# **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 Africain country to introduce and comply to the General Data Protection Regulation(GDPR)





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### 10 REASONS FOR CHOOSING MAURITIUS



and bilingual pool of

professionals



Incentives & training grants for skilling & re-skilling

Robust ICT infrastructure, competitive rental rates with plug-and-play office space



Political & social stability with excellent quality living environment

Two international high-capacity fiber optic cables linking Mauritius with the USA, Europe and Asia

Low bureaucracy and dynamic administrative system

Efficient legal framework & hybrid legal system (Code Napoleon/English common law)





Leading jurisdiction in the data protection of individuals with Data protection framework in line with international standards, namely the General Data Protection Regulation (GDPR)

## MAURITIUS, THE RIGHT LOCATION FOR...



THE RAPID GROWTH OF TECHNOLOGY IS SEEING A WAVE OF NEW OPPORTUNITIES IN MAURITIUS INCLUDING:

weeks

Occupation permits delivered within 2

Companies are taxed at a rate may benefit of an 80% partial tax exemption on certain specified sources of income, rendering the effective taxation

# **MAURITIUS: A GREAT PLACE TO DO BUSINESS**

customs duty on

Free repatriation of profits, dividends & capital

Preferential electricity rates allowing 50% cost savings

aiving of the USD 40 000 under the Innovator Occupation Permit for Start-ups which will e mentored by an incubato

in less than 2hrs

## INDICATIVE COST OF DOING BUSINESS

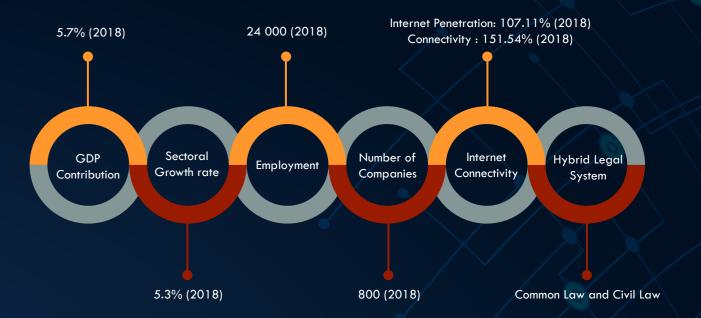
TELECOMMUNICATION COST (MONTHLY CHARGES)	
Superfast Broadband 30M/30M	USD 450
Superfast Broadband 100M/100M	USD 1,750
MPLS VPN (to Europe) 2M (Protected service)	USD 1,250
MPLS VPN (to Europe) 10M (Protected service)	USD 3,300

<sup>\*</sup> 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

# **HUMAN RESOURCES CHARGES** OTHER CHARGES National Savings Fund Training Levy Contribution to CSR 2,50% 1.50% 2% on Book profits National Pension End of year bonus Transport per Staff USD 60/person Min. 1 month basic Employer: 6% salary compulsory as per the Employment Rights Act 2008 Employee: 3%

## **KEY INDICATORS OF THE ICT-BPO INDUSTRY**



## **MAURITIUS AT A GLANCE**

