

# Business Services in Lublin 2023

Key location for BPO/SSC/IT projects in Eastern Poland



# Business services in a nutshell

**Lublin, due to the availability of talents and high quality office spaces is now seen as one of the key locations for business services companies in Poland.**

Lublin is one of the most prospective cities in terms of locating business services operations. The rapid rise in the importance of the BSS sector in Lublin occurred due to its improved accessibility, numerous infrastructural projects, a growing office market and, on the top of that, a pool of skilled and loyal talents with high work ethics educated by 9 local universities and colleges. Thanks to a continuously growing population of students from abroad, the city is proud to be the most internationalised big city in Poland – 13.8% of students are foreigners. Lublin is home to 36 BPO/SSC/IT centres which employ at least 100 people, and the total employment in BPO/SSC/IT and R&D centres is over 14,000. Smart and consistent policies implemented by the city's authorities, lower labour and office lease costs, effective collaboration between businesses, universities and the City Hall administration, as well as high quality of living are some of the most important competitive advantages of Lublin.

Key  
**figures**

**332,000**

population  
of Lublin

**52,100**

registered  
businesses

**4.9%**

unemployment  
rate

**9th**

biggest city  
in Poland

**57.7%**

working age  
population

**37.7 %**

population with  
higher education  
degree

**9**

universities and  
colleges



Well-qualified  
**talent  
pool**

**Assets**

Great number of  
students at  
**linguistic  
faculties**

High class  
**office  
space**

Booming  
**IT sector**

High  
**quality  
of life**

Loyal and  
**hard-working  
people**

Communication  
**accessibility**



**59,135**  
students

**Academic**  
potential

**15,476**  
graduates

**8,154**  
foreign  
students

**13.8%**  
share of  
international  
students

students from  
**106**  
countries

**3,072**  
students of  
linguistic  
programmes

**7,913**  
IT/ICT students



~14,000

Total employment in IT/ BPO/ SSC / R&D centres

BSS

126

Operation centres with ≥ 10 people

36

centres employing ≥ 100 people

20%

Lower operational costs than in Tier I cities

**87**

IT companies with  
≥10 people

**IT**  
Upland

**5**

universities &  
colleges teaching IT  
programmes

**21**

IT and IT-related  
fields of study

**7,913**

IT/ICT students

**1,629**

IT/ICT graduates

**2,720**

IT/ICT companies

**~10,000**

people working in IT

**7,200**

employment at  
IT companies with  
≥10 people

# Office Market

**20%**

lower operational  
costs than in  
Tier I cities

**56**

A/B class office  
buildings

**EUR  
11.0-13.0**

A-class rents

**244,011**

sqm  
total A/B class  
office stock

**14,478**

sqm  
office space in the  
pipeline

**15%**

vacancy rate





*Julia Diatczyk  
Jarosław Diatczyk*

# DataArt - trusted partner for world's leading brands

**The highest value of DataArt are people whose knowledge and experience have made the company a reliable IT consultant for business.**

DataArt is an IT company present on the global market since 1997. It has branches in 11 countries, including Ukraine, Poland and the United States. The Lublin team of specialists deals with the implementation and support of IT systems according to individual customer needs. Years of experience and expertise have allowed us to become a reliable technology consultant. We have the know-how to respond to the needs of clients in such diverse fields as finance, tourism, healthcare, developers of online games or IoT solutions, communicating with them in “their language”.

In contrast to companies that rely on products, the highest value of DataArt is its employees. Projects are assigned to teams, but the flat management structure makes their members autonomous in their tasks. The official language of communication in the office is English, which makes the company an attractive place to work for foreigners. We employ specialists from Ukraine, Russia, Italy, Spain or the United States, as well as Poles who have returned from abroad. Over 200 specialists work in Lublin alone, but we are still planning future development of our team.

DataArt in Lublin was established on the initiative of one of the company's vice-presidents in 2014. The choice of location was determined by human capital consisting of graduates of IT and linguistic faculties of local universities, the presence of the airport and the involvement of the City Hall aimed at the dynamic growth of Lublin IT industry. Now we also see other factors conducive to the development of the company - high quality of life and unprecedented friendliness of Lubliners towards foreigners.

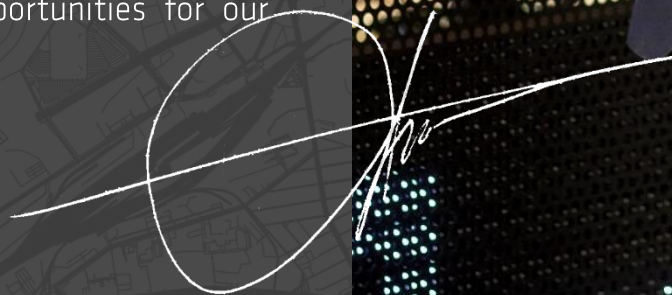
Julia & Jarosław Diatczyk  
Members of the Board  
DataArt Poland

# Billennium - Polish IT with global operations managed from Lublin

**Billennium is a Polish company providing IT services for clients from all over the world, and its operations on a global scale are managed from a modern Service Delivery Centre in Lublin.**

Established in 2003 in Warsaw, Billennium creates innovative IT solutions using its expertise in outsourcing, software development and cloud computing. The company manages software of clients from around the world, including global brands such as ROCHE and ABB. Thanks to Asian offices, Billennium can provide services in line with the 'Follow the Sun' 24/7/365 strategy. In Lublin, the company started its operations in 2011 with five employees - today there are already more than four hundred of them, and within a few years probably their number will exceed a thousand. The idea of locating a branch in Lublin came from the employees of our office in Warsaw, who were from the Lublin region. It was Billennium's first location outside the capital city. Soon Lublin began to demonstrate its advantages - talented and committed employees, universities educating young IT specialists, and synergy achieved through cooperation between business, universities & local government. Thanks to that, today the largest branch of the company is located in Lublin, and the most significant global processes are managed from here. Lublin has turned out to be a place that offers excellent opportunities for our company to grow.

**Bartosz Łopiński**  
CEO  
Billennium





# Orange Polska – the first SSC in Lublin

**The Orange Polska Accounting Shared Services is one of the first shared service centres in Lublin, which marked the beginning of the growth of Lublin's BSS sector.**

The Accounting Shared Services was established to provide high quality financial and accounting services to companies of the Orange Polska group. Other locations in Poland were considered too. Ultimately, it was decided to choose Lublin due to its strong infrastructure, large academic population, low market saturation and the attractiveness of the city. Since October 2006, when operations were launched, daily practice confirms that it was the right decision.

Lublin offers great conditions to companies in the BSS sector, namely qualified employees, high schools, a rapidly developing office market, high quality of municipal services and tourist attractions. It is not yet as famous as the more popular tourist cities like Cracow, Wrocław and the TriCity, but this also means that the local market is not as saturated. Thus, Lublin is the ideal location for a second branch in Poland, the existence of which is often necessitated by in-house standards and safety considerations.

The city's potential is further increased by its air and road links. Local government, meanwhile, supports contact between business and academia, with the objective of educating skilled employees of tomorrow, and also offers assistance in finding suitable office space. The conditions have been created that enable further dynamic development of B2B sector.

A handwritten signature in white ink, appearing to read 'Michał Wierzbowski', is positioned over the bottom left of the text area.

Michał Wierzbowski  
Head of Accounting Shared Services  
Orange Polska



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