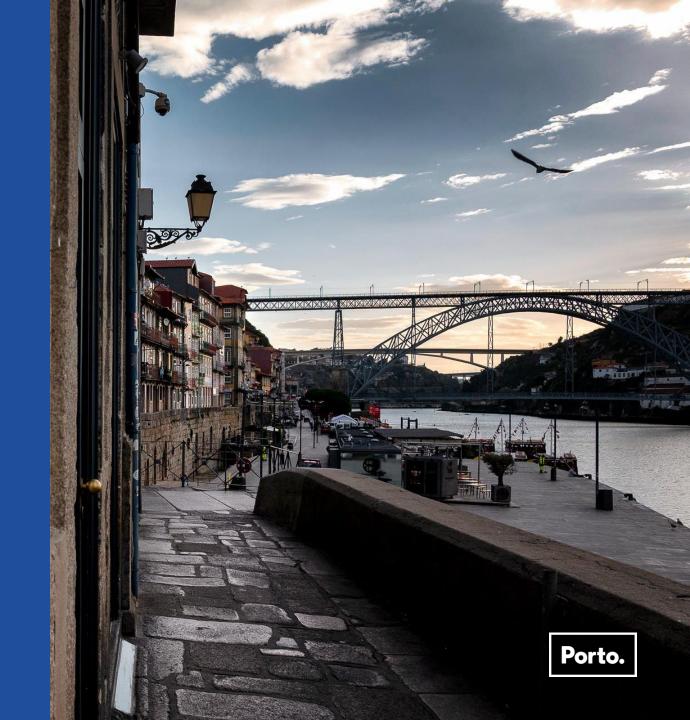
Invest Porto.

Why Porto Business Service Centres



- 01 Introduction
- 102 Top reasons to choose Porto
- 03 Key ecosystem metrics
- 04 Porto Leading Investors Case Studies

About Invest Porto

Investment promotion agency set up by Porto **City Council**

- → to promote, win and support investments of foreign and domestic companies in Porto
- → in close collaboration with public and private entities, we aim to promote Porto internationally, providing information to decision-makers and fast-tracking new investments in the city

Our Services

Public service, free of charge throughout the full investment journey. From the moment when first considering investing in Porto, to when looking for support to grow existing operations.

Our track-record

Since 2015, we've assisted over 290 international firms with extensive experience in tech, business services, real estate. tourism, and various other promising sectors.



Best FDI strategy Best Large-sized European Cities of the Future 2023/24

Financial Times's fDi Intelligence



527+

investment projects 2015-23



© 1.4+

billion euro invested in Porto 2015-23



50%

high-tech or knowledge-intensive 2023



1 21,000+

new jobs in Porto 2015-23



66%

international 2023



02 Top reasons to choose Porto







Quality source of talent

- → Highly qualified, creative and flexible work force
- → World-class universities and top research facilities
- → Multilingual proficiency
- → Talent pool with STEM skills
- → Competitive salaries



Strong innovation ecosystem

- → Highest concentration of private R&D investment in Portugal
- → Highly dynamic regional actors that promote innovation and entrepreneurship
- → Entrepreneurial tradition linked to the region's large industrial legacy
- → Business friendly environment
- → Highly qualified cluster of tech companies and support activities



Smart location and infrastructure

- → Strategic location: same time-zone as London with EU market access, and historical ties with Africa and South America
- → State-of-the-art digital infrastructure
- → Good public transportation and air connectivity
- → Low prime office rents
- → Excellent accessibility



Quality of life

- → Safe, welcoming and family-friendly society
- → Excellent climate and leisure options
- → Affordable high-quality living
- → Top-notch healthcare and education facilities
- → Social and political stability
- → Nomad Friendly community

Quality source of talent

DGEEC (2022), SABI / Bureau Van Dijk (2020)



Porto

- > provides access to a workforce
- **Highly Qualified**
- Creative
- ★ Multilingual
- → is backed by a great education system
- → has a strong capacity to attract people creative

Apart from thinking that Porto is a very beautiful city, (...) there is a huge talent market out there: people with very good working habits, very good tech universities, and very good mindset. We believe this is the right place to be.



