

3rd Conference



INTERNATIONAL OUTSOURCING FORUM
2 OCT > 3 OCT 2009 • M A U R I T I U S

Venue

Hilton Hotel
Wolmar
Flic-en-Flac

About SPG Media Group

SPG Media Group Ltd, wholly owned by VIB Events. SPG Media Group Ltd. is a world-class provider of international business-to-business media, in publishing, communications, web, e-media and live event formats. Their mission is to bring buyers and sellers together in all regions of the world through their media products.

Objectives

Mauritius is a leading global outsourcing destination ranked 25th on the A.T. Kearney Global Services Location index – 2009 and among the highest in Africa in the Digital Opportunity Index ranking (DOI) ranking. Mauritius has demonstrated an exceptional potential in the export of IT-BPO services exemplified by a contribution of 4% to GDP in just four years. Through a well developed digital network infrastructure, excellent telecommunication facilities and access to a scalable and stable power grid Mauritius is emerging as a regional hub for the provision of outsourcing services and telecoms switching.

Mauritius International Outsourcing Forum, planned on the 2nd and 3rd October 2009, will provide an opportunity for companies to evaluate Mauritius as an off shoring/outsourcing destination. The IT/BPO global sourcing market size in Mauritius is currently estimated between USD 89bn and 93bn with IT and BPO market shares averaging 40 and 60 percent respectively. The contribution of the IT/BPO sector to the Mauritian economy is expected to grow to some 8% in 2011 with the direct employment in the sector amounting to 25,000. The forum will also provide an opportunity for delegates to meet with the local ITES/BPO providers and discuss about the possibility of outsourcing business to them.

Attendees

Buyers Delegates at Mauritius Outsourcing Forum 2009 will be 'C' level executives (CEOs, COOs, CIO's, CFO's, Operations Directors, IT Directors, Outsourcing Directors) from a variety of sectors including, banking, insurance, retail, manufacturing, supply chain management and telecoms. They will be at various stages of outsourcing development and will be looking for extend and share their knowledge amongst their peers and for innovative solutions to their current issues and problems.

It will also be an opportunity for ITO & BPO supplier delegates to meet buyers and discuss about business opportunities. These individuals will be at various stages of outsourcing development and location selection and are looking for innovative solutions to their current issues and problems.

Outcome

Business in the Mauritian IT/BPO Industry covers a whole gamut of services (BPO, Shared services centers, Help desks, Call centers, Software/Website Development, Business continuity & Disaster Recovery) and 10,500 ICT professionals service customers' world wide at all ends of the ICT value chain.

The BPO segment alone employs 4500 people with an increasing number of companies located in Mauritius for the provision of high value added services such as Financial, Legal & HR BPO, Computer Drafting & Engineering Design and Healthcare, data management and clinical outsourcing.

The Mauritius International Outsourcing Forum will aim at connecting local operators to potential outsourcers and position Mauritius as the next emerging off-shoring and outsourcing destination.

Programme

The International Outsourcing Forum provides an intensive 2 days of industry discussion, exchange of ideas and information between international businesses, and ITO & BPO service providers. This is divided between a learning, information, knowledge and innovation program designed to stimulate discussion and thought, and a series of one-to-one meetings. In addition to this, MIOF has been united with the Global Outsourcing Location Strategies Summit to give buyers an opportunity to meet Investment Promotion Agencies from both near and far shore destinations

An in-depth conference program will consist of independent speakers evaluating the outsourcing industry and new locations, plus presentations by the Government of Mauritius outlining the various infrastructural and financial benefits the country can offer.

Programme

Day 1: October 2 2009

08:15 - 08:45	Collection of Final Meeting Schedules
09:00 - 09:10	Welcome Address Raju Jadoo , Managing Director Board of Investment followed by the Chairman of Enterprise Mauritius
09:10 - 09:40	Keynote Presentation by Everest Consulting on the Mauritius Report
09:40 - 09:50	Opening of the forum by the Minister of Information Technology and Telecommunications
10:00 - 10:30	Business Meeting 1
10:35 - 11:05	Business Meeting 2
11:00 - 11:30	Case study 1 Orange Business Services
11:40 - 12:20	Business Meeting 3
12:25 - 12:55	Business Meeting 4
12:55 - 13:55	Lunch
14:00 - 14:35	Keynote Presentation Case Study Led by Aparup Sengupta, MD and Global CEO, Aegis Limited
14:40 - 15:10	Business Meeting 5
15:15 - 15:45	Business Meeting 6
16:00	Coaches depart for the Ebene Cybercity Site Visit
16:45	Visit to Software development centre working primarily on the French Market (Cyber Tower 1)
17:15	Ceridian - HR Outsourcing (Cyber Tower 1)
17:45	Visit to Regus - Largest provider of outsourced workplaces solutions (Cyber city)
18:15	Visit to Orange Business Services – Technical Help desk (Cyber tower 2)
18:45	Tour ends and coaches depart for dinner venue
19:15	Coaches depart for offsite dinner at Domaine Anna (For full details please visit www.domaineanna.net)
19:15 - 22:15	Drinks followed by Dinner
22:15	Coaches depart for the return journey to the Hilton Hotel

Day 2: October 3 2009

07:00 - 08:45	Breakfast
09:00 - 09:30	Morning Address A Successful Match Making Model Case study of a JV
09:40 - 10:10	Business Meeting 7
10:15 - 10:45	Business Meeting 8
10:50 - 11:20	Independent Presentation # 1 Representative from the European Union TBC
11:25 - 11:55	Business Meeting 9
12:00 - 12:30	Business Meeting 10
12:35 - 13:35	Q&A Panel Discussion Chaired by Mr. Vidia Mooneegan, Chairman of the Outsourcing and Telecommunication Association of Mauritius
13:35 - 14:35	Lunch
14:15 - 14:45	Independent Presentation #2 Taking Labour Arbitrage to the next level - The New F&A BPO Frontier
14:50 - 15:20	Business Meeting 11
15:25 - 15:55	Business Meeting 12
16:30 - 18:30	Catamaran Trip
18:45 - 20:00	Networking & Free Time
20:00	Drinks Reception on the beach
21:00 - 23:00	Farewell Dinner on the Beach