



The IBM BTO Center in Kraków is part of the IBM global organisation. As part of the MBPS (managed business processing services) group the center delivers outsourced accounting services to external clients. These include transaction processing, order to cash and financial reporting. The center employs 1,200 people in Kraków.



John Lyons, EMEA delivery manager, IBM

*John, Why is Krakow a good location for you?*

1. Accounting, technical and language skills of employees.
2. Cost profile.
3. Infrastructure.

*How have you developed in the period you have been in Kraków?*

From initial set up in 1996 with five persons we have grown to our current size of 1,200 employees. Over the years we have extended our client service offerings into more complex areas and moved up the value chain, bringing in more employees delivering complex services as we grew.

*How do you envisage your future development in Kraków?*

We see Kraków continuing to grow as a source of value added service delivery in accounting, financial reporting and business analytics.

*What is Kraków's biggest selling point?*

People resource and skills, no question.

*IBM is a founding member of ASPIRE - the Kraków Association of IT and Business Process Services companies. How does ASPIRE help you and your company?*

ASPIRE provides us with an important forum for communication and sharing of ideas.