Outsourcing in Mauritius

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ICT Authority – Mauritius

Presentation outline

- Mauritius ???
- Mauritius commitments - White paper
- Liberalisation process
- Policies
- ICT facts
- New orientations – ITES (outsourcing)
- Outsourcing value chain
- The way forward

Country Profile - 2

- **Full name:** The Republic of Mauritius
- **Population:** 1.26 million
- **Capital and largest city:** Port Louis
- **Area:** 2,040 sq km (788 sq miles)
- **Major languages:** English, French (both official), Creole, Indian languages
- **Major religions:** Hinduism, Christianity, Islam
- **Life expectancy:** 69 years (men), 76 years (women)
- **Monetary unit:** 1 Mauritian rupee=100 cents (1USD = 28MUR)
- **Main exports:** Sugar, clothing, tea, jewellery
- **GNI per capita:** US $5,450 (2007)
- **Internet domain:** .mu

GATS commitment of Mauritius

- Voice telephone services
- Packet-switched data transmission services
- Circuit switched data transmission services
- Telex services
- Telegraph services
- Facsimile services
- Private based circuit services
- Electronic mail
- Voice mail

December 1997 – White paper in Telecom

- Government expressed its determination

Principles - 1

- Regulation
  - responsibility of the regulator is therefore to ensure that operators feel the pressure to meet the needs of users (e.g., affordability, interconnection, availability and quality of service)

Principles - 2

- **Market Entry and Competition**
- **Information Sector Promotion**
  - Falling costs to make remoteness less important.
  - ICT as a sector
  - ICT as an enabler ITES (banking and financial services)
  - Outsourcing

LIBERALISATION PROCESS - 1

LIBERALISATION PROCESS - 2

- **Phase III**
  - From 1999 to 2004
    - gradual sector liberalisation
    - the advent of competition across other market segments
- **Phase IV**
  - From 2005 and beyond
    - full compliance with WTO obligations.

ICT facts – Dec 2007

- Indicators:
  - Fixed density = 28.4% (2 ops)
  - Mobidensity = 65.3% (3 ops)
  - Broadband = 11%
- Services:
  - Triple play since Nov 2005
  - M-banking Dec 2006

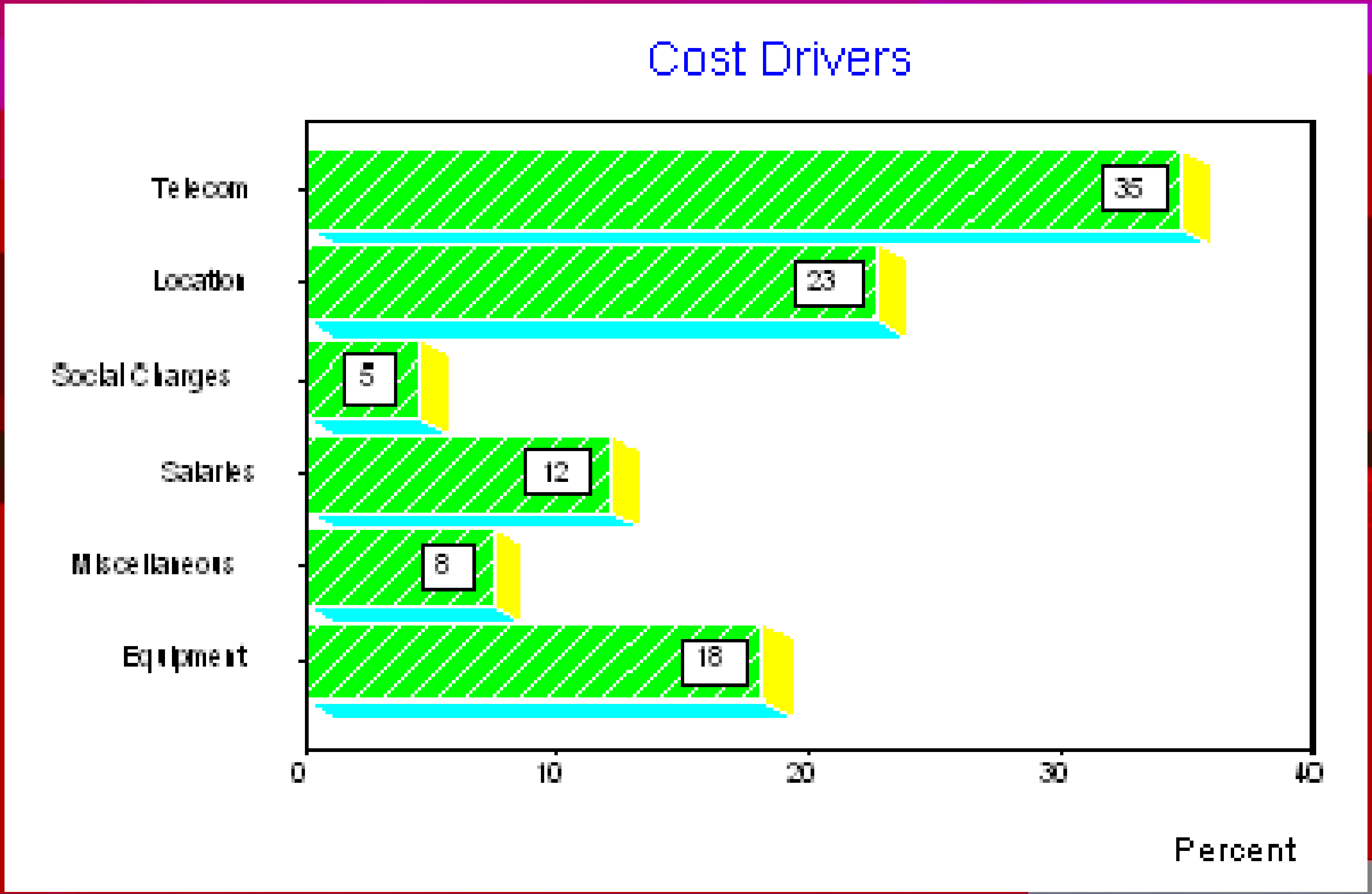
ICT sector turnover

Source: derived from CSO and ICTA basic data

The reviews

- 2001 – replacement of the TA 98 by the ICT Act 2001 to bring in convergence issues
- 2003 – bringing forward the liberalisation date
- 2004 – NTP 2004 to revise previously set targets
- 2007 – Elaboration of the NICTSP: new orientation

BPO reality for Mauritius



Value chain

- Basic call centre
- BPO
  - Finance & Accounting (Accenture, Deloitte consulting)
  - Travel & Hospitality (Quatrro)
  - Insurance (Momentum)
- KPO
  - data gathering and validation (ASSET4)
- LPO
  - LALIVE, Switzerland
- HRO (Ceridian)

ITES- BPO Industry	Oct 2005 to	Feb 2006 to	Oct 2006 to
Cumulative realized Investment (MUR)	917,982,332	1,010,262,462	1,552,743,9
Additional Investment (MUR)		92,273,123	542,481,4
Employment	4,332	5,513	6,960

Source: BOI

Cumulative proposed FDI by country of origin for operational companies only

Source: BOI

Key drivers for sector development

- Political will
- Clearly defined policy
- The Regulatory environment which should be compliant with the Regulatory state model (stability, continuity, perpetual and adaptive nature)
- The PR

Thank You very much for your kind attention

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