

Mauritius- A Complete Eco-System for Information Technology and Business Process Outsourcing

April 2010

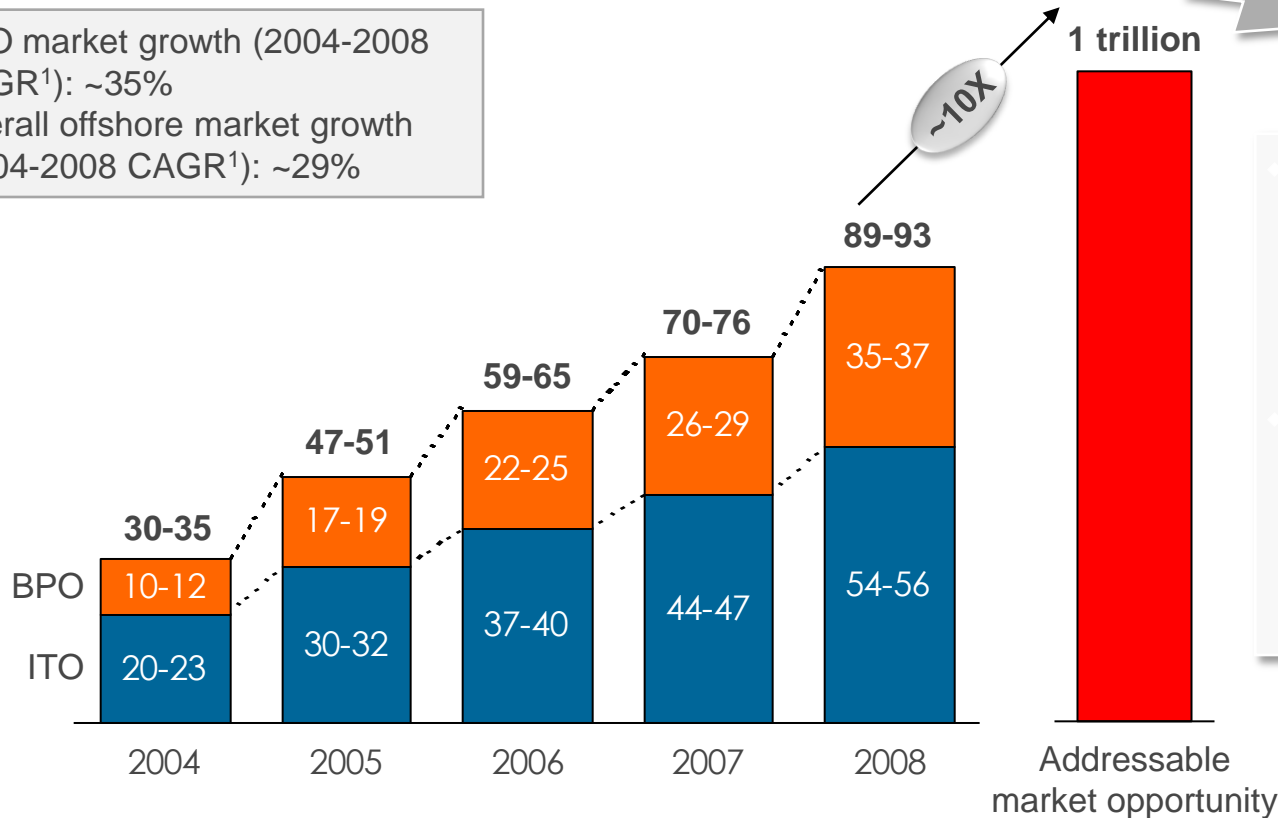
www.investmauritius.com



The global offshore IT-BPO market is large and has been growing rapidly

Global offshoring market size and opportunity
2004-2008; US\$ billion

- ◆ BPO market growth (2004-2008 CAGR¹): ~35%
- ◆ Overall offshore market growth (2004-2008 CAGR¹): ~29%



Theoretical opportunity to grow market 10 times to US\$1 trillion

- Offshoring of business processes is becoming increasingly mainstream
- Within BPO, while voice work is likely to grow; non-voice is likely to become increasingly significant

