workers

WHY OUTSOURCE TO BULGARIA IN 9 POINTS ?

BULGARIA

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ABOUT OUR CENTER

Located within the eurozone, Bulgaria is an ideal destination for multilingual BPO (business process outsourcing) for companies seeking to remain GDPR-compliant with a European location.

Ranked multiple times as the best European destination for multilingual BPO services, Bulgaria offers numerous advantages:

- Abundant supply of educated, multilingual talent (English, French, German, Italian, Spanish, and more than 20 other languages)
- The lowest operating costs in Europe
- A very stable country with a very low employee turnover rate

Currently, Oworkers operates a highly secure distribution center in Plovdiv equipped with biometric security and a 24/7 guarded entrance in Bulgaria's second-largest city, which offers a better work-life balance than the capital, Sofia, as well as lower labor costs and greater availability of high-quality talent.

We are also ISO 27001/27701 certified at this location.

1 BIG TALENT POOL TODAY

Bulgaria's outsourcing sector comprises 9 to 10 % of the country's GDP. Outsourcing services providers in Bulgaria employed about 80 000 to 100 000 employees in the sector according to different statistics boards.

2 TALENT POOL FOR TOMORROW

Country's talented employee pool is backed up by 50+ universities. Some of them, offer courses on "Outsourcing Projects and Companies". 30 000 new professionals graduate every year (data from BASSI).

3 HIGHLY EDUCATED AND SKILLED PROFESSIONALS

Bulgaria hosts a good number of educational institutions that provide tech education in line with global trends in the field.

There are 220 high schools providing Information and Communications Technology courses together with intensive language classes, where after the first education year students begin studying core subjects in the corresponding foreign language.

According to statistics, 98% of Bulgarian students speak one foreign language and 78% study at least two foreign languages..

4 MULTILINGUAL TALENTS

Over 50% of the 3.5 million workforce speak 2 languages, with 35 languages spoken overall.

The top 5 used languages in the Bulgarian outsourcing sector are English, German, French, Italian, and Spanish.

5 STRATEGIC GEOGRAPHIC NEARSHORE LOCATION WITH TIME-ZONE BENEFITS

The country became a member of the European Union in 2007, which indicates a stable economy and legal transparency.

Foreign business clients and investors are aware that they can count on experienced professionals and trustworthy business approaches in Bulgaria.

What is more, the outsourced teams offer a highly valuable opportunity for round-the-clock services.

The time-zone difference provides remote partners with the advantage of continuously benefiting from the expertise and support of their **offshore resources and of achieving a 24/7 operation cycle.**

6 FINANCIAL ATTRACTIVENESS

The Bulgarian government strives to improve the economic situation in the country through tax incentives that stimulate local businesses and foreign investors.

Furthermore, Bulgaria had the lowest average hourly labor cost among all EU members, while at the same time having an extremely qualified workforce.

Of course, the work of senior professionals is never offered at a low cost compared to more offshore destinations, but it is apparent that the relative cost difference for projects and salaries would be cost-effective to your business.

Therefore, Bulgaria is a dream outsourcing destination for foreign companies: here, they find experts with proven skills at a comparatively lower cost.

7 RELIABLE INTERNET INFRASTRUCTURE

The quality of the internet infrastructure further contributes to establishing quality, long-lasting partnerships.

The Bulgarian Association of the Software and Services Industries confirms that the country is ranked among the world's leaders in terms of internet coverage, speed, and accessibility, making Bulgaria a reliable outsourcing location.

8 CULTURAL AND ECONOMIC PROXIMITY TO THE WESTERN WORLD

Bulgaria benefits in terms of geopolitical stability and integration into the global economy.

