

ZSOLT MÁTÉ JUHÁSZ

CEO, UNITED CALL CENTERS



United Call Centers' company culture, emphasizing collaboration, innovation, and continuous learning.

Beyond his professional life, Zsolt finds inspiration in sports, particularly in the competitive spirit and resilience that professional athletes demonstrate. Just like in business, success and failure go hand in hand in sports, teaching valuable lessons about growth and perseverance. This philosophy influences his leadership approach, where he encourages his colleagues to view challenges as opportunities for development.

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On the personal level, Zsolt's family plays a crucial role in keeping him balanced. Their support has been fundamental in his journey, and he always strives to maintain a healthy work-life balance, a principle he advocates for within UCC as well.

HOW HAS HUNGARY'S BUSINESS SERVICES SECTOR DEVELOPED SINCE YOU BECAME INVOLVED WITH IT?

There is massive growth and development in the market as many companies have chosen Hungary in the last 10 years. Quality has become the main focus point, and many specialized tasks have been covered by Hungarian SSCs on a global scale.

DO YOU HAVE ANY CONCERNS REGARDING WORKFORCE AVAILABILITY? ARE YOU ABLE TO GET EVERYONE YOU NEED? ARE THERE UNTAPPED LABOR SOURCES, OR ARE YOU BY NOW SIMPLY POACHING FROM RIVAL BSCS (AND VICE VERSA)?

Due to our business model, we do not have major challenges when it comes to the availability of workforce, and we also have not been involved into bid games with workforce, given it is part of our strategy.

BACKGROUND

Zsolt Máté Juhász has always been driven by curiosity and a passion for creating meaningful impact in his professional and personal life. His academic journey was not defined by top grades, but rather by common sense, adaptability, and an instinct for problem-solving—qualities that have helped him thrive in leadership roles.

For over a decade, he has been part of United Call Centers, where he has had the opportunity to grow, build, and lead teams in a dynamic global business environment. One of Zsolt's biggest motivations is identifying and nurturing talent, as he strongly believes that the right person in the right place can achieve outstanding results. This philosophy has shaped



DO YOU HAVE ANY CONCERNS ABOUT THE LANGUAGE AND OTHER SKILLS OF THE WORKFORCE? IS UPSKILLING AN ISSUE?

The local labor market is very tight. The question is not really about the upskilling of the workforce; it is rather about what kind of tasks can be automated to ensure that the skilled and qualified people can focus on more complex cases.

ARE YOU INVOLVED IN ANY UNIVERSITY OR SCHOOL COLLABORATIONS TO MOLD THE CURRICULUM AND MAKE SURE THE SYSTEM PRODUCES PEOPLE WITH THE SKILLS YOU NEED?

Yes, we have a strong cooperation with a local university but mainly from the technological and process automation perspective.

HOW DO YOU SEE THE HUNGARIAN BSS MARKET DEVELOPING IN THE NEXT 5-10 YEARS?

The CEE region and Hungary are an important HUB for innovation and application of new technologies and approaches. Demand for innovation and work ethic are very much sought after in the country's competitive market.

ARE THERE ANY SPECIFIC CHANGES YOU WOULD LIKE TO SEE FROM THE GOVERNMENT TO IMPROVE THE SITUATION FOR BSCS?

The government should ideally support innovation to the largest possible extent.

Business Name	United Call Centers Tanácsadó Kereskedelmi és Szolgáltató Kft.
Top Executive	Zsolt Máté Juhász
In Charge of Position Since	2024
Description of Business or Services	Management consulting
Year Founded in Hungary	1999
Total net Revenue in 2023 (HUF mln)	3,498
HQ in Hungary	3525 Miskolc, Kis-Hunyad utca 9.