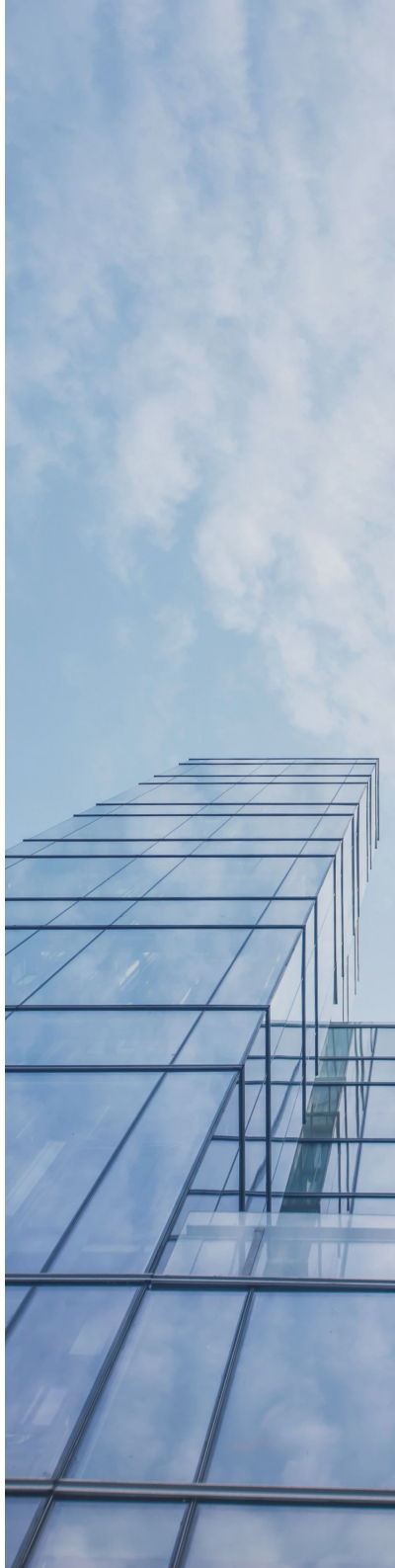





ABS L Moldova Guide

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ABOUT ABS L MOLDOVA



The Association of Business Service Leaders in the Republic of Moldova is a member organization representing the voice of the outsourcing industry in the Republic of Moldova.



Founded in July 2021, it serves as a driving force in fostering innovation and growth within the business outsourcing industry in Moldova.



The Association is dedicated to unlock the full potential of Moldova's modern business services sector and creating a favorable environment to its sustainable development.



Our vision is to establish Moldova as a leading global business services hub, recognized for its exceptional talent, innovative solutions and favorable business climate, promoting sustainable economic progress and prosperity for all stakeholders.

BSS IN MOLDOVA



Moldova's service exports have doubled in just four years, reaching \$2.4 billion in 2023. This significant growth translates into tens of thousands of well-paid jobs in the country.



Today, service exports account for 42% of Moldova's total exports, and we're on track to exceed 50% in the coming years.



Business services is one of the top growing services in 2023, focusing on managerial and professional consulting: up 31% from 2022, reaching \$246 million.



Following governmental incentives in the form of fiscal benefits to the IT sector, was observed a significant acceleration in growth, resulting in a pronounced gap between Business Service Services (BSS) and Information Technology Outsourcing (ITO).



The expansion of the BSS industry has a potentially broader impact on employment compared to the ITO sector.



Moldovan employees exhibit competence, motivation, and adaptability, with monthly wages in the BSS ranging from approximately 475 EUR to 1100 EUR, depending on the level of job complexity.





BPO is an emerging sector, which has the potential of engaging larger numbers of educated and multilingual young people, decent salaries and opportunities for international level professional development.



In Moldova's BPO sector, alongside contact centers, there's a growing trend towards high-value, sophisticated services:

- Customer Support Services;
- Legal outsourcing;
- Accounting/Payroll;
- Marketing;
- Banking;
- HR outsourcing;
- IT and R&D support;
- Financial analysis;
- Engineering;
- Logistics;
- Retail, etc.

