

INVESTMENT OPPORTUNITIES

# MORAVIA - A REGION OF OPPORTUNITIES FOR THE SHARED SERVICES SECTOR



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## Schneider Logistics' Choice for its Strategic Investment -- Olomouc (central Moravia)

- Financial and accounting shared services centre
- Support to customers of Schneider Logistics from all over Europe
- Operation in up to 12 European languages (mainly English, German, French, Italian, Spanish)
- Over 300 highly qualified job positions

### Olomouc - Centre for Business Support Services

"We chose Olomouc mainly for its sufficient supply of qualified people. The new centre will serve customers of Schneider Logistics from all over Europe, which is why our demands, for example on employees' language skills, are high."

Willem Jan van Vorstenbos, Managing Director of Schneider Logistics Europe

In March 2005, one of the biggest global providers of logistics services decided to create its centre for business support services in one of the most charming cities in Moravia. Schneider Logistics is building a shared services centre and customer support centre in the city of Olomouc to process shipping-related invoices for final customers.

For this purpose the company is investing over 30 mil. CZK in the coming years and has created over 300 new job positions. The investment project is being made in Olomouc through the newly established Schneider Logistics Europe s.r.o., which is 99% owned by Netherlands-based Schneider Logistics Europe BV and 1% by American Schneider Logistics Inc.

#### The Olomouc centre focuses on two chief activities:

- a) Receiving data from invoices that shipping companies issue to the final customer, invoice evaluation and payment (on behalf of the customer);
- b) Evaluation, analysis, reporting to final customers based on invoice data.

Previous to the start of operations of the Olomouc centre these activities within the Schneider Logistics group had been performed in the U.S. (Chicago) and the Netherlands (Venlo). However, the group intends to gradually reduce the invoice-related administrative activities in these two foreign locations connected with invoice payments and then introduce these activities in the Czech Republic.

### Human Capital - the Key to Success!

#### Training - Motivation for Employees, a Factor for Success

"The structure of new jobs created by the investors into services and research shows that investors in the Czech Republic are not only looking for cheap labour. Not only Prague, even the smaller Czech cities can now offer qualified, educated workers, which is absolutely necessary today."

Karolína Bočková, Deputy CEO of CzechInvest

Schneider Logistics places great emphasis on the high value of the company's human capital. Since the centre should communicate with customers from all over Europe, there are high demands on employees in terms of language skills.

All employees undergo diverse training on a regular basis. This involves mainly languages, working with computer programs, accounting and working with special software applications developed by Schneider for invoice processing related to shipping. The company expects wide investments into training within the first few years.

Schneider Logistics is aware that offering a wide variety of training in addition to developing the company's human capital is also a significant factor in attracting and retaining a high-quality and loyal workforce.

The opportunity of personal development of employees is oftentimes one of the decisive reasons for looking for new employment in the Czech Republic.

#### Why Olomouc?

The city of Olomouc was chosen because it meets the company's requirements for a quality labour force. Olomouc is a university town that attracts young people from the greater surroundings. Palacký University offers programmes in all the main European languages at its Philosophical Faculty. Olomouc is the centre of the Central Moravian region offering very good living conditions and so it should not be a problem bringing expatriates from the U.S., Holland and elsewhere to Olomouc.

## More About Schneider Logistics

“Considering the remarkable increase of availability of a highly skilled and cost effective labour force, a central geographical position in the new Europe and well developed transport and ICT infrastructure, I see a great potential for development of shared services centres in the Czech Republic.”

Petr Prokš, Operations Director of Schneider Logistics Europe, s.r.o.

The American Schneider group is one of the world's largest providers of shipping and logistics services. The group's history dates back to 1935, when Schneider National was founded in Wisconsin, USA. The company originally specialized in transport and shipping. In 1993 the 100% subsidiary Schneider Logistics was set up with the aim of providing not only classic logistics services but also to deliver comprehensive customer solutions in the field of transport and logistics. It involves three kinds of activities:

- Schneider Logistics ensures the most beneficial and cheapest way for its customers to ship their goods, including searching for the most suitable shipping companies for these purposes (which may even be Schneider's competitors).
- Schneider Logistics ensures goods shipment, which includes conclusion of contracts with selected shippers, shipment inspection etc.
- Invoice processing for shipping goods:
  - Schneider Logistics inspects invoices issued by the shipping company for compliance with delivery terms, makes payments on behalf of the final customer and receives payment from customers (thus Schneider Logistics basically provides its customers credit);
  - Schneider Logistics evaluates shipping costs for its customers and on the basis of the data obtained makes recommendations to its customers (change in shipping company, change in means of transport etc.)

Currently Schneider Logistics works together with over 8,000 different carriers and processes 7 billion USD worth of invoices per year. The number of customers for which Schneider Logistics provides its services exceeds 250. These include predominantly companies from the automotive sector, food industry and consumer goods industry.

The entire multinational Schneider group employs more than 21,000 people, of which 1,400 work for Schneider Logistics, and generates annual revenues of around 3 billion USD.

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