

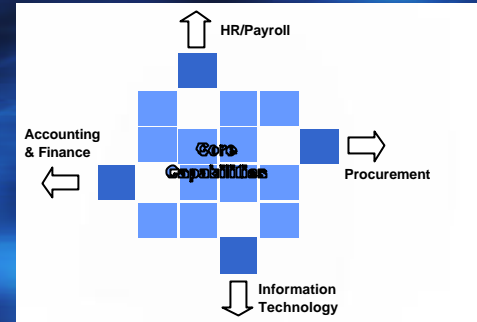
ICT Outsourcing as a driver of Social & Economic Development in Africa

Presentation at the



By Miss Juliet Ehimuan
MD/CEO Strategic Insight Consultants Ltd

What is Outsourcing?



Types of Outsourced Services

ICT Services	Business Process
<ul style="list-style-type: none"> Electronic Commerce Infrastructure ("Networks") Software ("Applications") Telecommunications Website Development Web Hosting 	<ul style="list-style-type: none"> Customer Contact (Customer Relations Management) Finance / Accounting Human Resources Logistics Procurement / Supply Chain Management Security

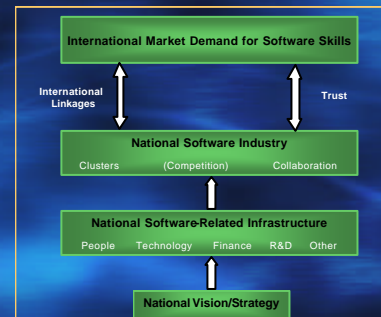
Why do companies outsource?

- Specialisation/Core Competencies
- Cost Reduction & Increased Earnings
- Human Resource Issues
- Innovation/State of the Art Technology
- Strategic Alignment
- Customer Services
- Shared Risks & Responsibilities

Offshore Outsourcing – Facts & Figures

<ul style="list-style-type: none"> 14million US & UK jobs estimated to go overseas in the next few years 	<ul style="list-style-type: none"> Key Service Providers Tier1: <i>India, Ireland, Israel</i> Tier2: <i>Russia, China, the Philippines</i>
<ul style="list-style-type: none"> India \$5.1billion of software exports in 2000/1 Outsourcing from about half of Fortune 500 companies 650,000 IT jobs 	<ul style="list-style-type: none"> China 3.5million jobs from foreign investment \$53billion of foreign direct investment \$7k to \$10k GDP growth

Success Model for Tier1 Countries



Recommendation for ICT Outsourcing Implementation in Africa

National Strategies & Action Plans

- Positive Factors
 - Labour force, Skills (Basic)
 - Language, Time Zone

- Challenges
 - Technology Infrastructure
 - Business Climate, Ethics
 - Skills (Specialised)
 - International Public Relations

The Future

Global Outsource market estimated at \$142billion by 2008

- NASSCOM McKinsey Study 2004