

SPECIAL REPORT

The facts on Outsourcing to Georgia

Outsourcing from Georgia - Fast Facts

- Annual turnover of IT and business services sector was 117.6 Million USD in 2019
- Annual export of IT and business services sector was 113 Million USD in 2019
- More than 7000 individuals are employed in offshore IT & BP activities
- Annual number of graduates from programs relevant to BPO industry - 18 000

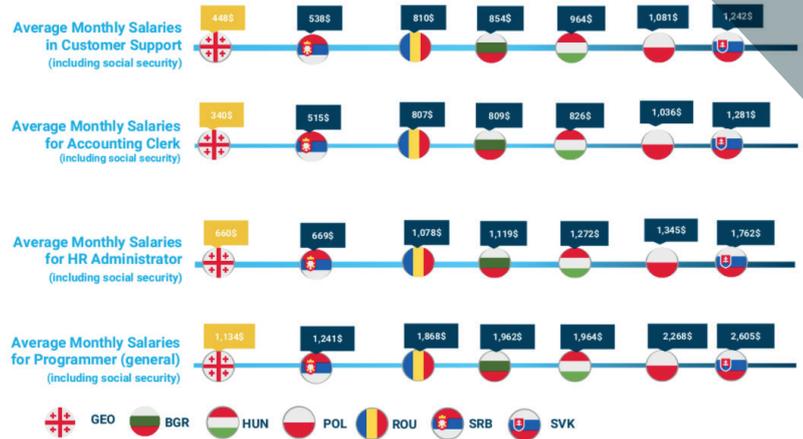
The summary of why Georgia should be on the radar of global IT and business services providers:

- **A stable business climate** - Georgia is a top performer with its pro-business environment and openness to foreign investments. The country ranks in 7th place with World Bank's Ease of Doing Business annual index and is in 8th place on the OECD's FDI Regulatory Restrictiveness Index. Georgia has an association agreement with the EU, which ensures alignment of regulations and high standards of personal data protection.
- **A great location on the crossroads of Europe and Asia** - Time zone at GMT+4, cultural affinity to western markets, enables Georgia to serve as a nearshore hub for EU market and an alternative offshore location for global English speaking market. With its rich culture and astonishingly diverse landscapes, safety, and affordable living conditions, Georgia is a top choice to relocate professional staff from abroad as well.
- **Young and educated talents** - Annual graduate output from STEM, business administration, social sciences, humanities and arts, law, and related fields exceeds 18 000 students. English, Russian, German, and other major foreign languages are widespread.
- **Unsaturated, but fast-developing market** - The offshore IT and business process services industry currently accounts over 7000 employees. Several international players are providing voice and non-voice business process, IT, and digital services from Georgia, including Majorel, Evolution, EPAM, Asseco, Olmait, Exadel, Flat Rock Technology, and more.



- **A significant cost arbitrage** - The recent report from Everest Group about Georgia from the Location Spotlight series has revealed that in comparison with well-established sourcing destinations such as Poland and UK, Georgia offers 55-80% cost-savings for annual operating costs per FTE.
- **A quality infrastructure** - Robust internet connectivity and reliable power supply are in place. The country has three international airports (Tbilisi, Kutaisi and Batumi), connecting the main cities of Georgia to key overseas business hubs.
- **Support from the government** - Investors can benefit from diverse tax and financial incentives. Invest in Georgia - an investment attraction arm of the state agency Enterprise Georgia is ready to provide full-cycle support to investors for a smooth launch and successful operations in the country.

Competitive business costs across the BPO value chain



Source: fDi Benchmark from the Financial Times Ltd 2021