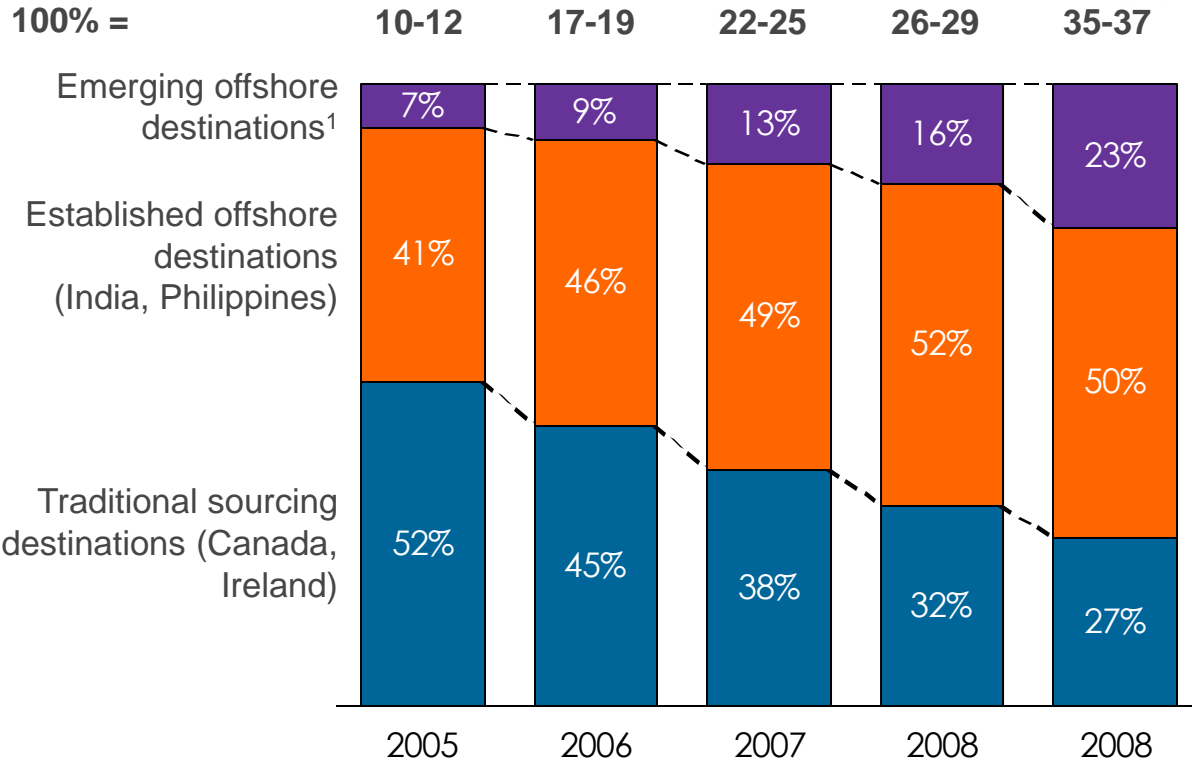
¹ Compounded Annual Growth Rate
Source: Everest Research Institute (2009)



Multiple countries are competing to grab a share in this growing offshore market

Share of offshore BPO market
US\$ billion

BPO EXAMPLE



India dominant in IT

Market share is shifting towards emerging offshore locations

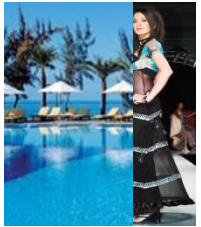
¹ Includes Czech Republic, Romania, Poland, Hungary, South Africa, Mauritius, Egypt, Nigeria, Morocco, Mexico, Brazil, Argentina, Colombia, Chile, Costa Rica, Singapore, Malaysia, Jamaica, El Salvador, Peru, Panama, etc.

Source: Everest Research Institute (2009)



Mauritian Economy The Re-Invention Process

...to Global Competiveness



2009: Open & Diversified Platform

Knowledge-based economy

Per capita @ US\$ 7,500 and projected @ US\$10,000 by 2015

1990s: Export of Services

Financial Services, Logistics, IT Services and BPO

Per capita @ US\$ 2,500

1980s: Manufacturing & Tourism

Tourist arrivals hits 100K mark / Industrial boom through EPZ

Per capita @ US\$ 1,000

1970s: Sugar - 70% export earnings

Per capita @ US\$ 320

From Trade Preferences...