Predrag Poposki

Managing Director Portugal, Zühlke Engineering

The first and most important factor is talent. We are in Portugal because there is talent. The level of education in Portugal is very high, there is a lot of talent coming out of universities with degrees in computer science, in new technologies, and also in financial activities.



Etienne Huret

Managing Director, Natixis Portugal

Porto.



⇔ #1

University of Porto's rank among all Portuguese universities

QS World University Rankings, 2024



≈ +29%

university students in Porto's study STEAM

Portugal

#1



Portugal's rank in the world for qualified engineers available in the work force

IMD's World Competitiveness Ranking 2022

Quality source of talent

Porto attracts talent from a wide region offering higher education programmes



Porto's macro region

Northern Portugal plus a part of the Center Region (comprising Aveiro, Coimbra and Viseu districts)

49

higher education institutions

205,027

enrolled university students 2021/22

209,430

graduates in the last 5 years 2017/18–2021/22



Sources: DGEEC (2023

Quality source of talent

Porto's multilingual talent

- → home to a diversity of bilingual and multilingual fluent or native speaker level people (English, French, Spanish, ...)
- → extremely attractive to people of other nationalities (as Portugal itself)

Sources: InvestPorto (2023 become a very competitive location in the tech scene, thanks to its universities and the [level] of young, international talent here. The city is experiencing a boom.



Jens Pape CTO, New Work SF

to attract human capital and develop knowledge, not only from the city, but also by attracting people from other countries who come to live and work in Porto.



Rui CordeiroCEO,
Critical Techworks

Porto.

6th

in the world and 1st among Southern European cities at the EF English Proficiency Index

EF's English Proficiency Index 2021

81%

companies require English language as mandatory

Portugal

Top 10 Best Place for Expats in the world

across 53 countries

Expat Insider, 2023

28th

of the world's top cities for digital nomads (among hundreds of cities)

Nomad List Ranking 2023 (August)

89%

companies accept employees who do not speak Portuguese

9th

in the world at the EF English Proficiency Index

EF's English Proficiency Index 2022

Strong innovation ecosystem

Strong tradition of entrepreneurship

→ Porto's heritage of industrialists created a business-oriented culture, with a characteristic can-do attitude, that fosters entrepreneurship and innovation

The clustering of multiple R&D facilities

- → Impressive figures on investments made in R&D, led by IT service companies
- → Thriving scientific and technological infrastructure: 60+ R&D facilities and around 14,000 research staff, with leading examples specialized in ITC engineering and computer science

Knowledge sharing between business, academia and scientific institutions

- → World-class universities and higher education institutions
- → Dynamic action of regional players, such as UPTEC, Porto Innovation Hub, ScaleUp Porto and Porto Tech Hub

range of skills in the areas in which Vestas is employing. The proximity to important and excellent universities and research institutes were other essential factors for the choice of Porto and Portugal.



Martin KaasgaardVP, Head,
Vestas Tech. Centre Porto

Sources: InvestPorto (2023), INE-Instituto Nacional de Estatística (2021) resources, state-of-the-art communications network and data infrastructures of last generation, and because, right now, the city offers a vibrant technological ecosystem.



Manuel BentoCOO,
Euronext technologies

In the last 5 years alone, more than **50** international companies have established tech centres in Porto.

The Financial Times's fDi
Intelligence unit recently considered
Porto the best larged-sized city in
Europe for FDI strategy.

FT / fDi Intelligence European Cities of the Future 2023/24

From 2022 to 2026, Porto will host the European Innovation Academy (EIA), one of the world's leading technology entrepreneurship bootcamps, taught by professionals from top institutions such as Stanford University, U.C. Berkeley, Google and Amazon.

European Innovation Academy 2022-26

Invest Porto.

