

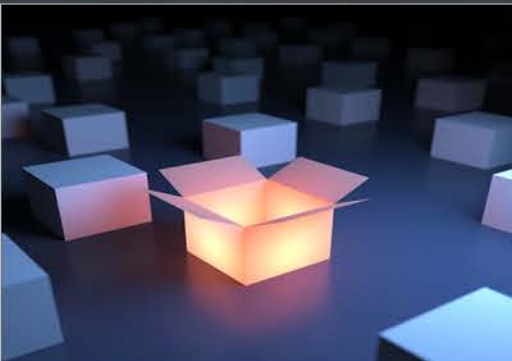


Ministry of Technology, Communication  
and Innovation

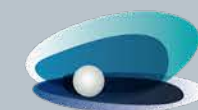


## ICT / BPO Workshop 2015:

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



# Consolidation: BPO



# ICT / BPO Workshop 2015

## Points Discussed

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### Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- **HRO**
  - ✓ Payroll Outsourcing
  - ✓ Benefit Administration
  - ✓ Recruitment Process
  - ✓ Employee Assistance Program (Research)
- **Contact center**
  - ✓ Voice/Non-voice
  - ✓ Inbound/Outbound calls
  - ✓ SMS/Emails
- **LPO**
  - ✓ Contract Management
  - ✓ Litigation Support
  - ✓ Corporate Secretary
- **FAO**
  - ✓ OTC (Accounts payable, Billing, Cash collection)
  - ✓ PTP (Accounts payable)
  - ✓ RTR (Fixed Assets, General Accounting)

# Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Payroll Outsourcing
- ✓ Benefit Administration
- ✓ Recruitment Process
- ✓ Employee Assistance Program (Research)

### Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Availability of resources
- ✓ Quality of resources
  - Communication Skills
  - Domain qualifications
  - Critical Thinking & Inquisitive mind
  - Business Acumen

# Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ HR Analytics
- ✓ Higher Value Activities
- ✓ Payroll outsourcing – market expansion

# Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Voice/Non-voice
- ✓ Inbound/Outbound calls
- ✓ SMS/Emails

# Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ TIER 1 – Enquiries (Basic Level) - Need to stabilize on TIER 1 activities
- ✓ TIER 2 (Knowledge Base)
- ✓ TIER 3 (Confidentiality) - not considered by the industry

## Call/Contact Center – Areas of Future Growth

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### Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ More knowledge based contact center
- ✓ KPO with voice/consulting
- ✓ Mauritius Label
- ✓ Bringing international workforce & training local workforce
- ✓ Coverage of more geographies/night shift



## Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Contract Management
- ✓ Litigation Support
- ✓ Corporate Secretary

### Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Need to be qualified in the jurisdiction
- ✓ Lack of awareness about job prospects about the sector among law students
- ✓ LPO is a potential growth area – requires awareness among law students

## Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ OTC (Accounts payable, Billing, Cash collection)
- ✓ PTP (Accounts payable)
- ✓ RTR (Fixed Assets, General Accounting Not a massive employer)

# Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Operational Costs (workforce)
- ✓ Critical mass with regard to recruitment
- ✓ Connectivity Cost – resilience against competitors

## FAO – Areas of future growth

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### Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Tap other markets – too much focus on European market
- ✓ More front office
- ✓ Credit Collection – expand French market
- ✓ Management accounting
- ✓ Moving from Transactional to Analytics
- ✓ Expand European Languages – Italian, Spanish, Portuguese, German

## Action Plan – Across Sectors

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### Consolidation of Existing Segments/Deepening Vertical Specialization: BPO

- ✓ Open to International Workforce
- ✓ Review the current education system
  - Curricular & Methodology on communication skills
  - Creativity & Logic modules
  - ICT as a compulsory language
  - SC Level French Language
- ✓ Promotion of ICT-BPO sector
  - International Conferences
  - Focus on Competitive Advantage
  - Roadshows
- ✓ Become the gateway of Africa
- ✓ A Mauritius ICT-BPO label

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Thank You