



“Next-wave” Location Profile – Dublin, Ireland

Locations Insider™ (LI)

Market Report – September 2018: Complimentary Abstract / Table of Contents

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- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

This report provides perspectives on key aspects of the global sourcing market in Dublin

Dublin | Quick snapshot



Current overview	Key drivers	Key challenges
<ul style="list-style-type: none"> The Irish global services market is ~132,000 FTE strong with majority of FTEs located in Dublin Primarily leveraged for financial and IT services delivery <ul style="list-style-type: none"> Within IT services, companies typically support software, R&D development, and technical services; digital services delivery (IoT, ML, AI, etc.) is also gaining traction Multiple instances of companies leveraging Dublin to serve as their EMEA headquarter and regional Centers of Excellence (CoEs) 	<ul style="list-style-type: none"> Large and high-quality entry-level and experienced talent pool, with good multi-lingual ability and domain skills Cost savings of 12-14% as compared to London, driven by real-estate costs and wage inflation Well-developed infrastructure with high ease of doing business Highly favorable business environment with lower taxes and multiple government incentives 	<ul style="list-style-type: none"> Uncertainty due to post-Brexit impact on the Irish market High competition especially for small players and new entrants, given presence of several large-sized players (2,000+ FTEs) Higher costs than other CEE delivery locations such as Prague, Warsaw, and Bucharest

KEY PLAYERS:



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Dublin | Risk profile (page 1 of 2)

Strong infrastructure and geopolitical stability make Dublin an attractive destination for global services delivery

Parameter	Everest Group rating	Comments
Geopolitical		<ul style="list-style-type: none"> Political stability has been a key strength for Ireland as all institutions and political structures are business friendly Favorable environment with increasing FDI investments in Ireland Ireland holds the 6th rank among 167 countries in the Democracy Index 2017 compiled by the Economist Intelligence Unit (EIU) Euro is expected to appreciate against US dollar, which will likely boost its economy
Macroeconomic		<ul style="list-style-type: none"> GDP growth has remained consistent during 2015-2017 and is expected to grow at a modest ~5% during 2018-2019 Moody's has upgraded Ireland's rating to A2 from A3, owing to faster than expected economic growth and progress by the government Given Brexit, there is also a possibility of negative impact because of its close ties with United Kingdom Ireland holds the 8th rank among 30 countries in Inclusive Development Index¹ Report – It benefits from a high GDP per capita and has second-highest level of labor productivity. This has helped Ireland drastically reduce its public-debt level by 43%
Infrastructure		<ul style="list-style-type: none"> Global Competitiveness Index 2017-2018 (World Economic Forum) ranks Ireland 24 out of 138 countries for the quality of its infrastructure <ul style="list-style-type: none"> A score of 5.2 out of 7 indicates good availability of infrastructure, in comparison to its peers (Poland and Romania) Offers good public transportation system through extensive road, rail, and air network; has good connectivity to key business centers within Ireland through high-speed trains In terms of Internet connectivity, Ireland ranks 30 out of 133 countries and has high availability of fiber broadband in Dublin

¹⁾ Inclusive Development Index measures how nations perform across a variety of categories of economic progress (GDP, GDP per capita, labor productivity, etc.)
Source: Everest Group (2018), EIU, World Bank, Moody's, interviews with market participants



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Research calendar – Locations Insider™

■ Published ■ Planned ▨ Current release

Flagship Locations Insider™ reports

Release date

Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World	June 2018
"Next-wave" Location Profile – Timisoara, Romania	June 2018
"Next-wave" Location Profiles – Santiago, Chile	June 2018
"Next-wave" Location Profile – Bangalore, India	July 2018
"Next-wave" Location Profiles – Johannesburg, South Africa	August 2018
"Next-wave" Location Profile – Singapore	August 2018
"Next-wave" Location Profiles – Campinas, Brazil	August 2018
"Next-wave" Location Profile – Dublin, Ireland	September 2018

Thematic Locations Insider reports

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What Will 2018 Have in Store for Locations Strategies?	May 2018
Contact Center Services for the U.S. Market: Shifting Location Strategies for Shifting Market Demands	July 2018
Where are FinTech Startups Concentrated?	Q3 2018

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Additional research references

The following documents are recommended for additional insight into the topic covered in this report. The recommended documents either provide additional details or complementary content that may be of interest:

1. **Global Locations Annual Report 2018: Service Delivery Portfolios in a Disrupted World** ([EGR-2018-37-R-2646B](#)); 2018. The global services locations landscape witnessed lower growth in 2016-2017 as compared to the previous year owing to macroeconomic slowdown, increased trade protectionism and uncertainties in legal and regulatory landscape. This was witnessed across revenue, headcount, and new center setup activity growth. While Asia Pacific continues to be the destination of choice for center setups, service delivery is increasingly being characterized by greater adoption of Nearshore Europe. Additionally, there has been significant growth in delivery of disruptive technologies such as digital. The Global Locations Annual Report 2018 is a unique and comprehensive guide to understanding the nuances of the global services locations landscape and interpreting locations-related developments and trends to frame locations strategy. It presents insights into the size and growth of the global services market, update of locations activity, changes in risk profiles of locations, and an analysis of the maturity, arbitrage, and potential of locations (MAP Matrix™)
2. **Europe: Global Services Trends in Q2 2018** ([EGR-2018-35-R-2672](#)); 2018. Everest Group's Buyer Geography Trends report provides data, developments, and insights on outsourcing and offshoring trends for a particular buyer geography/region. These reports provide the research and analysis that enable users to navigate through complexity and make clear, effective decisions suited to their focus region.
3. **Next-wave Location Profile – Manchester, United Kingdom** ([EGR-2018-37-R-2553](#)); 2018. Everest Group's Next Wave Location Profiles provide crisp, yet insightful assessment of emerging / "Next-wave" countries or cities for services delivery. These reports help global sourcing practitioners or location strategy professionals stay ahead of competition in understanding global sourcing opportunities in "Next-wave" locations.
4. **Next-wave Location Profile – Belfast, Northern Ireland** ([EGR-2017-2-LP-2375](#)); 2017. Everest Group's Next Wave Location Profiles provide crisp, yet insightful assessment of emerging / "Next-wave" countries or cities for services delivery. These reports help global sourcing practitioners or location strategy professionals stay ahead of competition in understanding global sourcing opportunities in "Next-wave" locations.

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