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ASIA EDITION

Medtech leader Zimmer Biomet opens Global Business Services centre in Malaysia

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The GBS industry plays a vital role in the Malaysian digital ecosystem



US-headquartered Zimmer Biomet Holdings, a global medical technology leader, has officially opened an expanded office and APAC Global Business Services Centre (GBS) in Kuala Lumpur, Malaysia.

Zimmer Biomet employs approximately 18,000 team members worldwide, with 3,740 permanent team members in the Asia-Pacific (APAC) region and 100 in Malaysia.

As a centre of excellence and a launchpad for enhanced innovation in the APAC region, the newly opened GBS Centre in Malaysia has growing team. It also has world-class collaboration space where team members can serve Zimmer Biomet's businesses and increase efficiency in the Asia Pacific region.

Malaysia's established GBS market of over 20 years, a robust multilingual and digitally savvy talent pool, and its ability to maintain business continuity during the pandemic solidified the decision to locate the Zimmer Biomet GBS Centre in the country. Malaysia is expected to grow its GBS market size from $4.95 billion in 2020 to $6.7 billion by the end of 2025.

The GBS industry plays a vital role in the Malaysian digital ecosystem that is mature and innovative, with over 600active GBS companies currently operating in Malaysia. Moreover, GBS is a priority area in the 12th Malaysia Plan with new opportunities arising from the progressive Digital Economy Blueprint (MyDIGITAL), demonstrating that Malaysia is a strategic location of choice for Zimmer Biomet.

The new GBS Center in Malaysia is Zimmer Biomet's third, after Warsaw in Poland launched in 2021 serving the EMEA region and Bogota in Colombia launched in 2022 serving the Americas region.