Smart location with future-proof infrastructure

Porto's location along the European Union's West Atlantic corridor, together with its high quality infrastructure and close market ties to a wide range of countries, make it strategically optimal for Business Service Centres.

Sources: Cushman & Wakefield (2022), FlightConnections (May 2022)

Portugal ranks #8 in the world in terms of communication technology and #5 in Europe in fixed broadband coverage

World Competitiveness Ranking 2022 & EU Digital Economy and Society Index 2022

Porto International Airport connects the city to 118 destinations across the world and is considered the best mid-sized airport in Europe in terms of service quality

FlightConnections 2023 & ACI World ASQ Awards 2022

"" Porto was chosen as the location of our centre for the excellent quality of life it provides, the great accessibility to main European capitals, and the easiness to attract highly qualified human resources. It is an attractive city and it will be easy to attract other people of the company to live here.



Over the years, Portugal has invested heavily in its communication infrastructure, which today ranks as 8th best in the world according to IMD's World Competitiveness Ranking 2022. Porto offers citywide fiber-to-the-home coverage, a reliable 4/5G mobile network, as well as an extended free public Wi-Fi network provided by Porto Digital.

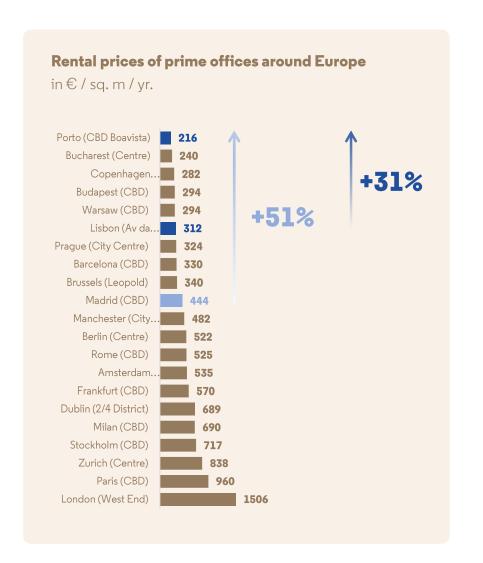
It also benefits from sharing the same time-zone as London or Dublin, which is just one hour behind Central European Time and a 2 to 3-hour difference from markets as far as Brazil or South Africa.

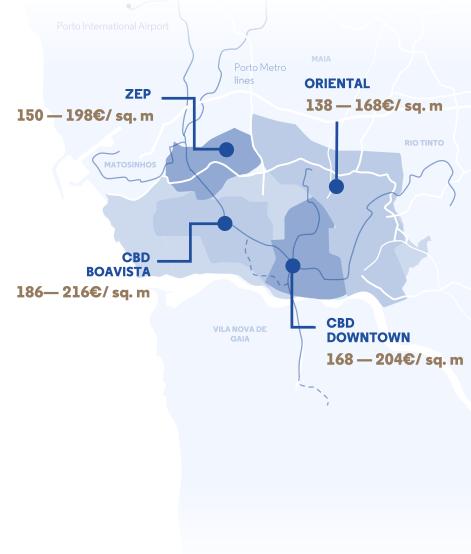
Porto International Airport provides frequent non-stop flights to around 100 destinations per week, providing good air connectivity to Europe, North America and Brazil, including daily connections to global hubs such as Madrid, Paris, Frankfurt, London, Amsterdam, Istanbul and New York. Flights take on average 3 hours or less to reach cities in Western Europe and 7 to 8 hours to cross the Atlantic.

Smart location with future-proof infrastructure

Porto, one of the most competitive office markets in Europe, with prime spaces at highly affordable prices







Porto's Business Service Centres landscape



Business Service Centres in Porto*

Sources: InvestPorto (2023), SABI / Bureau Van Dijk (2023) * Some Business Service Centres presented in this diagram are not headquartered in Porto, but have offices located there. Only 238 companies with available data.





Administrative Service Centres





Business Service Centres in the Porto metropolitan area

The following indicators represent the IT and digital services ecosystem of active companies headquartered in the city of Porto and the 16 neighbouring municipalities that form the Porto metropolitan area.

