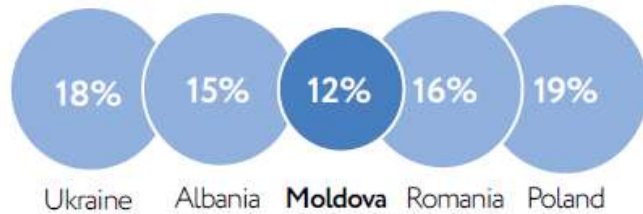
Language	Number
<b>Total</b>	<b>299,478</b>
English	233,876
French	108,381
Russian	100,227
German	10,761
Spanish	1,396

## Foreign Languages



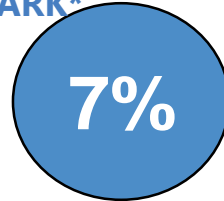
# Why Moldova

## CORPORATE INCOME TAX



## Costs & Taxes

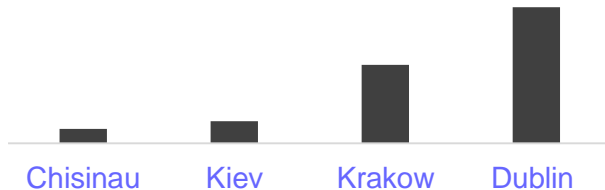
### MOLDOVA IT PARK\*



## PERSONAL INCOME TAX



## Salary Comparison Customer Service (gross median annual, EUR)



## Consumer Prices (incl. rent) in Chisinau are:

21% lower than in Budapest  
17% lower than in Bucharest  
17% lower than in Budapest

# Why Moldova

## Labour Costs

<b>Customer Services/ Sales salaries</b> (monthly gross, Euro, Chisinau)			
<b>Position</b>	<b>Junior</b>	<b>Middle</b>	<b>Senior</b>
<b>Call Centre Agent</b>	<b>300</b>	<b>400</b>	<b>600</b>
<b>Customer Service Agent</b>	<b>350</b>	<b>500</b>	<b>700</b>
<b>Technical Support Agent</b>	<b>300</b>	<b>400</b>	<b>600</b>
<b>Sales Agent</b>	<b>330</b>	<b>500</b>	<b>680</b>
<b>Manager</b>		<b>800+</b>	<b>1000+</b>
<b>Telemarketer</b>	<b>250</b>	<b>350</b>	<b>450</b>
<b>Sales Representative</b>	<b>400</b>	<b>600</b>	<b>875</b>

# Why Moldova

## Office space availability

500,000 sqm office space

9-20 Euro/month ,per sqm including VAT.

20-25% lower prices in Balti, Comrat, Cahul.



## Contact details



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