



Q&A: Valentin Kazan, VP, IBA Group



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At the recent [Gartner Outsourcing & IT Services Summit](#) in London, Outsource met Valentin Kazan of IBA Group, one of the largest providers of outsourced services in Central and Eastern Europe. We spoke with Valentin about his perspective on outsourcing trends and how his company plans to expand geographically according to its clients' needs. Here are some extracts from that conversation...

Outsource: What do you see as being the major drivers for the development of outsourcing over the next few years?

Valentin Kazan: At this event, much of the discussion has been around new approaches to global services, in particular cloud computing. This is the main direction of thinking for most companies: is it an advantage? Is it a disadvantage? Is it a challenge? What should they do with the cloud? And this is one of the main developments we'll see,

O: How is IBA Group positioning itself to provide a coherent, robust cloud proposition to its clients?

VK: We still provide some classical services to our customers, but we're doing a great deal to develop mobile solutions, which can be based in the cloud.

O: And what kind of clients are most keen to take up the cloud proposition?

VK: I can't tell you specifically which clients are taking this up, but we have a lot of banks who are very interested in our services in this area...

O: Very well. You've just opened a new centre in Kazakhstan. Is this indicative of a greater strategic interest in the Central Asian region?

VK: Yes, for sure, this is one of the directions of our activity to open new offices in new locations to expand our business – but in general we are doing it based on business requirements: if we have a customer who needs us to deliver services in their country, we will go to them to provide better services. We recently had a huge order to deliver services in Kazakhstan, and that is why we have set up there.

O: Where is most of your work delivered to?

VK: Traditionally we have customers in Germany, the US and in fact all of Europe. We are looking to expand our services, for instance we have a very important customer in South Africa. We're in negotiations in Arabia.

O: And what's your objective here at the Gartner event – to attract UK business?

VK: We are looking to attract UK and European business. We don't at the moment have great penetration into the UK – just several small, but long-term, projects – but we are looking to get a feeling for the market here at the Gartner event. We are listening.

O: Finally, what kind of sectors are you seeing most growth in?

VK: Particularly within this country we are seeing a lot of growth in banking.

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