Porto Metropolitan Area

1.77M pop

City of Porto

240k pop



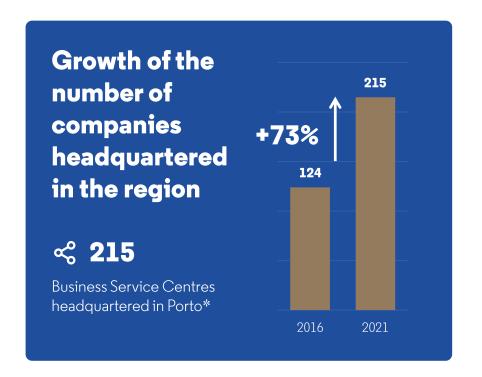
269

Business Service Centres in Porto Companies'
Average
Age

Key Ecosystem Metrics

A vibrant ecosystem

Sources: SABI / Bureau Van Dijk (2023), * CAGR - Compound Annual Growth Rate





A highly international and dynamic ecosystem

Sources: SABI / Bureau Van Dijk (2023)

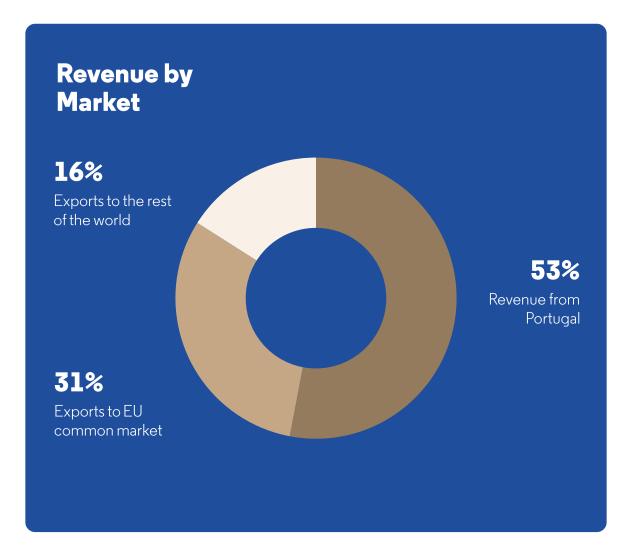
2,241M€

Exports

2,513M€

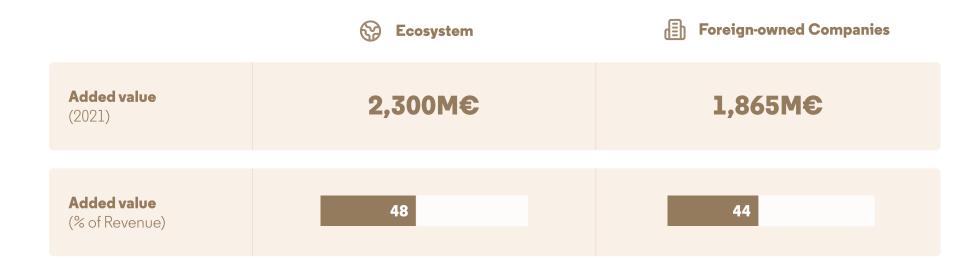
Domestic Revenue



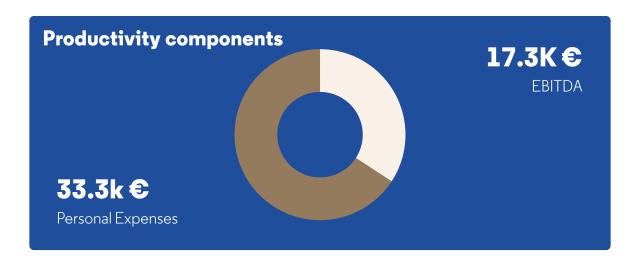


A rapidly booming profitable ecosystem

Sources: SABI / Bureau Van Dijk (2023), * CAGR - Compound Annual Growth Rate







A bursting talent ecosystem

Portugal

⇔ 205,027

enrolled university students 2021/22

1209,430

graduates in the last 5 years 2017/18–2021/22

Sources: SABI / Bureau Van Dijk (2023), Hays (2023)





