

Invest Moldova Agency is the prime source of information and assistance for potential investors.



We provide tailored services for potential investors throughout the investment decision process. We also support existing investors in extending their operations.

Our team consists of permanent investment attraction staff, sectorial consultants, as well as regional officers. Combining our experience, we are able to provide you with information relevant for your decision-making, as well as links to businesses and government.



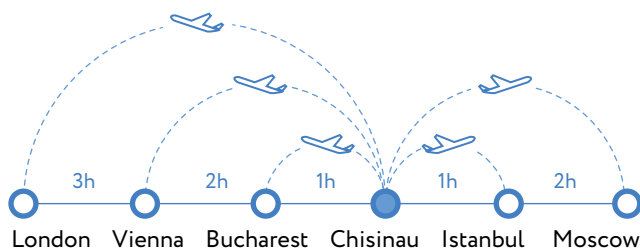
Moldova is a small country with great potential.

Republic of Moldova



Location	between EU and CIS
Time zone	GMT+3
Population	3.55 million
GDP per capita at PPP, 2018	\$13,574
Corporate Income Tax (CIT)	12%
IT Park flat tax rate (on turnover)	7%
Average Monthly Wage (gross)	397 EUR
Monthly wage in Moldova IT Park, 2020	1,360 EUR
4G territory coverage	98%
Point of Presence (fiber-optic coverage)	98,2%
Doing Business 2020 Rank	48
University Graduates, 2020	ca. 16,000
Total Students Enrolled 2019-2020	ca. 56,000
IT graduates per year	ca. 2,000
Higher Education Institutions	29

Travel Time



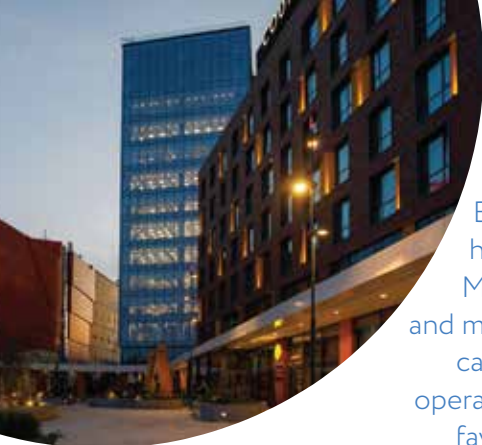
Find out more.
 Contact us at:
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 Invest Moldova Agency, 2020

BPO & SSC

Edition 2020

REPUBLIC OF MOLDOVA

Your Nearshoring Destination



The growth in the BPO & SSC sector has been driven by Moldova's talented and multilingual human capital, competitive operational costs and a favourable location.

BPO & SSC ACTIVITIES IN MOLDOVA



BPO&SSC COMPANIES IN MOLDOVA



WHY MOLDOVA?



BPO & SSC SECTOR MOLDOVA

A DYNAMIC SECTOR WITH HUGE GROWTH POTENTIAL

Currently the BPO segment represents approximately 12% of the outsourcing market. It is estimated by an IDC (International Data Corporation) report, that it will record significant growth, reaching a value of \$30.42M by 2024, compared to \$17.66 M in 2019.



COMPETITIVE OPERATING COSTS

The general cost of doing business in Moldova is very favourable due to the competitive administrative, rent and utility expenses. The standard corporate income tax (CIT) rate is one of the lowest in the region, at 12%.



SKILLED HUMAN RESOURCES

Moldovan employees are competent, motivated and adaptable. The net monthly wages in Moldova for BPO & SSC workers range from ca. 300 EUR to 650 EUR, depending on the job complexity.



MULTILINGUAL POPULATION

Besides native Romanian and/or Russian, Moldova's population speaks one or more foreign languages: English, French, German, Italian, Spanish, Bulgarian, Turkish, etc. Recently, there has been a growing interest in Korean, Chinese and Swedish.



STRONG RELEVANT UNIVERSITY PROGRAMS

Ca. 56,000 students are enrolled in Bachelors and Masters programs, out of which ca. 12,600 specialize in Economic and Administrative studies. However, the entire student pool represents the relevant potential human capital.



MOLDOVA IT PARKS

IT Park residents are entitled to benefit from a special tax regime, represented by a 7% flat tax rate on company annual turnover, replacing CIT (corporate income tax), PIT (personal income tax), social security, medical insurance, local, and real estate taxes.



IT VISA

Can be obtained through a simplified process, as an additional benefit to the IT Park residents. The work and residence permit can be issued for up to 4 years for Managers, and up to 2 years for IT Specialists, both with the possibility of extension.



MOLDOVA - A TECH-SAVVY COUNTRY

Moldovan people are quick to adopt new technologies and have an affinity for innovative products, which makes it an ideal place for testing / prototyping. Moldova also has one of the best Internet connections in the world and is ranked 4th by the percentage of population covered with fiber-optic internet.



EASY TO ACCESS

There are over 350 direct flights / week from Chisinau, with a travel time of only 1 to 3 hours to most major European cities, as well as Moscow and Istanbul.



CULTURAL COMPATIBILITY

Excellent communication is essential for an SSC and BPO centre, and Moldova offers not only time zone compatibility with European and most of the CIS countries, but also human resources that are immersed in Western culture and share the same values.



QUALITY OF LIFE

Moldova is home to world renowned wineries, beautiful landscapes, historical architectural complexes and gastronomic variety. Moldova offers international level medical centres, schools and other services necessary for a comfortable lifestyle, available here at a fraction of the cost.



Capital Chisinau population
ca. **832,900**



Chisinau Office stock
500,000 sqm



Higher Education Institutions
29



Regional Universities
4



Theatres & Museums
>20



Hotels
>100



Restaurants
>500



Chisinau Parks & Public Gardens
>50