



# **Background & Brief History SAP Business Service Center Europe, Prague**

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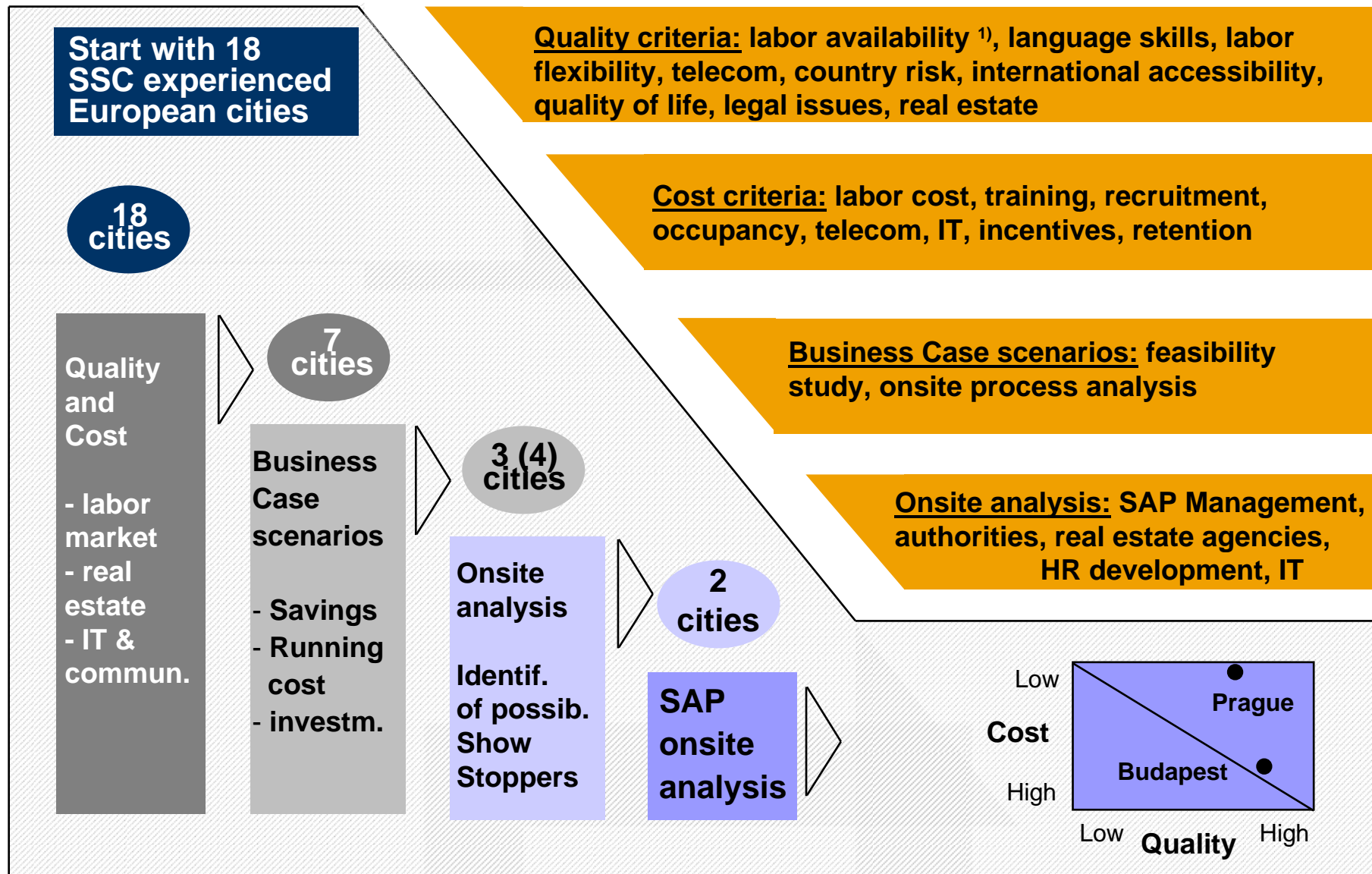
## Brief Timeline of BSCE History

August 2004	<b>Location decision</b>
September 2004	<b>Company established as a legal entity</b>
November 2004	<b>First employees hired</b>
By January 2005	<b>29 employees in HR and F&amp;A services</b>
March 2005	<b>Launch of first HR process (Mobility) and first country in F&amp;A (CH)</b>
January 2008	<b>384,75 FTE</b>