New Business Environment... **We Make It Happen In 3 Days:**

Business Entry

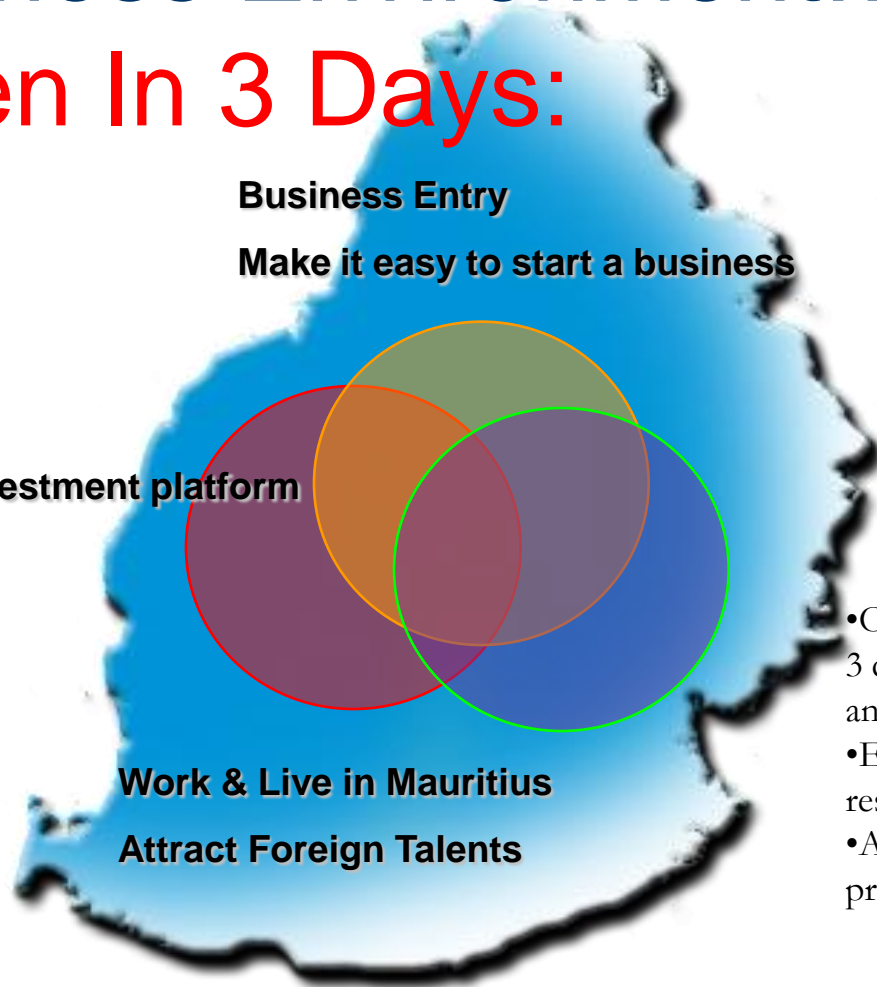
Make it easy to start a business

Start Operations *within 3 days*
for Non Regulated Activities
Acquisition of freehold property
for business purposes

Low Tax Regime

Provide a competitive investment platform

15% homogenized tax rate



Work & Live in Mauritius

Attract Foreign Talents

- Occupation permits issued within 3 days to Investors; Professionals and Self employed
- Eligibility for permanent residence after 3 years
- Acquisition of residential property under IRS and RES



International Benchmarks

Index	Rank
World Bank Doing Business Survey 2010	✓ 17 th out of 183 countries 1 st in Africa
Outsourcing Readiness Index (Africa) 2009	2 nd out of 15 African countries
Ibrahim Index of African Governance 2009	✓ 1 st out of 48 African countries
Global Competitiveness Index 2008	55 th out of 122 countries
Democracy Index 2008	✓ 26 th out of 167 countries
International Property Rights Index 2007	✓ 30 th out of 70 countries
Index of Economic Freedom 2009	✓ 18 th out of 183 countries
A.T. Kearney Location Index Report – 2009	25 th out of 50 countries