An ecosystem with a well-balanced financing structure



	Ecosystem	Foreign-owned Companies
Average share capital	1.74M€	2.50M€
# companies with share capital above 1M€	30	14
% of companies with share capital above 1M€	12%	14%

Sources: SABI / Bureau Van Dijk (2023)

Business Service **Centres** companies in Porto

Sources: SABI / Bureau Van Dijk (2023), 1 DGEEC (2023), *Companies with headquarters in the Porto Metro Area.

46,584 # employees (2021) 43% 57% woman man 2 2 2 2 3 3 3 3 3 3

university students enrolled in

graduates in the last 5 years

205,027

209,430

2017/18-2021/22

2021/2022

42% Foreign-owned Companies Top foreign investor origins **●**#**●○**

Growth of the number of

Business Service Centres headquartered in the region: +73% 215 124 2021

Ecosystem Revenue 2021

4,754M€

+48% Ecosystem +49% Foreign-owned companies

Growth (CAGR 2016-21)

Value-added (VA)

2,300M€

48% Value-added as % of revenue

Total **Exports** 2,241M€

66% European Union 34% Rest of the World

Average Annual Productivity per Employee

50.6k€

33.3K€ Personnel Expenses 17.3K€ EBITDA

Porto.

04 Porto Leading Investors Case Studies





Case Studies

Porto Leading Investors

InvestPorto places a priority on developing strong relationships with companies and investors making decisive contributions to Porto's economy.

Learn more about Porto Leading Investors.





Our leading investors program recognizes the importance of Porto's most prominent investors aiming to:

- Bring in flagship investments for the development of our city.
- → Deliver excellent service consistently throughout investor's journeys.
- → Act early to anticipate risks, solve blockages and leverage growth opportunities.
- → Promote the retention and expansion of key players in the city.

Countries of origin



disruptive companies that call Porto home

578M€

investment in Porto

1.1B€

total national turnover

698M€

total national gross value added

+11 000

jobs created

81%

average export intensity

cloud contact centre solutions. to more than 2,000 customers worldwide and facilitating billions of customer engagements annually.

When we analyzed options for our next facilities in the EMEA **EMEA region [Europe, Middle East,** and Africa], Porto was the clear choice. (...) Porto is an emerging technological hub.

Mike Burkland CEO of Five9 Inc.

Five 9 is an industry-leading provider of bringing the power of cloud innovation

The city of Porto was chosen as the location for Five9's new European engineering headquarters due to its reputation as a hub for technological talent and innovation. Daniel Silva, the VP of Engineering at Five9, emphasized that being in Porto allows the company to have a local presence, which is crucial for collaborating effectively with European customers and tailoring products to their specific needs.

But the engineers in Porto aren't just working on European projects. They are integrated with Five9's global tech teams, contributing to the development of the Five 9 platform for a global customer base. Five9's European Engineering Hub in Porto, currently hosts more than 100 employees. Furthermore, there are plans to expand this number to 300 employees within the next few years.

Key Facts & Figures

Establishment

2022

8

Number of employees

197

G

Amount of investment (Porto)

13 000 000 €

Type of centre

European Engineering Hub

曲

Main Functions

Artificial Intelligence. Software Engineering, and Cloud Operations





Intellias is a global technology partner renowned for collaborating with Fortune 500 enterprises and top-tier organizations. Founded in Ukraine, the company has been combining engineering craftsmanship and technology expertise to solve challenges of any nature, scale, and complexity.

number of technology and IT companies, Portugal has quickly become one of the fastest growing technology hubs in Europe. In addition to local experts, the country also welcomes IT specialists from all over the world, who choose Portugal as a place to live and work. By entering this market, we hope to be part of the local IT community and stimulate its development.