**Continuous migrations of new processes & countries**

**Continuous staff education and training**

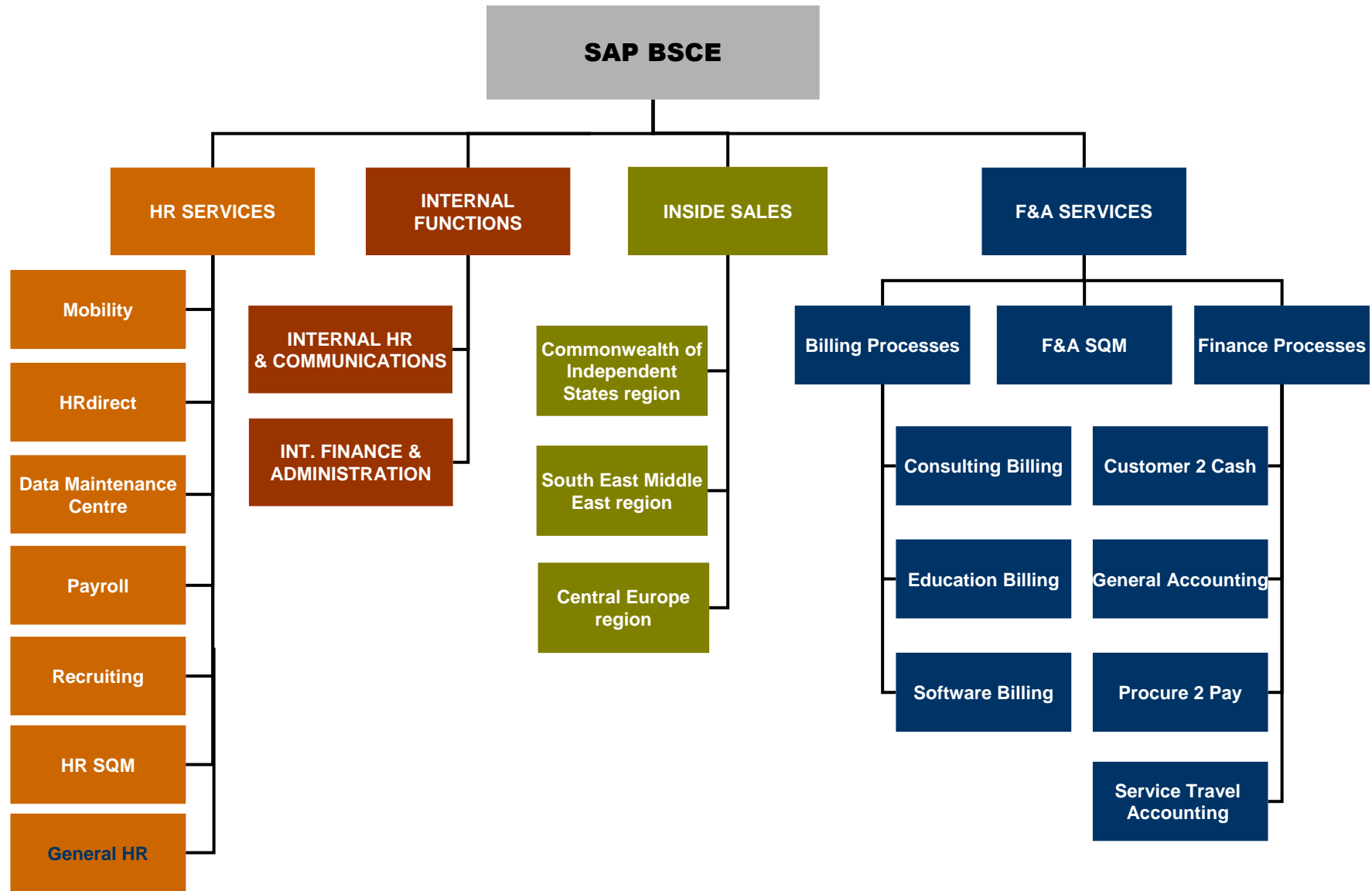
# A structured Location decision process was carried out for HR and F&A – Prague emerges as the leading city



