



# Demand for IT Professionals in the IT- BPO Sector

« Elements of response »

15 April 2010

*Olivier Hecq*  
*ICT Empowerment Training Programme Director*  
*Director Accenture IT*

# Agenda

- IT & BPO: growth limited by resources Availability
- (Part of) the response: ICT Empowerment Training Programme
- Outcomes and recommendations

# IT & BPO: growth limited by resources Availability

## Demand Status

- Demand for resources for Call Centers, BPO and IT activities is in the range of 1500 to 2000 per year
- This represent a growth of about 25% per annum
- The global economic crisis has not materially impacted the demand in Mauritius

# IT & BPO: growth limited by resources Availability

## Problems

- Not enough resources available on the market are leading to a slower than commercially-possible growth
  - The available resources are not appropriately educated for those jobs
  - The lack of resources is creating an un-healthy pressure on the staffing, leading to salary inflation higher than in most of our competing countries (India, Morocco, etc.)
- ▶ High risk for the long term of that industry

# IT & BPO: growth limited by resources Availability

## Strategy

- Since we will never be able to compete on numbers with the big players, we need to focus on high value jobs for which client are willing to pay a premium
- For this, we have to better educate the candidates so they have a better fit with the demand, faster “time to market”, and can move up the value chain quicker.

# (Part of) the response: ICT Empowerment Training Programme

## Background

- In his FY10 budget, Mauritius government allocated a budget of Mur 21 million to be spent on ICT education
- The budget is designed to fund a programme to make 2000 HSC and SC people “employable” in the ICT sector
- The budget is managed by the National Empowerment Fund
- NEF has sought a public–private sector partnership and thus called upon OTAM and CCIFM to lead and manage the programme. MITD (ex IVTB) is also a stakeholder and is providing administrative services, facilities and infrastructure
- This is seen as the first step of the “ICT Academy”

# (Part of) the response: ICT Empowerment Training Programme

## Key Principles

- All design, recruitment and training done by industry professionals
- Training include a mandatory traineeship that provide « hands-on » education
  - A big gap closed
  - First mobilisation at sector level to provide traineeship to all students

**A very unique and ambitious program**

# (Part of) the response: ICT Empowerment Training Programme

## Training tracks

- Call Centre – French
- Call Centre – English
- BPO – Finance and Accounting
- BPO- Customer Service
- IT

# Outcomes and recommendations

## Key Successes

- In 6 months solid foundations put in place for 5 training programmes tailored to the industry needs and capable of being rolled out on a regular basis
- So far **150+** people trained (70% HSC – 30% SC) in the various Call Center and BPO training tracks
- 80% found a job immediately after traineeship
- IT curriculum defined, first training to get started early may with ~20 students as a pilot
- Perhaps the first time that ICT players, who are normally competitors, have come together in such a way to share their knowledge, their training materials, their skills and their staff for the benefit of the industry.

# Outcomes and recommendations

## Key Issues

- Lack of candidates
  - Poor perception of call centres (BPO seems to have better image)
  - Don't want to travel “long” distances
  - Poor public transport system
  - Don't want to work flexible hours
  - Strong negative influence of parents
  - “Competing” with direct industry recruitment
- Lack of facilities
  - Training rooms
  - Recruitment locations
  - Admin personnel

# Outcomes and recommendations

## **Main recommendations** for further development and resource generation acceleration

1. Increase awareness of those jobs within target population (TV, School campaigns, etc.)
2. Increase target population (towards lower levels) but increase length of training curriculum
3. Partner with certification companies to gain attractiveness
4. Create a ICT campus with sufficient facilities (equipped training rooms, canteen, etc.) and easily accessible
5. Start stabilizing administrative and academic personnel for the long term