Vitaly Sedler

CEO and co-founder of Intellias

Intellias has ventured into the Portuguese market, targeting Porto for its new office location. In 2023, the company started with 50 employees in Porto and aims to create 500 new job positions within a three to four-year timeframe, adding to their already robust team of over 2,700 talents globally.

The Portuguese team will have the privilege of working on international technology solutions, reflecting Intellias' unique human-centric corporate culture. The company is deeply committed to the professional growth of its employees, being recognized as a top employer, with awards from Forbes and EY in 2020 and 2021. Portugal's reputation as a rapidly growing IT hub in Europe, attracting talent from all over the world, aligns with Intellias' vision.

Key Facts & Figures Establishment 2022 Number of employees 8 50 Amount of investment (Porto) 60 000 000 € Type of centre **European Engineering** Hub Main Functions Щ Digital Consulting. Software Engineering, **Solution Operations**

Natixis in Portugal belongs to Global Financial Services business unit, the global arm of Groupe BPCE, which focuses on two global businesses: Corporate & Investment Banking and Asset & Wealth Management.

We have found gifted. talented and well-educated people here [in Porto] and that's environment of innovation and entrepreneurship which really fit with our DNA.

Natixis CEO

very important (...) we feel here an

Laurent Mignon

Natixis, the second-largest banking group in France, is a testament to Porto's growing appeal. Created in 2018 and based in Porto. Natixis Centre of Expertise mission is to transform traditional banking by developing innovative solutions for the bank's business, operations, and work culture worldwide, as a key driver of the company's culture of agility and innovation: a perfect fit in Portuguese labour culture.

The decision to establish Porto as the Centre of Excellence for Natixis was influenced by the city's pool of talented and well-educated individuals, coupled with an environment that fosters innovation and entrepreneurship. Nathalie Risacher, a senior manager at Natixis Portugal, praised Porto for its unique characteristics, emphasizing its innovative ecosystem, dynamic labor market, and top-notch infrastructure. At the end of 2022, Natixis has reached a significant milestone in its Porto operations, employing 2,000 individuals.

Key Facts & Figures

Establishment

2017

8

Number of employees

2000

Amount of investment (Porto)

16 500 000 €

Type of centre

IT Centre

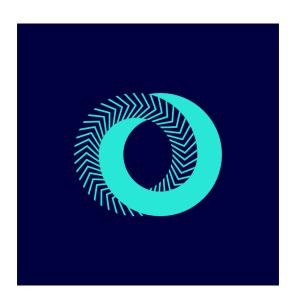
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Main Functions

IT Services, Banking Support Activities, Compliances







Critical TechWorks is a joint venture to lead the future of motion. Established in 2018, as a result of a partnership between BMW Group and Critical Software, Critical TechWorks was exclusively put together to support BMW in building software for its future driving machines.

Porto has an increasingly strong technological DNA. , bringing together all the essential factors - material and human. lifestyle, energy and youth to seduce and contaminate the most qualified talents. And that's what we'll be working for. Because if Porto is already a prominent engineering exporter, it will be even more so in the future

João Carreira Critical Techwork's CEO

The decision of Critical TechWorks to further expand its operations in Porto was an important step. This move promised the creation of 500 specialized roles within the company over the subsequent five years. More than just a corporate milestone, this expansion embodies Critical TechWorks' culture of fostering a global workforce, interconnected by the company's stateof-the-art infrastructure.

Nationally, this initiative has been met with commendation, emphasizing its significance not just for Critical TechWorks, but also for the vibrant tech hub that is Porto. A driving force behind this expansion is Portugal's rich reservoir of tech talent, which Critical TechWorks is eager to tap into. Envisioned to be more than just an office, the Porto base is set to serve as a pivotal client delivery and innovation centre, further magnifying Critical TechWorks' global presence and elevating its technological contributions to the automotive world.

