

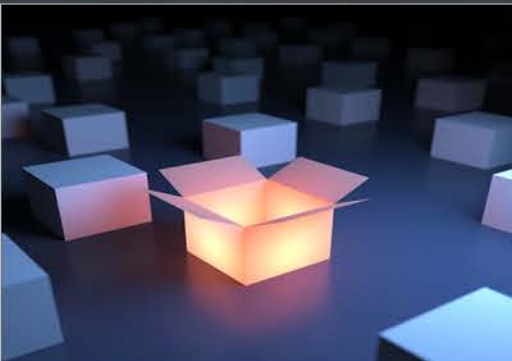


Ministry of Technology, Communication  
and Innovation

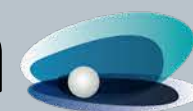


## ICT / BPO Workshop 2015:

*"Catalyzing the ICT / BPO Industry and redefining the vision for the Industry"*



# Export of Services to Africa



# ICT/BPO WORKSHOP 2015

## AGENDA

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Approach

Offerings

Markets

Challenges

Recommendations

# ICT/BPO WORKSHOP 2015

## APPROACH

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- Permanent public private collaboration
- G2G collaboration
- Coherence between public sector agencies and Industry associations

# ICT/BPO WORKSHOP 2015

## OFFERINGS

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- Services around products already developed (now)
- Products & Intellectual Property developed in Mauritius (mid-long-term)

# ICT/BPO WORKSHOP 2015

## OFFERINGS - Details

1. Software Customization – Oracle, Microsoft, SAP, Web ...
2. Software development – Web related, Open Source, Mobile Apps, ...
3. Hardware Infrastructure – Servers, PCs, notebooks, tablets, smartphones, printers ...
4. Specialised hardware & related applications – POS, ATMs, ...
5. Communications Infrastructure - Networking, Security & Communications
6. Infrastructure Management – building, energy and control
7. Cloud Computing
8. Data Centres & Big Data
9. Internet of Things (IoT) & Innovation
10. Multimedia – Conferencing, A/V, IP CCTV, ...
11. Consultancy / Training – software, security, networks, development, ...
12. Other

# ICT/BPO WORKSHOP 2015

## MARKETS

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- **Market identification**

Criteria:

- Growth Rate
- FDI
- Local industry Landscape-competition, tenders, JV potentials
- Risk mitigating tools –DTAs , IPPAs
- Business Climate

- **Market Intelligence on targeted African countries**

- Market surveys and studies
- Database of projects and potential partners in identified Markets

# ICT/BPO WORKSHOP 2015

## CHALLENGES

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- Air Connectivity /Administrative compliance when travelling to Africa
- Internet connectivity and costs
- Cultural barriers
- Competition from countries (e.g India having a competitive advantage with English speaking African countries )and Madagascar
- Human Resources skills
- Lack of coherence amongst local institutions
- Size of Mauritian companies-Need for a clustering mechanism
- Investment and development of local ICT solutions to fuel export potential
- Breadth of services offered by Mauritian Companies
- Corporate references for projects
- Service thinking vs Product thinking
- Marketing-targeting companies in Africa

# ICT/BPO WORKSHOP 2015

## Recommendations

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- Mauritius should be an incubator and capitalise on Mauritius being a role model for Africa
- Mandatory involvement of the local industry in local technology projects
- Develop and Implement solutions that can be resold in Africa
- Coherence & alignment amongst different government institutions and associations
- Develop a common strategy for Mauritius e.g SCE with private companies in Singapore
- Create an IT Umbrella with government to export services to Africa
- Create a first physical office in Africa for Mauritian Exporters and more to follow
- Showcasing and marketing of our offerings