ABSL MOLDOVA MISION

ABSL MOLDOVA ACTS AS:



A **government relations adviser**, providing invaluable guidance on navigating regulatory landscapes and fostering productive interactions with governmental bodies;



A **facilitator for networking** opportunities, connecting businesses within the outsourcing sector to potential partners, clients, and collaborators;



An **accelerator in building meaningful relations** with the government representatives and business community on key aspects to enhance the outsourcing sector;



A **promoter of competition** in the BSS sector locally and internationally, developing collaboration within the business community in this field in Moldova, and encouraging investments in this sector;

ABSL MOLDOVA MISION

ABSL MOLDOVA ACTS AS:



A **promoter of innovation and technology adoption**, fostering a culture of creativity and advancement to drive competitiveness and sustainability within the industry;



An **educator**, organizing workshops, seminars, and training programs to enhance the skills and capabilities of professionals working in the outsourcing sector;



A **knowledge hub**, offering resources, insights, and best practices to support the growth and development of companies within the outsourcing industry. ABSL boosts youth economic empowerment by promoting jobs that match their skills and aspirations, aiming to curb rising immigration rates;



An **organizer of industry events**, conferences, and seminars that bring together key stakeholders, thought leaders, and experts to discuss pressing issues, share insights, and explore opportunities for collaboration and innovation within the business services sector which providing valuable.

ABSL OBJECTIVES

Increase the visibility of the BPO/SSC sector and strengthen the community and its interaction potential;

Collaborate with international entities that objectives and activities similar to those of the Association;

Actively promote the BPO/BSS sector among youth and offer carrier opportunities;

Expand ABSL local and international network through strategic partnerships and collaborations;

Promote and represent members interests through legislative reforms and provide assistance through consulting services;

Increase customer awareness by promoting best industry practices;



Strengthen cooperation between the Association members and public authorities through networking events;

Organize meetings, symposia, seminars, courses, social and business events and other related events in the field of BSS;

Facilitate investment opportunities for members and companies in the sector by providing access to international events and opportunities to engage with investors and potential partners;



Foster self-sustainability by streamlining operations and enhancing member engagement;

Increase the competitiveness of Moldova's BPO/BSS sector and promote the country.

MOLDOVA

EMERGING DESTINATION

Moldova offers a great combination of beneficial factors, that will lead to higher value-added jobs in the long term:

-  excellent language skills and a highly educated labor force;
-  proximity in both culture and distance from the European market;
-  an advanced and reliable ICT infrastructure, an openness from the Government to support the sector;
-  competitive operational costs;
-  7% Tax - Special Government incentive on IT Park, for the BPO eligible activities;
-  multilingual workforce - 14,000 new graduates per year;
-  strong relevant university programs with over 57,000 students enrolled in Bachelor's and Master's programs;
-  24,380 students specializing in Business, Law, and Administrative studies;

7% UNIQUE TAX ON TURNOVER IN IT VIRTUAL PARKS

ABSL obtained an important achievement of expanding eligible activities for BPO companies in Moldova IT Park, which can benefit from the 7 % Single Rate.

Beginning with 12.02.2024, Moldova IT Park facilitates the operation of:

- 1. call centers** (82.20), including those based on any technology/channel of customer communication (contact center), exclusively for export,
- 2. other labor supply services** (78.30), exclusively for export.

The tax facility MITP residents enjoy is unique worldwide, offering the most optimal level of taxation in Central and Eastern Europe.

Find more about 7% Tax Regime here



Join ABSL Moldova and Unlock Exclusive Opportunities for Your Business

Membership Benefits



Knowledge sharing and benchmarking

The opportunity to gain an independent perspective on companies' performances from the industry and enable a mindset and culture of continuous improvement, by sharing impactful success stories.



Access to industry insights and data

Priority access to industry information, such as business opportunities, national and international projects in which you can participate, as well as news from the sector and industry relevant reports.



Networking and specialized events

ABSL Moldova organizes online and offline events for its Members and BPO representatives throughout the year, including discussions with high-level government and business representatives, which encourages the exchange of information and best-practices on industry issues and on how to deal with difficult policy questions.

Membership Benefits

Lobby and Advocacy

Facilitating the discussions and contact with state institutions and decision makers and actively promoting the interests of the members, as well as delivering the opportunities of BPO sector.

Expanding Your Brand

ABSL membership allows your entity to expand its brand via enhanced visibility on social media pages and organized events, as well as through a dedicated section on ABSL website, including companies' contacts and activities' description.

Opportunity to make an impact

ABSL represents a gainful platform to voice your opinions in industry relevant topics using association's channels and therefore, contribute to the development of the sector and influence moldovan business environment.

Scan the QR-code and become an ABSL Member Today!
Or send an email at felicia.burlacu@absl.md



FIRST ABSL SUMMIT IN MOLDOVA “Moldova – Untapped Nearshoring Destination”



ABSL SUMMIT
MOLDOVA
UNTAPPED NEARSHORING DESTINATION

**Accreditation by ABSL Poland to become a
sister organization of big ABSL Community**



**ABSL Moldova - Member of The Economic
Council to the Prime Minister**



ABSL Moldova Members



ABSL Moldova Strategic Partners





Learn more at:
<https://absl.md/>
info@absl.md

Association of Business
Services Leaders in Moldova