Mauritius is among Top 3 in Africa for all indexes



Attractiveness for Global Business Delivery



Cost- competitiveness

Complete Eco-System

Broadband Readiness

Intelligent Habitats

Talent Availability

Mauritius as Cost Competitive Destination for the Anglophone Market

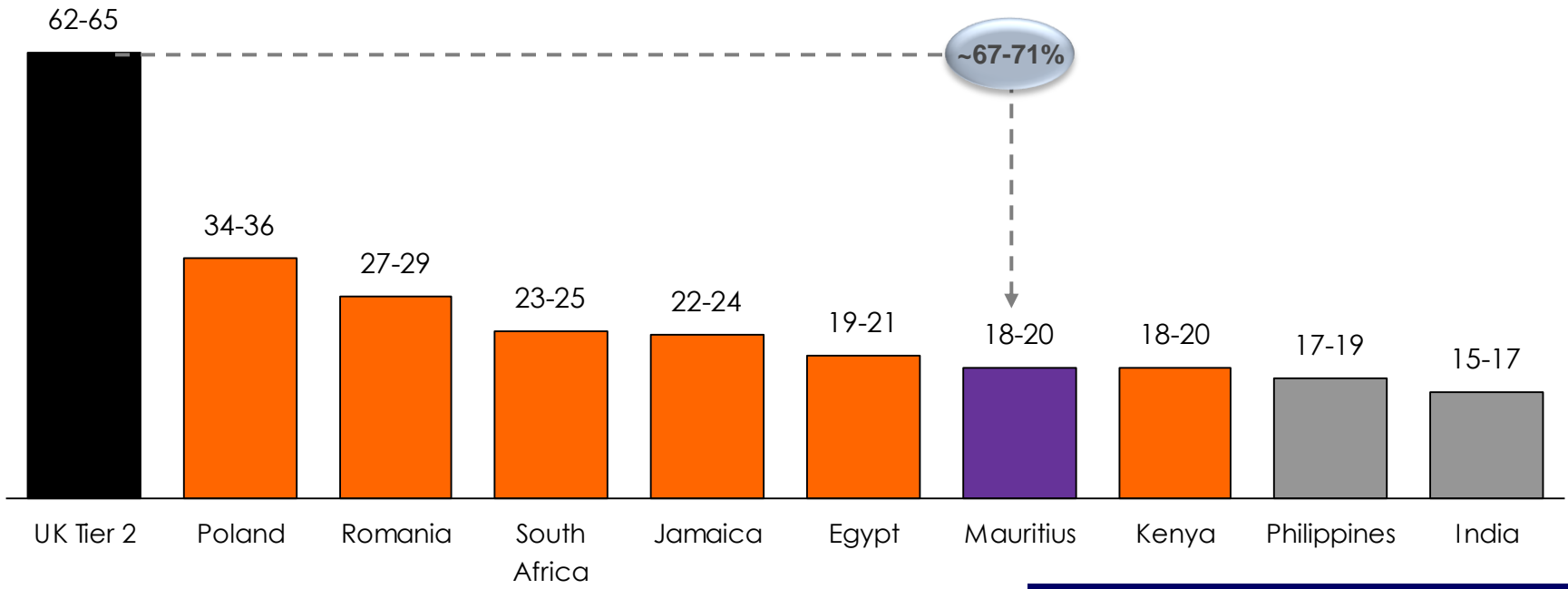


**Direct operating cost¹ per FTE for F&A (2009)
US\$ '000 per annum per FTE**

TRANSACTIONAL F&A



- Source destination
- Emerging offshore destinations
- Established offshore destinations



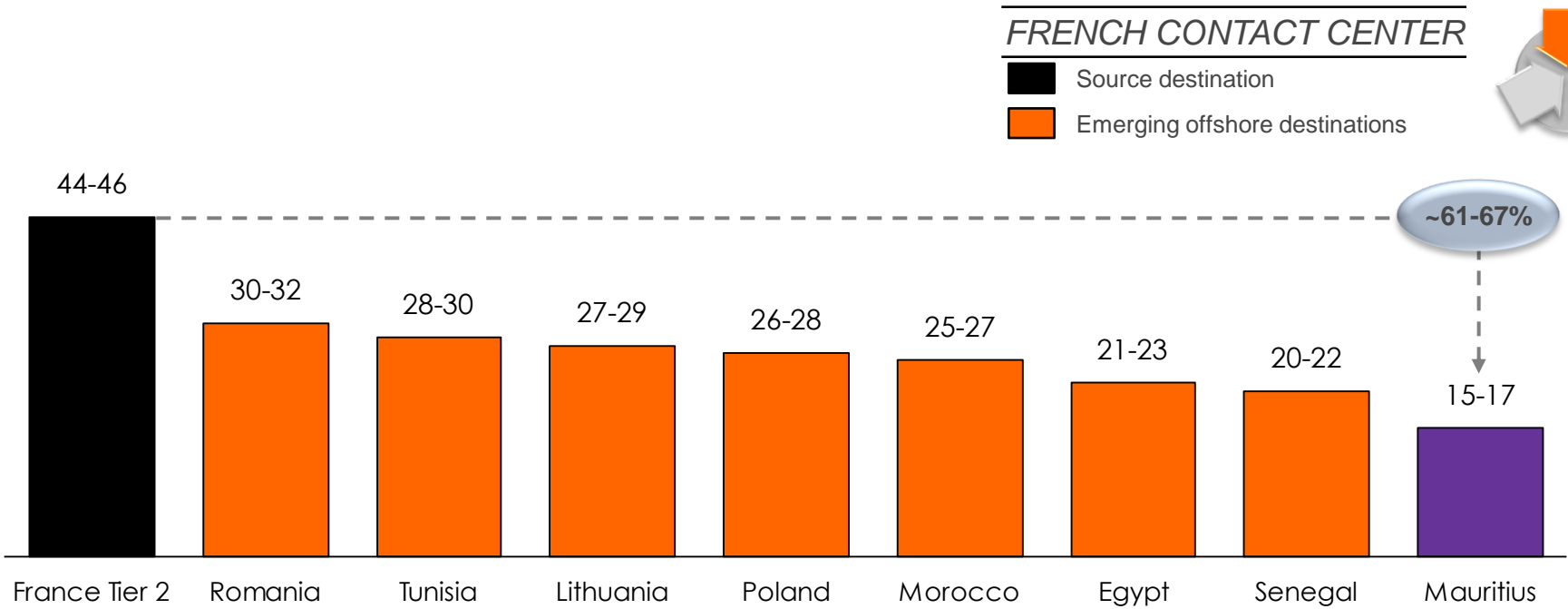
Source: Everest Research Institute (2009)

