

## ICT-BPO INDUSTRY: TRANSITIONING TOWARDS A DIGITAL INDUSTRY

With 800 ICT-BPO based enterprises, Mauritius has one of the richest technology ecosystems in Africa, thriving on innovation and collaboration across sectors. The ICT/BPO industry employed around 24,000 people and is considered as an important pillar of the economy. The country is now being actively promoted as a high-return investment destination

Leading global companies have trusted Mauritius for its enabling business environment, excellent telecommunication facilities and political as well as social stability

The move is to extend this capability towards more high value-added processes and position the island as a niche destination. The pervasiveness of technologies across various industries coupled with the adoption of new innovative platforms, and the rise of start-ups and incubators further strengthen the position of the ICT-BPO industry as buoyant sector.

Besides a vibrant multinational presence in Mauritius there is an emerging indigenous technology sector which focusses on the local market niches, providing support to foreign companies.

Opportunities now exist for greater collaboration between the burgeoning indigenous technology sector and the multinational companies thus allowing the country to become a truly global technology hub.

“

### DID YOU KNOW THAT...

*Mauritius ranks 1st in Sub-Saharan Africa and 45th globally Global Competitiveness Report 2017 / 2018*

*Mauritius ranks as one of the most attractive investment destination for the EMEA region, Gartner 2017*

*Mauritius offers a cost savings of around 60 -70% on operating costs for outsourcing activities*

*Mauritius hosts 4 of the world's leading ICT / BPO companies*

*Mauritius ranks first in Africa and 6th internationally according to the Global Cybersecurity index*

*Mauritius ranks 3rd in Africa for English and French activities according to the AT Kearney Global Services Locations Index (GSLI)*

*Mauritius ranks as the 1st African country to introduce and comply to the General Data Protection Regulation(GDPR)*

”

MAURITIUS A DESTINATION  
OF CHOICE FOR THE WORLD'S  
LEADING IT COMPANIES

intelcia

CONCENTRIX

ELCA

accenture  
High performance. Delivered.

orange Business  
Services

HUAWEI

Infosys

CERIDIAN

Allianz Partners



10th Floor, One Cathedral Square Building  
16, Jules Koenig Street  
Port-Louis 11328  
Republic of Mauritius  
T: +230 203 3800 | F: + 230 210 8560  
contact@edbmauritius.org  
www.edbmauritius.org

