

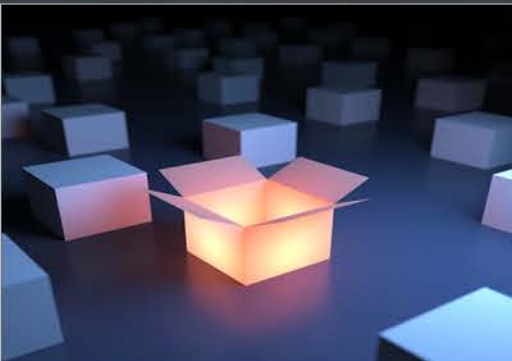


Ministry of Technology, Communication  
and Innovation

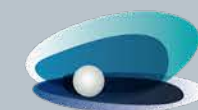


## ICT / BPO Workshop 2015:

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



# Strategic Orientation



# ICT / BPO Workshop 2015

## Points Discussed

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### Strategic Orientation and Future of the ICT/BPO Sector

#### **SMART Mauritius**

Short term investment and long term gains to contribute to the development of a SMART Mauritius in view of improving the quality of life of Mauritian citizens

1. Infrastructure
2. Services
3. Capacity Building
4. Branding

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## Proposed Actions

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### Infrastructure

- Connectivity
  - Speed
  - Accessible
  - Quality
  - Price
  - Security
  - Sustainable
- Policy intervention
  - Optimise on local connection
  - Open local access points
  - Investment in international infrastructure, etc.)
  - Migrate to IPV6
  - Neutrality of regulator

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## Proposed Actions

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### Services

- e-Government
  - Add more services
  - Enhance existing services
- e-Private
- Synergy Public & Private
- ICT: enabler in growth of all sectors (Agro, Hospitality, Medicine, Financial Services, etc.)
- Funding schemes

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## Proposed Actions

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### Capacity Building

- Expertise (local & foreign)
- Training
- IT Culture / Mindset
- Create new vocations

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## Proposed Actions

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### Branding

- Demarcate between ICT and BPO
- Focus not only on financial aspect but also on expertise to investors
- Access to markets
- ICT
  - Value added & long term
  - ICT Freeport zone
- BPO
  - Regional example & lead
  - BPO: to progress to value –added (LPO, KPO, etc.) and new niches

### Incubators

- Foreign start ups in Mauritius
- Encourage local start ups
- Need for sustained promotion of export of services

The objective is to restore the 2 digit growth



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## Proposed Actions

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Thank you