



EVENT PRESS RELEASE

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ABS L Albania joins leading countries in the Business Services Sector at ABS L International Council Meeting and ABS L European Forum in Berlin

Tirana, Albania - ABS L Albania is proud to announce its participation in the ABS L International Council Meeting and ABS L European Forum held on March 20-21, 2023, in Berlin, Germany. The event brought together leading organizations representing the business services sector worldwide, including Accenture, Everest Group, and Amazon.

As a member of the ABS L International community, ABS L Albania had the opportunity to discuss the latest trends and developments in the business services sector and network with key players from around the world. The delegation from Albania consisted of businesses from the technological services and customer services industries, as well as the Albanian Investment Corporation, with direct representation from the CEO and Business Developer.

During the ABS L European Forum, ABS L Albania emphasized the importance of cooperation and a strong network for the development of exports for service companies, as well as the increase of capacities with the standards required by European and American companies. The event provided valuable insights into the industry, and the discussions centered on the potential for economic development of Albania through the development of service businesses such as BPO, ITO, R&D, and Shared Service Centers.

The ABS L 2022 annual report was also discussed, highlighting the growth and potential of the business services sector in Albania. The report suggests significant growth potential for the Albanian business services sector but also highlights the need for policy changes and investments in infrastructure and human resources development to sustain this growth. Albania has emerged as a popular destination for BPO services in recent years due to its low labor costs and educated workforce. Albania's BPO sector has a highly educated workforce, with many workers possessing advanced degrees in fields such as IT and engineering.



The country produces over 15,000 IT graduates annually and the BPO sector in Albania is one of the fastest-growing sectors in the country, with an estimated growth rate of around 20% per year.

"We were thrilled to participate in both the ABS L International Council Meeting and European Forum," said Arjodita Mustali, President at ABS L Albania. "Our participation provided us with valuable insights into the industry and allowed us to network with some of the most influential leaders in the business services sector. We look forward to leveraging the knowledge and connections we gained to further advance the growth of the industry in Albania."

As a leading organization for the development of the business services sector in Albania, ABS L Albania promotes Albania as an attractive destination for business services companies and facilitates the growth of the sector by providing education, networking, and advocacy opportunities.

For more information about ABS L Albania, please visit www.absl.al

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