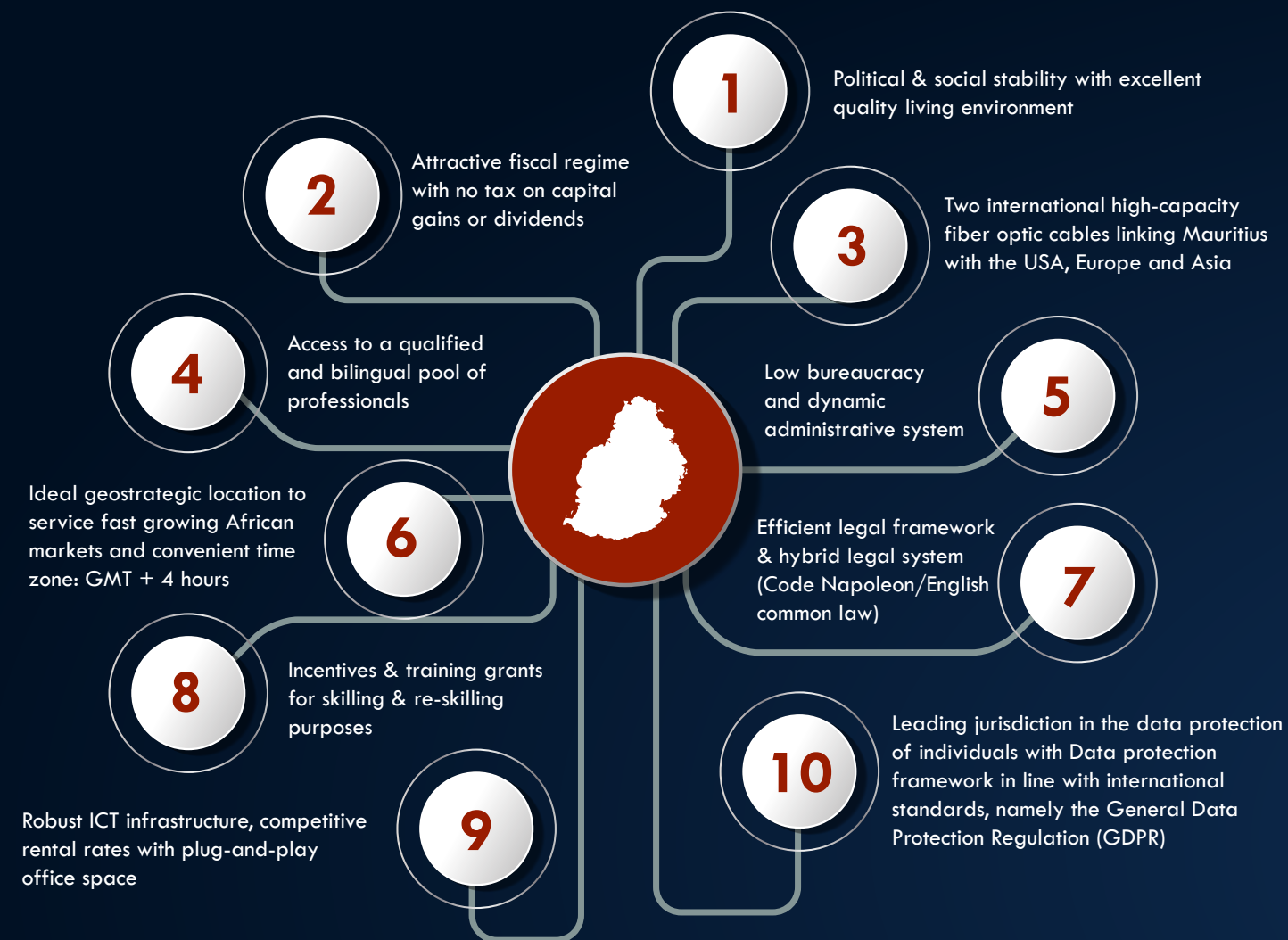
# MAURITIUS

## Transitioning towards a Digital Industry





## 10 REASONS FOR CHOOSING MAURITIUS



## MAURITIUS, THE RIGHT LOCATION FOR...



THE RAPID GROWTH OF TECHNOLOGY IS SEEING A WAVE OF NEW OPPORTUNITIES IN MAURITIUS INCLUDING:  
CLOUD SERVICES | INTERNET OF THINGS | FINTECH | ANALYTICS AND BIG DATA | VIRTUAL REALITY

