Consolidation of existing segment - ICT

The ICT segment

- Contribution of 4.4% to GDP
- Around 7,000 to 8,000 employees
- 350 companies
- Services
  - Software development
  - Web development
  - Mobile application development
  - Data centres
  - Disaster recovery sites
  - Telecom

ICT segments

- Growing sector with high demand for services, specially from Europe and Africa
- Move to a high value knowledge-based industry
- Services with high potentials
  - SW development and mobile apps development
  - Web based applications
  - SMAC technologies
  - Testing
  - Mobility
  - Security
  - DCs and DRs

Industry fundamentals

- HR – highly skilled (BSc, MSc and above)
- Connectivity – with the development of SMAC
- Infrastructure – intelligent buildings, equipment
- Promotion – create greater visibility and reach the right market

HR

- Setup of a dedicated Faculty of ICT Engineering
  - Research and centre of excellence for Africa, will attract resources from the region
  - Strong partnership with Industry – mandatory internship, industry-identified projects
  - Review curriculum to include new technology (SMAC) and soft skills, business skills
  - Lab / Hands-on at least 50% to support innovation
  - Include professional certification eg for java, ERP, etc
- Career guidance to promote and attract students to the ICT sector
  - To improve attractiveness of the profession
  - Explain different career streams and profiles required: technical, functional
  - Differentiate between ICT and BPO segments
- To introduce ICT-related activities in schools for hands-on experience to create interest in the sector: competitions, visit to industry…

HR

- Streamline administrative process recruitment of foreign expertise
- Full refund of specialised training not available locally

Connectivity

- Bandwidth costs to be regularly benchmarked with competing countries and adjusted accordingly to position Mauritius as an ICT hub

- Regulator should ensure level playing field, and also introduce asymmetric regulation in the telecom sector

- Review building regulations to ensure new buildings in smart cities and technopoles or other commercial buildings are fully connected

- Apply cost-based tariffs for interconnection of lines and other services

Infrastructure and eGovernment

- BPML to set up intelligent buildings at affordable rent rates
- Improve existing infrastructure to cater for better security and transportation
- Accelerate the development and deployment of eServices

Promotion

- Single agency for ICT sector to be the privileged partner of operators
  - Promotion and prospection
  - Business facilitation
  - Policy recommendation
  - Accompany operators to external markets
  - Financially support operators in overseas projects, risk coverage
  - Perform market studies in targeted countries
  - Leverage on different bilateral agreements to identify and help to materialise the opportunities

Incentives

- Align VAT for local ICT services with export of services
- Fiscal incentives for investment in DC and DR sites, cloud services
- Full refund of specialised ICT training not available locally
- Incentive for existing buildings to be upgraded to intelligent buildings
- Introduce a threshold for government contracts reserved for local ICT companies