



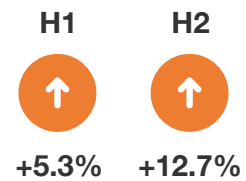
SHARED INTELLECTUAL SERVICES

The Shared Intellectual Services sector (SIS) unites **Human Resource Management (HRM)**, **Customer Relations Management (CRM)**, **Finance and Accounting (F&A)**, and **Architecture, Design, and Engineering (ADE)** business activities.

TURNOVER

In 2022 more than three quarters of surveyed SIS companies reported **turnover below 1 MLN GEL.**

In the first half of 2022, turnover of all surveyed companies increased by 5.3% (YoY) on average. In the second half of 2022, companies reported higher average YoY growth rate of 12.7%.

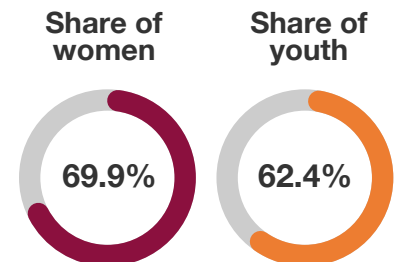


EMPLOYMENT

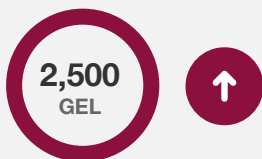
Median employment of surveyed companies



67.7% of surveyed SIS companies indicated no YoY change in employment in the first six months of 2022, however, in the second half of 2022 majority of the companies reported **increase in employment.**



SALARY



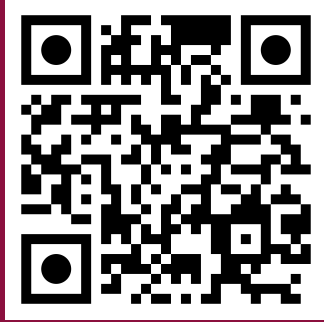
Most of the surveyed SIS companies in both halves of 2022 reported a **YoY increase** in average monthly salary.

CHALLENGES

- Shortage of qualified workforce;
- Absence of professional standardization in HRM, F&A, and ADE;
- Challenging regulatory system for ADE;
- Low availability of quality infrastructure in CRM;
- Lack of sectoral cooperation between ADE representatives.

OPPORTUNITIES

- Opportunity to export HRM softwares;
- Opportunity to create a strategic vision for workforce recruitment in CRM;
- Potential for exporting visual and technical components of architectural services;
- Potential for exporting niche and exquisite design pieces;
- In the case of F&A, potential for elaborating qualification standards for sphere professionals.



Research