Mauritius presents significant arbitrage opportunity (~70% on operating cost basis) over UK



Mauritius, Most Cost Competitive Country for the Francophone Market

Direct operating cost¹ per FTE for French contact centre services (2009)
 US\$ '000 per annum per FTE

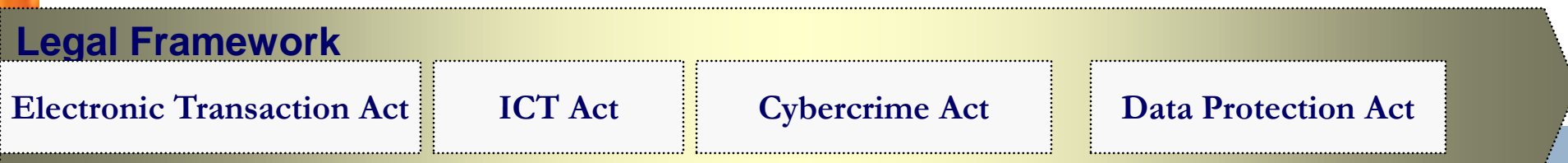
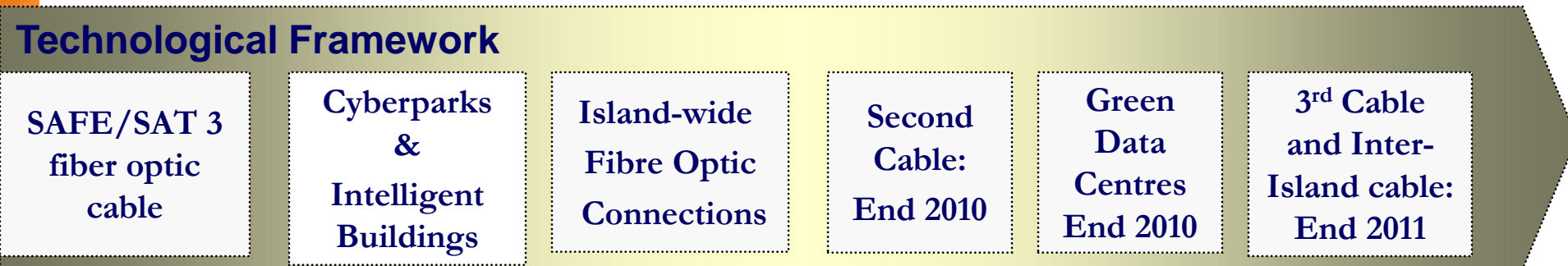


Source: Everest Research Institute (2009)

Mauritius presents significant arbitrage opportunity (~65% on operating cost basis) over France