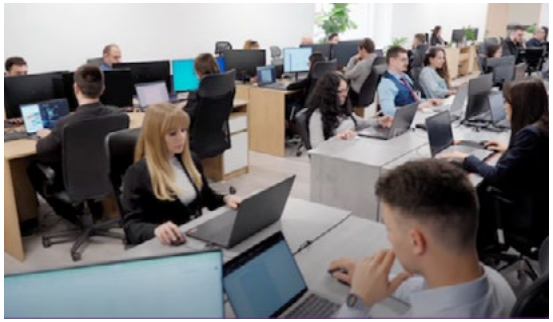
Country is a member of the European Union since 2007, NATO(2004) , IMF (1990) , WTO (1996) and many other international unions and alliances. As a member of the EU the Bulgarian currency BGN (Bulgarian Lev – "lev" in Old Bulgarian means Lion) is pegged to the euro at a rate of EUR/BGN 1.95583.

Bulgaria hasn't adopted the Euro, yet. Country has nevertheless joined the ESCB (European System of Central Banks) and uses the same payment practices as in the Eurozone.

9 MAJOR INTERNATIONAL COMPANIES OUTSOURCING TO BULGARIA

HP, IBM, VMWare, Teleperformance to name a few etc

WHY OUTSOURCE TO **OWORKERS IN BULGARIA ?**



GREAT LOCATION

Favorable Cost of living in Plovdiv (2nd biggest town of Bulgaria, 1h30 from Sofia) and good life / work balance retains talents and ends up with a high retention rate in our company along with better prices for our customers.

HUGE EXPERIENCE IN THE INDUSTRY

Oworkers is a company with more than 10 years of experience and 400+ employees . Our top management has a cumulative 25+ years of experience in the business process outsourcing (BPO) industry, we have been in Bulgaria since 2017.

EXPERIENCED MANAGEMENT IN THE CENTER

Minimum 10 years of experience in the industry as a standard for all the project and production management.

FLEXIBILITY AND SCALABILITY

We offer scalable solutions to suit your needs in terms oframp up & ramp down. You can easily increase or decrease the size of your outsourced team on very short notice.

SECURE AND ISO 27001 COMPLIANT

We take pride in our state-of-the-art, secure facilities and the consistent implementation of protocols and policies to ensure your data security. We are compliant with ISO certifications (27001:2013)

GDPR COMPLIANCE

Oworkers follows very strict protocols to ensure GDPR compliance, especially for sensible data transmission.

SUPER STRONG TRACK RECORDS

on 100+ clients since years

MULTI AWARD WINNING COMPANY

We have been ranked No. 1 in the world for various BPO services on several occasions.

20 TOP-RATED COMPANIES

Unlocking the Value of Data: Transforming the Outsourcing Landscape.

Top 5 Best Data Entry Outsourcing Companies

The World's Best Data Entry Outsourcing Company SME News draws on its nationwide network of industry experts in the UK to bring you the latest news, innovative articles, and the best deals in the UK SME landscape.

30 Innovative Brands of 2023

Oworkers, a true trailblazer, is shaking up the multilingual BPO services industry by rapidly expanding its presence.

Top 5 Best Data Entry Outsourcing Companies

Organizing and collecting data are among the most essential requirements for business success, whether the company is small or large.

OUR TEAM

Oworkers is a team of multilingual business process outsourcing experts with more than 25 years of combined experience in the BPO industry across various countries around the world.

Our multilingual BPO team has a solid understanding of best practices in outsourcing:

- Achievement of key performance indicators (KPIs) such as productivity rates and turnaround times.
- Rigorous quality assurance (QA) to ensure optimal accuracy on every project.
- State-of-the-art online reporting.
- Expertise and know-how to ensure the use of the best tools and solutions tailored to each project.

With Oworkers, you can rest assured that we will help you improve your cost efficiency, flexibility, scalability, and operational excellence.

YOUR PARTNERS IN BULGARIA

Stephane GUILLEMIN
CEO | Head of Development

25 years of experience in the business process outsourcing (BPO) sector, managing operations across multiple sites and countries.
Aligning projects with strategy.

Bruno AZZALINI
Chief Operating Officer (COO)

25 years of experience as a production manager in the business process outsourcing (BPO) sector, across multiple sites and countries, with proven results for Fortune 500 companies.

Hristian YANEV
Production manager

More than 10 years experiences in Team performance supervision & training, processes oriented approach.

Ivan BOYADZHIEV
Unit Manager | Bulgaria

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