



Photo courtesy of National Research Council Canada

Management Services

Management services are another fast-growing industry segment in Canada. Multinational firms established in Canada have accounted for much of this growth in recent years and now represent nearly 35 percent of Canadian head-office and management operations. Their employees include well-established professionals, such as accountants and financial managers, recognized globally for their high standards and professional ethics. These firms also provide a host of other fast-growth services related to on-line applications.

The exceptional quality of available staff, coupled with the attractive quality of life offered in Canadian cities, makes Canada a global magnet for head-office and management operations.

New Investment Projects by International Investors (since January 2011)

- India-based **Aditya Birla** has opened its nearshoring operations in Bathurst and Moncton, New Brunswick, and Port Hawkesbury, Nova Scotia. Through an investment of \$80 million in its Canadian subsidiary, the firm's offerings now include finance, accounting and insurance services.
- US-based **Arise Virtual Solutions** plans to hire 2,000 Canadians as the trend toward outsourcing services to home-based employees booms. The company's clients include roadside-assistance providers, telecommunications firms and retailers.
- US-based **Convergys** has expanded its operations in Welland, Ontario, as well as in Dartmouth and New Glasgow, Nova Scotia. Convergys ranks among the world's top five outsourcing firms and operates outsourcing facilities in three Canadian provinces.
- US-based **Credit Alliance Group** has opened a location in Toronto.
- US-based **inthinc** Technology Solutions, a telematics company focused on fleet management and driving safety, opened a new operations centre in Calgary, Alberta.
- US-based **Onebox**, the hosted-PBX and phone service owned by **j2 Global Communications**, expanded into Canada. The move enables Canadian and American firms to establish and operate virtual phone systems (complete with voicemail, facsimile and support services) using phone numbers based in Canada.
- UK-based **RM Group**, a provider of business information and registrations, opened a new division in Toronto. RM's main product, the e-Incorp, enables clients based anywhere in the world to form a UK Limited, LLP or UK Public Limited company.