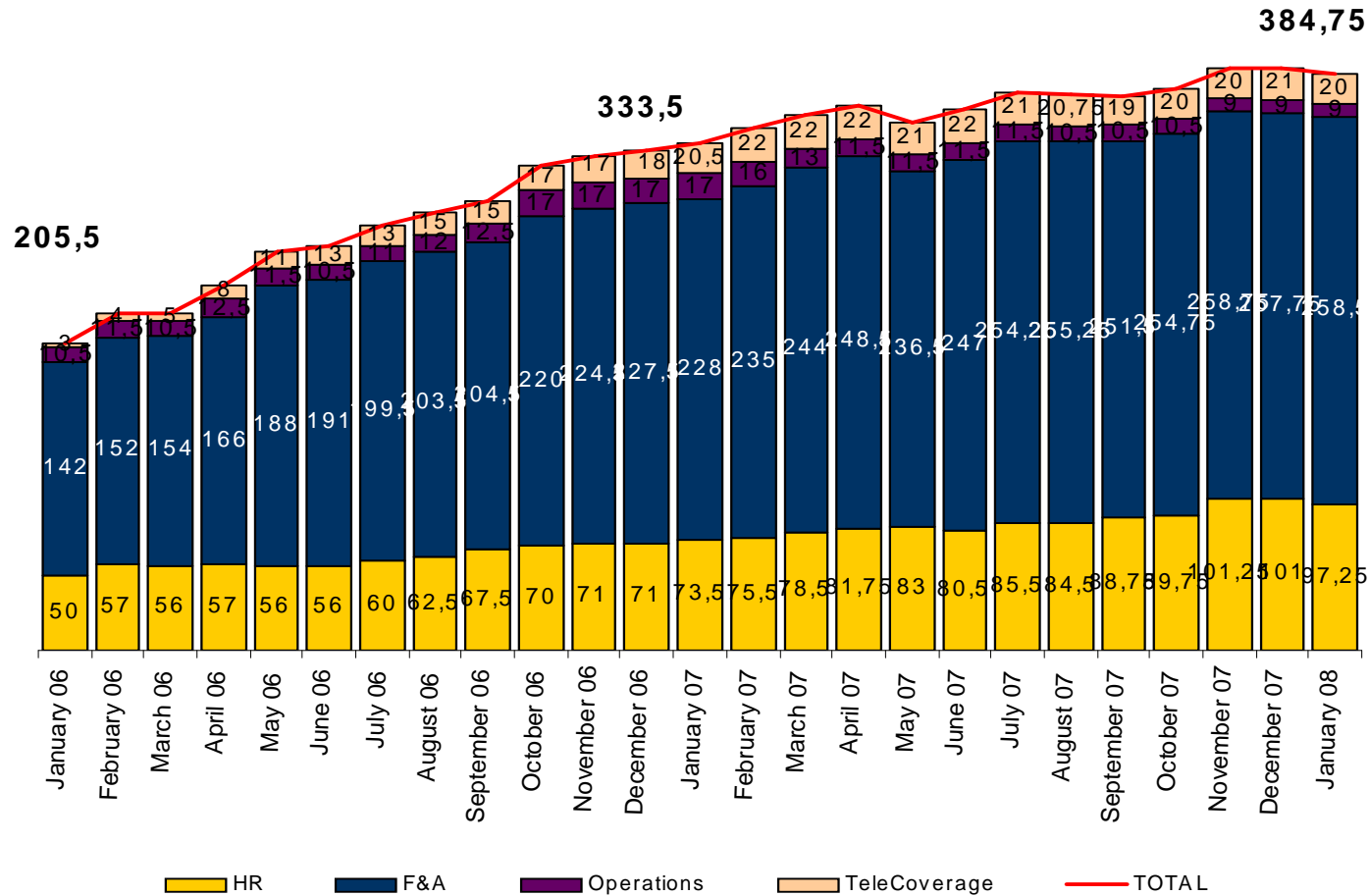
1) example of subcriteria: active population, unemployment, skill set, competition on labour market

# BSCE HR Service Line – Organizational Overview

## How is our Shared Services Centre structured?



# Growth of FTE in BSCE as of January 31 2008



**Gender split:**

**70% female**

**Education split:**

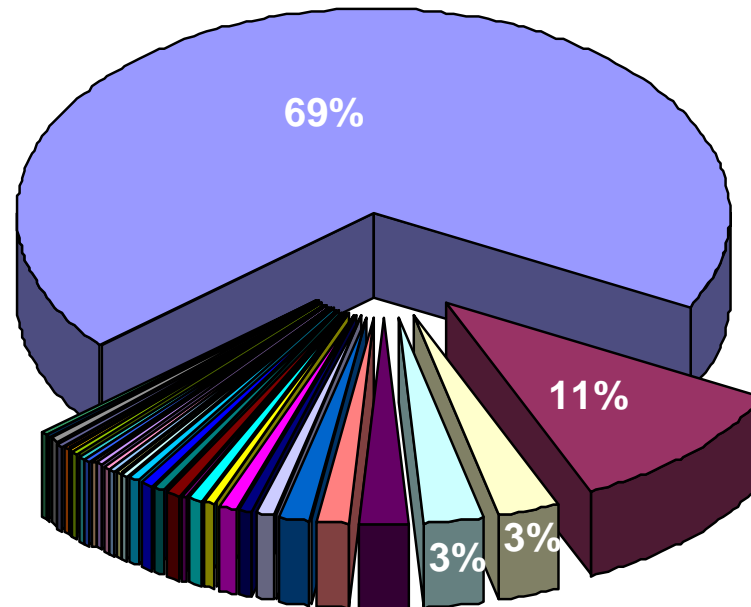
**2/3 University degree**



# People @ BSCE

Languages spoken: 27

Nationalities: 34



- Czech
- Slovakian
- German
- Polish
- Russian
- French
- Finnish
- Dutch
- Greek
- Italian
- American
- Bulgarian
- Hungarian
- Portuguese
- Rumanian
- Swiss
- Ukrainian
- Armenian
- Austrian
- Belorussian
- British /UK
- Canadian
- Chilean
- Costa Rican
- Croatian
- Indian
- Latvian
- Moroccan
- Peruvian
- Slovenian
- Spanish
- Swedish
- Turkish
- Vietnamese

# SAP BSCE challenges and achievements caused by demographic conditions

## Situation

- High educated people
- Foreigner employees
- No unemployment in Prague
- Young Teams
- Young People – Young Family
- High Salary Expectations

## Supporting Action

- Offer opportunities, different career paths
- provide Mobility support „Foreigner Hotline“
- Being different from other SSCs
- manage Career plans vs. Reality
- Flexible Working time
- Benefits for young People
- Offer challenging Salary Systems



THE BEST-RUN BUSINESSES RUN SAP



**Thank you for your attention**