Key Facts & Figures



Establishment





Number of employees

1150



Amount of investment (Porto)

2 500 000 €



Type of centre

Software Development Centre



Main Functions

Software Development. **Automotive Innovation**



GKN Automotive, a global leader in the automotive industry, has been at the forefront of driving innovation and excellence in electric drive systems technology. The company is a trusted partner for most of the world's automotive companies, specialising in developing, building, and supplying market-leading driveline systems and advanced ePowertrain technologies.

is a focused centre that offers efficient and enhanced processes, digitally enabled. With more support functions now located together, GKN can develop and simplify ways of working.

Vítor Alves

Director of Global Business Services of GKN Automotive

This year, GKN Automotive announced its expansion in Porto, by establishing its Global Business
Services (GBS) and centres of excellence at the Hipercentro Business Centre. This expansion was projected to not only boost GKN Automotive's operational capabilities but also serve as a testament to its commitment to fostering a global workforce. By leveraging Porto's strategic location and the city's interconnected infrastructure, the company aims to enhance its global reach and service delivery.

One of the primary motivations behind this expansion is the quality of talent that exists in Portugal, which GKN Automotive is enthusiastic to integrate into its operations. The new GBS centre in Porto is designed to function as a hub for client delivery, further solidifying GKN Automotive's global presence and reinforcing its dedication to delivering top-tier automotive solutions.

Key Facts & Figures

Establishment

2020

8

Number of employees

300

G

Amount of investment (Porto)

20 000 000 €

||||

Type of centre

Global Business
Services

ſП

Main Functions

Finance & Accounting, Procurement, HR, IT and Sales Order Management

KANTAR

Kantar, a global leader in data-driven analytics, insights, and consulting, has consistently demonstrated its commitment to innovation and excellence in the realm of data insights.

It's a fantastic city to live and work in, giving us close access to a growing number of technological talents. Furthermore, being in Porto will further enhance Kantar's attractiveness as a great place to work in technology.

Alex Cesar

With its extensive global reach, Kantar has been instrumental in shaping the future of data analytics and brand strategy. The group employs 27.000 collaborators worldwide. providing services to clients in over 90 countries.

In 2022. Kantar unveiled its ambitious plans to further solidify its presence in Porto, by launching a new Global Technology and Innovation Hub. This expansion not only enhances Kantar's operational ability but also serve as a reflection of its dedication to fostering a globally interconnected workforce. By strategically choosing Porto for this expansion, Kantar plans to reach approximately 400 jobs over the next four years. The newly established hub in Porto is not merely an office space; it is conceptualized to function as a pivotal client delivery and innovation centre.

Key Facts & Figures



Establishment





Number of employees

300



Amount of investment (Porto)

4 300 000 €



Type of centre

Global Technology & **Innovation Hub**



Main Functions

Cloud, Infrastructure Engineering, **Application Support**

CTO of Kantar

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Porto.



Continental Engineering Services is

one of the leading automotive suppliers worldwide and develops products and solutions to fulfill people's dreams of mobility every day. Driver safety, comfort, sustainability, and industrialization of future technology are just some of the key fields where the company is already making a meaningful difference.

investment by choosing
Porto where we found a young,
dedicated, and highly motivated
team to address the upcoming
technological challenges. In this
regard, we have decided to expand
our growth plan to include 500
engineers in the coming years.

Jochen Diehm

CES Portugal Managing Director

In Porto, Continental Engineering Services has been growing since 2019, being the 20th location worldwide. By now, this office is the 2nd Continental biggest location, contributing to the company's global success. As an engineering and production partner, Continental Engineering Services (CES) develops customized solutions for technologically challenging tasks in automotive and industrial industries.

The city of Porto was selected as the location for Continental Engineering Services' expansion due to its standing as a nexus for technological prowess and innovation. Four years after their initial establishment in Porto, focusing primarily on areas like electrification of vehicles, autonomous driving, and green technology, the company decided to diversify its services. This expansion now includes domains such as financial consulting, internal auditing, sustainability, and human resources.