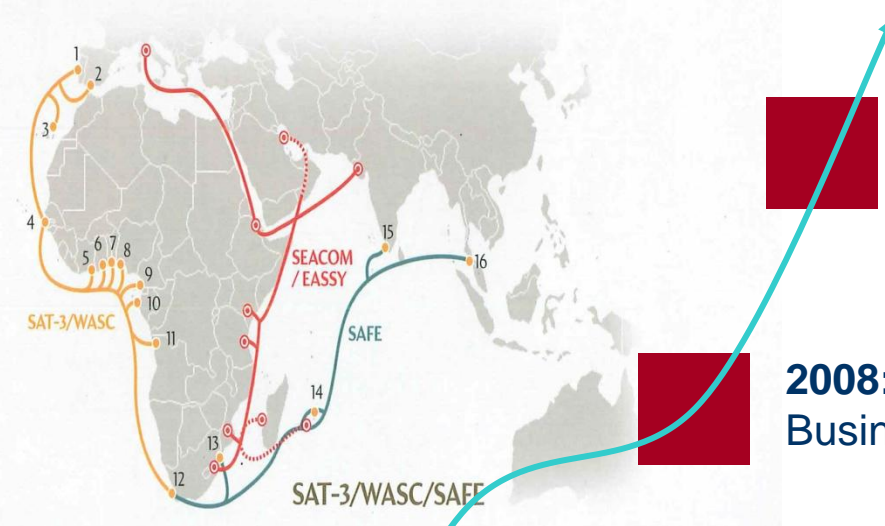


A Complete Eco-System for Global Business Delivery





Broadband Development in Mauritius: Now and the Future



2009 - 15 : Explosive demand forecasted to 10Gbps boosted by growth in all sectors
By 2015, Connectivity @ 1.5 Gbps per head equivalent to Hong Kong & Singapore

2008: 1 Gbps International Internet Connectivity
Business Facilitation Act 2006

April 2002: Breakthrough connection to SAFE
Liberalization of Telecom in Mauritius – Incumbent Operator, Mauritius Telecom Privatised

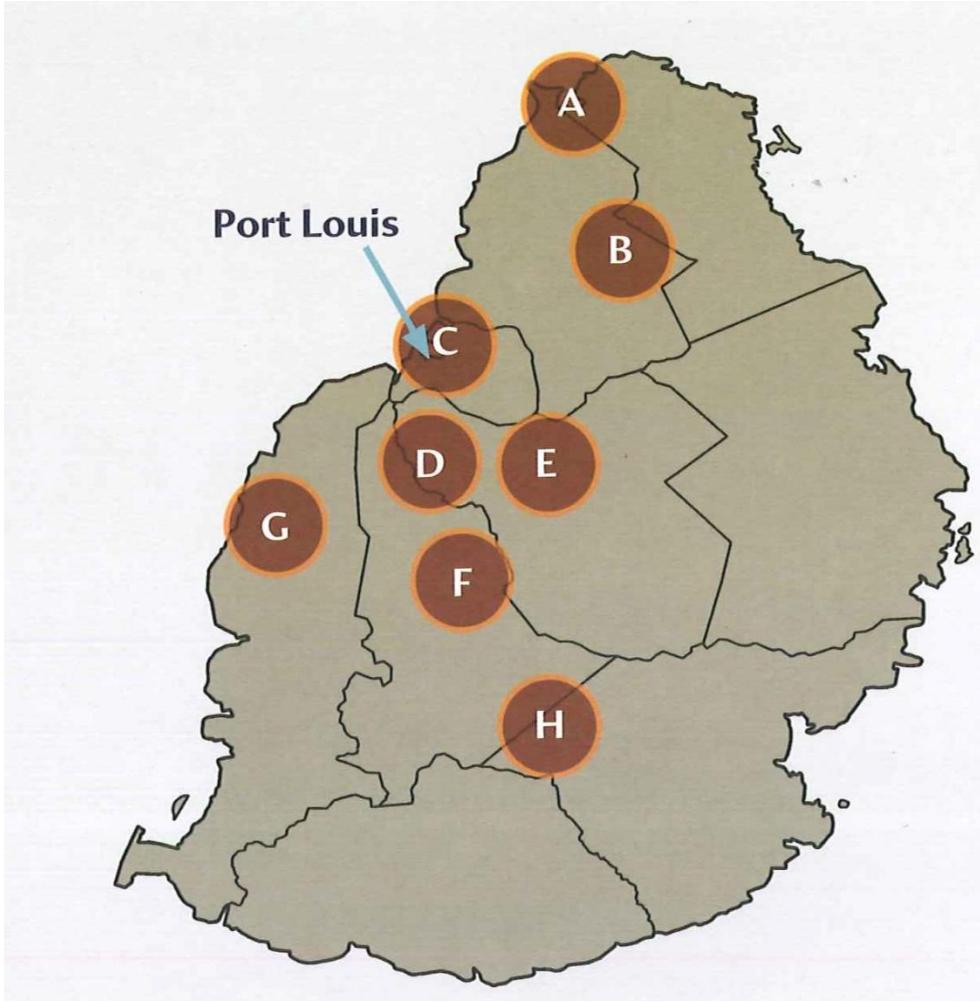
2001: Internet connectivity at 130 Mbps
ICTA Act 2001

