



The Shell Business Service Centre in Kraków supports Shell businesses in Europe, Brazil and the Middle East with Finance Operations, HR Services, Customer Services and Contracting & Procurement. Besides that the centre has developed competences in Project management, System implementations, Internal Audit and Continuous Improvement. The centre employs 1,500 people.



Patrick den Bult, VP SBSC Operations, GM Shell Business Services Kraków SBSC

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

Kraków has been chosen for its large number of highly educated workforce speaking a wide variety of foreign languages, as well as its proximity to the European business, stable social, political and economical environment and membership of Poland in the EU.

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

From an initial business case of 450 staff doing Finance Operations for our Downstream business, we now have 1,500 staff supporting also our Upstream Business and doing multiple processes (HR services, Customer services, Contracting & Procurement). Clearly, besides the width of our services we have significantly increased the depth of our services moving up the value chain and now doing also statutory accounting, tax returns, internal audit, etc.

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

I see the shared service industry in Krakow more developing towards added value processes, based on the staff profile we can find in the market. The development of other service lines than the traditional Finance, HR or Customer Services is another development we observe in the market.

*What is Kraków's biggest selling point?*

A big number of highly educated, motivated and critical staff speaking a large variety of languages.

*Shell 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 helps us to create better conditions for doing business, so to embed the industry and allow for further growth. It is also a means by which industry leaders can benchmark and share best practice.