

STRATEGIC FORESIGHT IN THE BUSINESS SERVICES SECTOR 2020

— AN EXTENSION OF ABSL ANNUAL REPORT BUSINESS SERVICES SECTOR IN POLAND 2020.

Strategic Foresight is a summary of the discussion among a group of business services leaders moderated by the ABSL BI team. The report presents not a description of trends and challenges faced by the sector in Poland but also a forecast of change drivers, shaping the guidelines for business services on a global scale. The foresight study enables to confront the results of the analysis conducted by the ABSL BI team on the ABSL annual survey and the ABSL Annual Report - Business Services Sector in Poland 2020 - with the experience of sector leaders and the practice of operating centers.

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- ⊗ REVIEW OF TRENDS ON GLOBAL AND POLISH MARKET
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* Strategic Foresight includes elements of Covid-19 pandemic but scenarios were not limited to its impact and context.

Participants of strategic foresight survey – top management representatives from Nordea, Hitachi, KPMG, Nokia, Accenture, Globallogic, Staples Solutions, Solwit, Business Innovation Consulting, HP Inc, MMC Group, Atos, Franklin Templeton.

Benefits created by the KIBS industry:

- ⊗ Greater control
- ⊗ Standardization of processes and greater quality
- ⊗ Optimization of costs and time (shorter time to market)
- ⊗ Is prone to scaling up
- ⊗ Provides more flexibility and agility
- ⊗ Better customer service
- ⊗ Leverages skills in data analytics and process automation



The foresight survey took place on March 4, 2020.



The report is available in English and contains 44 pages.

