

# Developing a BPO Sector

## An Investor's Perspective

Paul Halpin

21 April 2010



# Brief Bio – Paul Halpin

## Currently

Investor in BPO Activities  
(Medical and Hospitality Industries)

Operations located in  
Mauritius (150 staff)

Non-Exec Director

- Board of Investment Mauritius
- Standard Bank Mauritius

Chartered Accountant

## Formerly

Partner at PwC Dublin,  
London, Johannesburg  
specialising in BPO,  
Corporate Turnaround  
and large scale change  
for Banks and Insurers  
(25 years)

Developing an Attractive BPO Location

# **HOW TO ATTRACT INVESTORS**

# The Basics

- Political stability
- Investor-friendly policies – business facilitation and taxation
- Permit simplicity
- Nice place to live
- Costs
- Labour
- Telecoms



# How to Attract More Investors

- Continuity of investor-friendly personnel
- Sustained listening and understanding
- “Change-agents” in strong government
- Investor incentives



# How to Attract More Investors

- Continuous policy development whilst adhering to pre-existing commitments to investors
- Testimonials from existing investors



# How to Attract More Investors

- Credible Talent Development Policies
- Visible Private Sector Commitment
- Minimum Standards for Telecoms Customer Service



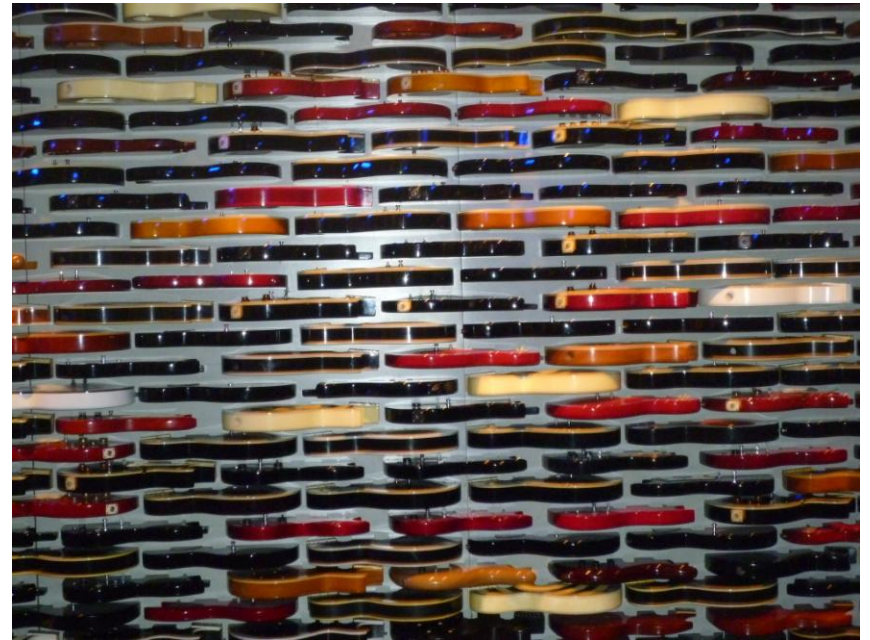
# How to Attract More Investors

- Citizens' Welcome for Inward Investors
- International Schools
- Real estate availability at reasonable cost
- Access to like-minded people
- Efficient Courts and ADR Processes



# In Conclusion

- Many opportunities
- Global competition
- Emerging locations need to be focused
- Professionalism is key
- Hard work ahead



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