1996: Internet Connectivity with 128 kbps via Satellite



Numerous Intelligent Habitats

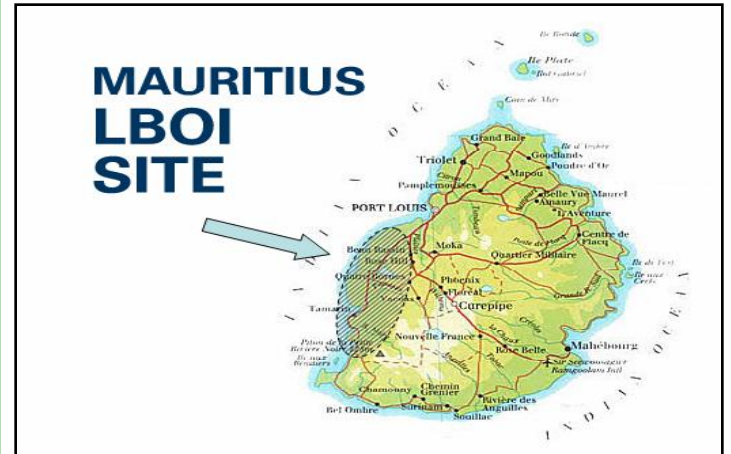
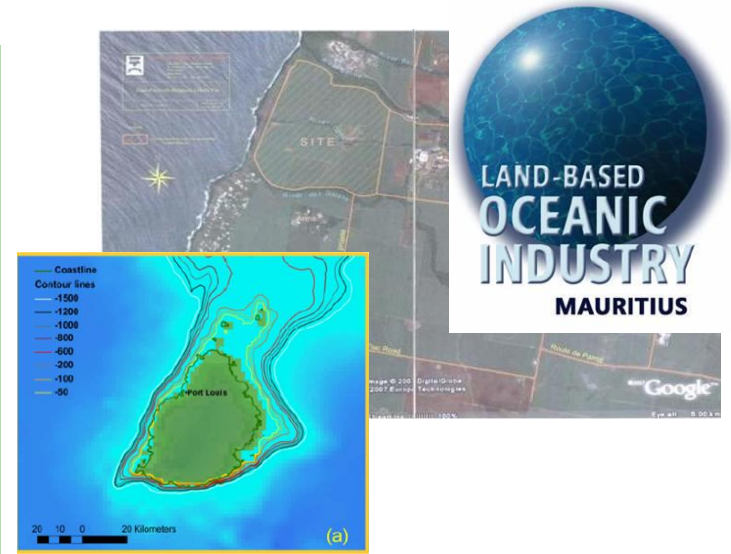
- A** - Grand Baie Business Park
- B** - Beau Plan Business Park
- C** - La Tour Koenig Business Park
- D** - Moka Business Park
- E** - Ebene: A Thriving Cybercity
- F** - Giga Park
- G** - Eco-Park: Green Data Centres Planned for Q1 2010
- H** - Rose Belle Business Park





Development of an Eco-Park for Green Data Centres

- ❑ Making Mauritius a Sustainable Island – Optimum Use of Renewal Energies
- ❑ Mauritius Land-Based Oceanic Eco-Park
 - 120 hectares of land development
 - Using Sea Water for Air-Conditioning
 - Solar and Bagasse for Electrical Power
- ❑ Direct connectivity on two international fibre optic cables –
 - SAFE
 - SEACOM/EaSSy
- ❑ Data Centre Shell Infrastructure
 - Full redundancy in systems
 - First level technical support services
- ❑ A promise of 30 – 40 % cost savings
- ❑ Site free from natural disasters
- ❑ Phase 1 operational by end 2010