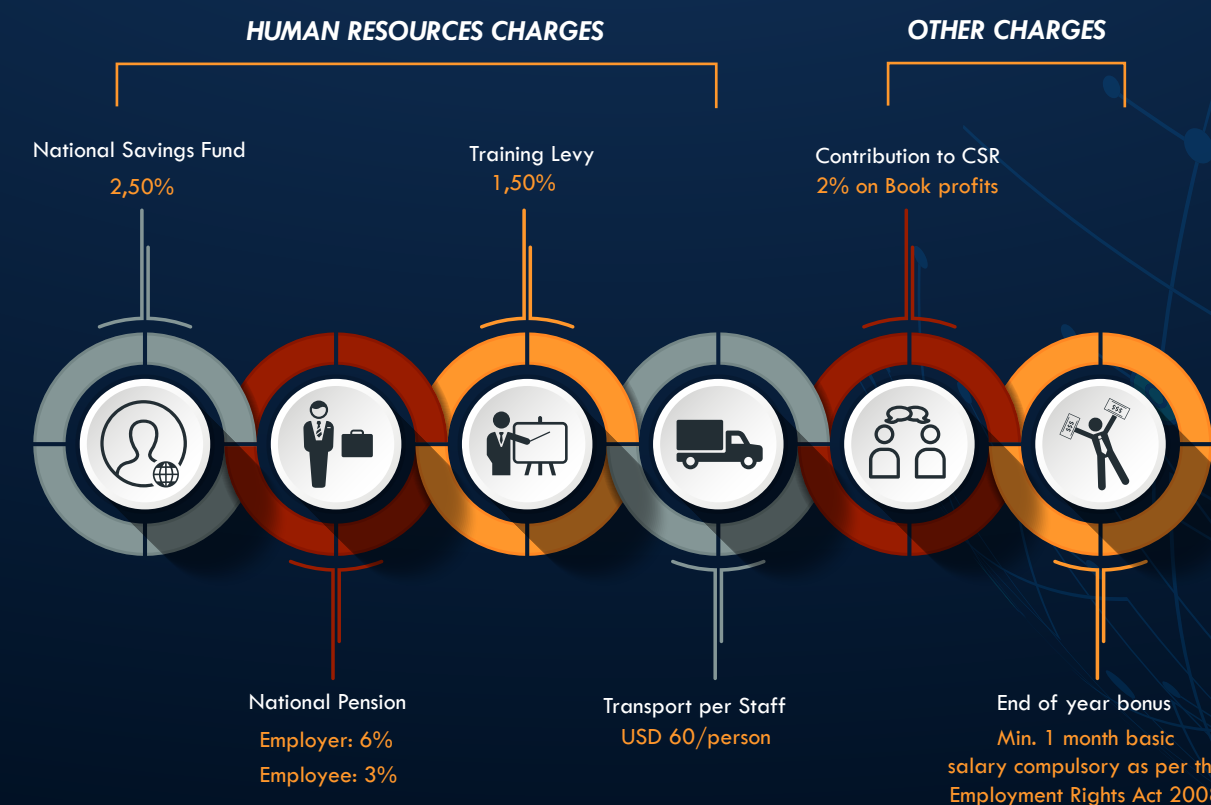


## INDICATIVE COST OF DOING BUSINESS

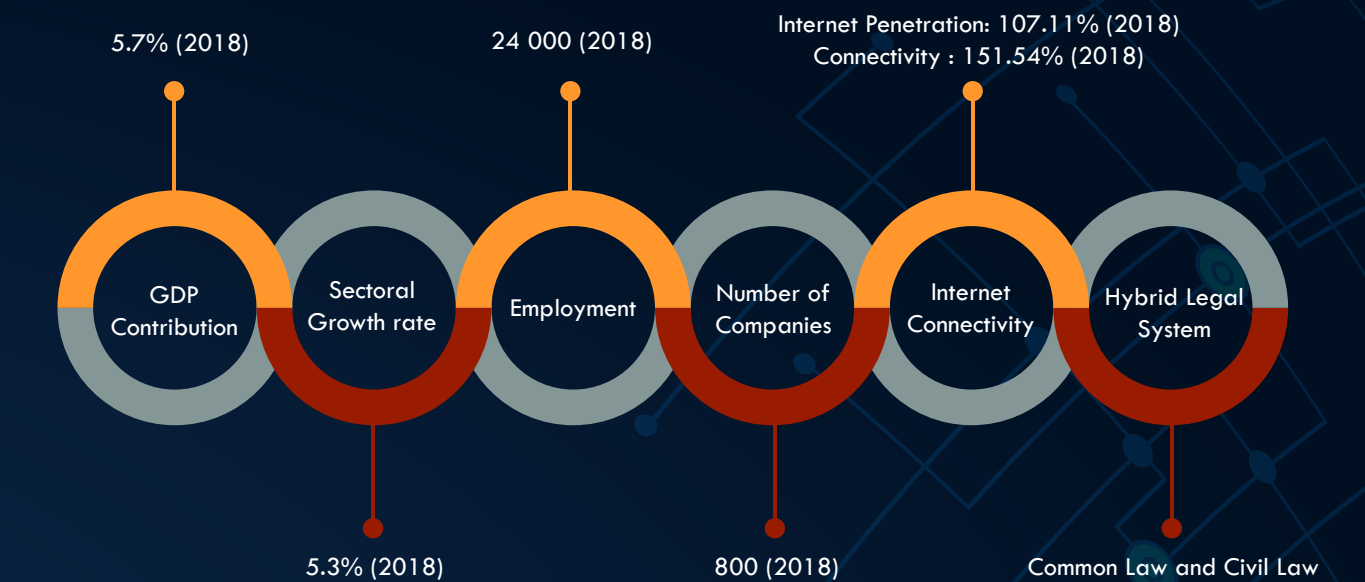
TELECOMMUNICATION COST (MONTHLY CHARGES)	
Superfast Broadband 30M/30M	USD 450
Superfast Broadband 100M/100M	USD 1,750
MPLS VPN (to Europe) 2M (Protected service)	USD 1,250
MPLS VPN (to Europe) 10M (Protected service)	USD 3,300

\* Effective Date: June 2017

LABOUR COSTS (INDICATIVE - USD)	
MINIMUM SALARY: 265 USD	
Junior Developer	600-700
Application Development Team Lead	≥1100
Junior Infrastructure Engineer	650-800
Infrastructure Team Lead	≥1100
Call Centre Team Lead	350-450
Junior BPO Operator	300-400
Junior BPO Officer	400-500
BPO Supervisor	500-600
Senior BPO Supervisor	750-900



## KEY INDICATORS OF THE ICT-BPO INDUSTRY



## MAURITIUS AT A GLANCE