Key Facts & Figures



Establishment

2019



Number of employees

200



Amount of investment (Porto)

34 000 000 €



Type of centre

Engineering and Services Centre



Main Functions

IT, Financial Consulting, Internal Auditing, Sustainability, HR

market infrastructure, connecting European economies to global capital markets, to accelerate innovation and sustainable growth. It operates regulated exchanges in Belgium, France, Ireland, Italy, the Netherlands, Norway and Portugal.

created more jobs is in Porto. Portugal's main contribution to Euronext has been the quality of the Portuguese engineers. That has made a real difference. And it is to continue

Stéphane Boujnah

CEO of Euronext

Euronext is the leading European

The place where we have

With close to 1,930 listed issuers and around €6.8 trillion in market capitalisation, it has an unmatched bluechip franchise and a strong diverse domestic and international client base. Euronext operates regulated and transparent equity and derivatives markets, one of Europe's leading electronic fixed income trading markets and is the largest centre for debt and funds listings in the world. Its total product offering includes Equities, FX, Exchange Traded Funds, Warrants & Certificates, Bonds, Derivatives, Commodities and

The city of Porto was chosen as the location for Euronext's technological support centre due to its reputation as a hub for technological talent and innovation. In 2017, the tech centre started its operations with a workforce of 87 employees. Currently, the team has grown to more than 200.

Indices.

Key Facts & Figures

Establishment

2017

Number of employees 8

220

Amount of investment (Porto)

27 538 590 €

Type of centre

Tech Centre

Main Functions T

Tech Services, Cybersecurity, Infrastructure Management, **Employee Services**



Kuehne+Nagel is a renowned logistics giant with a significant global footprint. The main objective is to accelerate the development of new products and digital solutions that will provide a unique experience to its customers and make its entire global logistics services network more resilient. transparent, and sustainable.

great place to be! Along with this vibrant an energetic atmosphere, our Centre has been designed to offer to our talents an exciting collaborative working interact with multi-disciplinary teams located all over the world.

Gonçalo Bastos Sá Head of IT Centre for Porto

We came to stay. Porto is a place, allowing all our employees to

Martin Kolbe, responsible for information technology at Kuehne+Nagel, emphasized the importance of trust and the swift response from the City Council as pivotal reasons for choosing Porto. He highlighted that such trust is "essential" and makes a significant difference when establishing a business. Furthermore, he underlined the value of human talent, stating that while machines can handle trivial tasks, it's the people who bring brilliance and innovation to the table.

The city of Porto was chosen as the location for Kuehne+Nagel's technological hub, particularly due to the city's dynamic investment landscape and ability to attract and nurture talent. By the end of 2022, Kuehne+Nagel had already onboarded more than 160 individuals, all dedicated to developing technologies for supply chains right from Porto.

Key Facts & Figures Establishment 2022 Number of employees 8 200 Amount of investment (Porto) 8 000 000 € Type of centre IT Hub Main Functions The second Software, Cloud and **Data Engineering**





Voltalia, a leading global player in renewable energy solutions, has strategically expanded its presence in Porto, emphasizing the city's potential as a hub for technological talent and sustainable innovation.

rapidly expanding, with excellent hotels, cultural offerings, an airport nearby, and a renowned academy where we will rely on to recruit talents."

José Carlos Amador

Business Development & Innovation at Voltalia

The city of Porto was identified by Voltalia as a prime location for its new European operations. This move to Porto is not just about geographical expansion; it's about tapping into the rich pool of tech talent in the region and aligning with the city's focus on sustainable and green technologies.

The team in Porto is integrated within Voltalia's global operations, contributing to the development of renewable energy solutions that cater to the evolving needs of the global market. Voltalia's new operations in Porto signify the company's commitment to fostering a unique, human-centric corporate culture, offering opportunities for skill development, mentorship, and community engagement in the realm of renewable energy.

Key Facts & Figures

Establishment

2019

8

Number of employees

230

G

Amount of investment (Porto)

20 000 000 €

Type of centre

Solar Competence Centre

Ф

Main Functions

Engineering, Project Management Services





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