Talent Pool in the ICT/BPO Sector



1

Alternative pools available to augment supply

School-leavers (HSC and SC) in addition to tertiary graduates

4

Willingness to work in IT-BPO

IT-BPO is a relatively attractive career option, compared to other sectors

3

High employability of entry-level talent

Talent pool in meaningful scale to support 5-8 new centers in a year

2

Competitive advantage in Bilingual skills

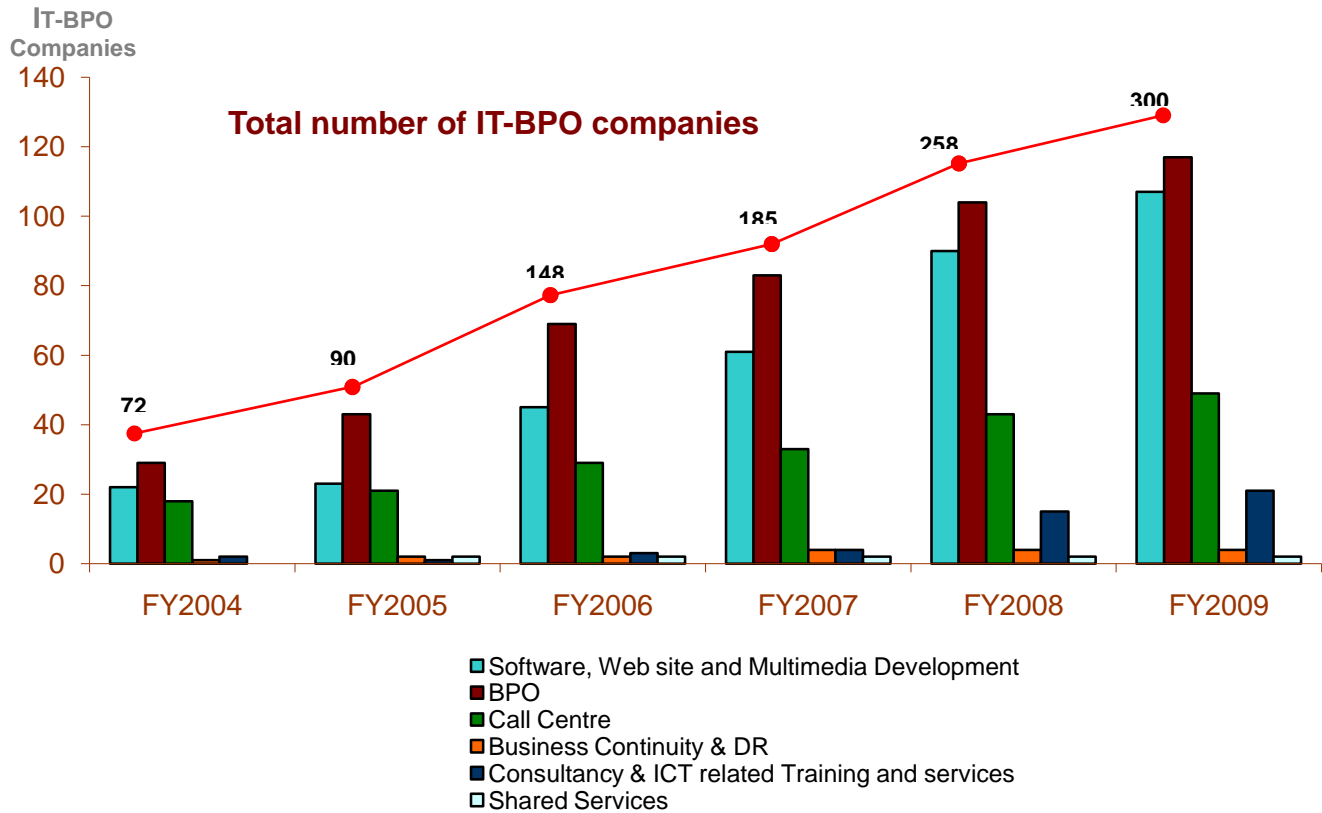
Ability to support both French and English



Evolution of the ICT/BPO Industry in Mauritius

Employment in the Industry exceeds 12,000 as at end of 2009

Steady growth against backdrop of economic downturn and diversified & higher value



Source: Board of Investment



ICT/BPO Service Delivery From the Mauritian Platform

CRM

- Telemarketing, helpdesk

BPO / KPO

- Finance & Accounting
- HR Outsourcing
- Publishing and content development
- Procurement
- Architectural & Engineering Design
- Legal

IT Services

- Data Centres including hosting
- IT Help Desk
- Disaster Recovery

Application Development

- Software Design and Development
- Website development
- IT Consulting





Some global companies in the IT/BPO Space

Representative list of suppliers and captives operating in Mauritius



1 Board of Investment estimations