

INVEST CAPE TOWN, SOUTH AFRICA

-YOUR BUSINESS PROCESS
OUTSOURCING (BPO)
DESTINATION

BPIESA

Business Process
Enabling
South Africa



INVEST CAPE TOWN

BPO IN SOUTH AFRICA

LARGE TALENT POOL

410,000
EQ VS IQ

based skills producing
clients with superior
service levels.

410,000

ENGLISH SPEAKING INDIVIDUALS ARE ADDED
TO THE NATIONAL WORKFORCE ANNUALLY.

RANKED
3RD

among global locations
that can support English
services.

DEEP DOMAIN SKILLS

BOTH
ENTRY LEVEL
CUSTOMER SERVICE
WORK AS WELL AS
COMPLEX BACK
OFFICE PROCESSES.

LARGE NUMBER OF
QUALIFIED
ACTUARIES
(three times as many as India),
chartered accounts and other
specialists each year.

SOUTH AFRICA'S
DATA PROTECTION
LAWS, PRODUCTS
AND CERTIFICATION
ARE OF AN
INTERNATIONAL
STANDARD.



WORLD ECONOMIC FORUM RANKED
**1ST IN THE
WORLD**
FOR AUDITING AND REPORTING
STANDARDS.

LEGAL PROCESS OUTSOURCING (LPO) DESTINATION WITH

7,000

LEGAL GRADUATES PRODUCED EACH YEAR,
WITH LOCAL ANNUAL DEMAND ABSORBING 3,000.

HIGH
international
BPO standards

influential in the
development of
the global ISO
contact centre
standards.

COST

**SOUTH AFRICA OFFERS MAJOR
COST SAVINGS TO MOST SOURCE
DESTINATIONS** ON A STEADY-STATE
OPERATING BASIS (INCLUDING
OVERHEADS).

National Department of Trade
and Industry BPO incentive pays
prospective investors up to

R184,000
PER JOB CREATED.

INFRASTRUCTURE



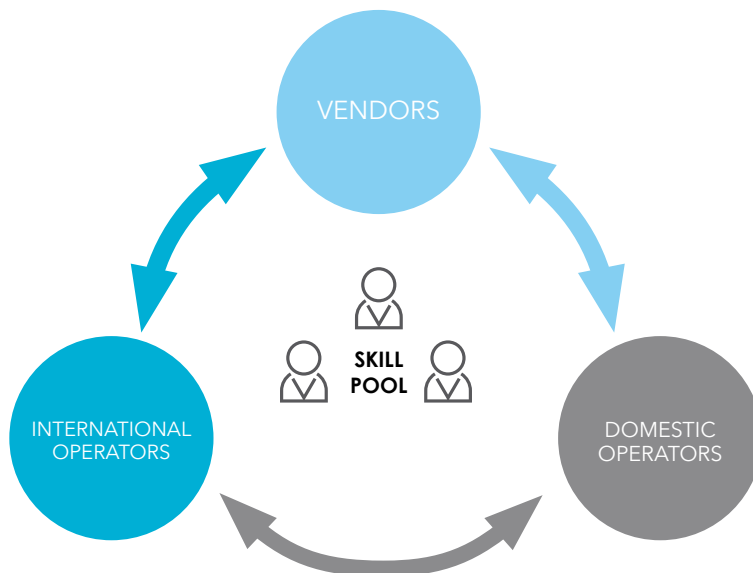
Well-developed roads and power through to education, healthcare and entertainment, making it an easy place to conduct business from.



A number of international flights coming into the country with flights terminating in South Africa.



Relative to other BPO hubs the cost of living is low with Cape Town at 179 out of 214 cities on the worldwide cost of living index¹ (Mercer 2012) (lesser than Cairo, Nairobi, New Delhi, Kuala Lumpur, Warsaw, Dublin, and Prague).

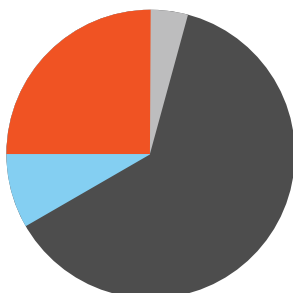


SOUTH AFRICAN BPO ECOSYSTEM

Unlike other source markets, South Africa boasts a vibrant domestic market.

220 000

OFFSHORE & DOMESTIC JOBS



WHERE ARE THE JOBS?

GAUTENG 144400
WESTERN CAPE 51300
KWAZULU NATAL 17300
OTHER 7000





PARTNERS



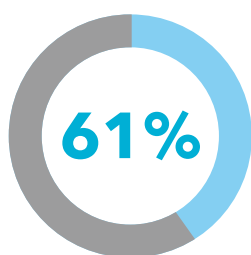
The
ROCKEFELLER
FOUNDATION



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

CITY OF TSHWANE
THE DTI
eTHEKWINI MUNICIPALITY
MICROSOFT
WCG

BPO CAPE TOWN



INTERNATIONAL
JOBS IN CAPE TOWN.

THE BIGGEST LOCATION
SERVICING FOREIGN BPO WORK
IS CAPE TOWN WITH

61%
OF THE TOTAL MARKET.

The number of international
BPO jobs in South Africa
increased by

15%

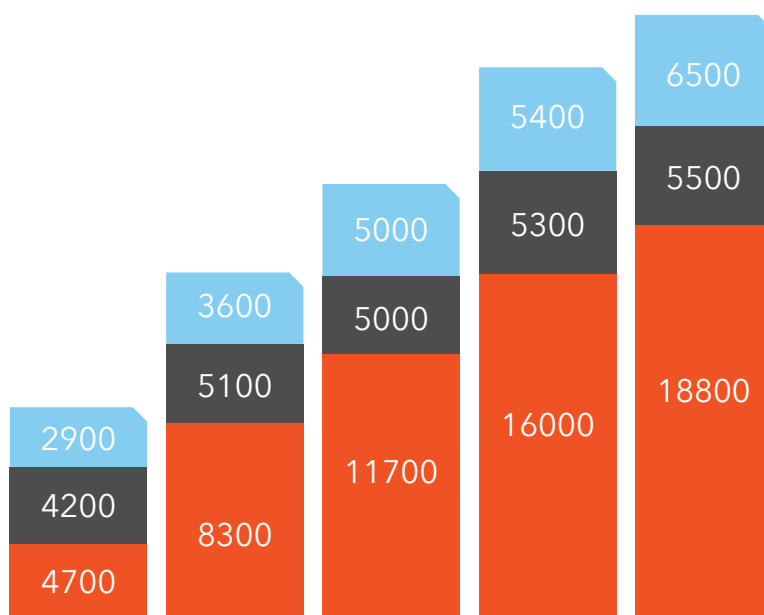
87% of the growth came
from Cape Town region.

AT PRESENT OVER

30,800 PEOPLE

are employed to service the global BPO market. This figure has more than doubled since 2010 with significant growth expected for the next five years.

2012 2013 2014 2015 2016 YTD

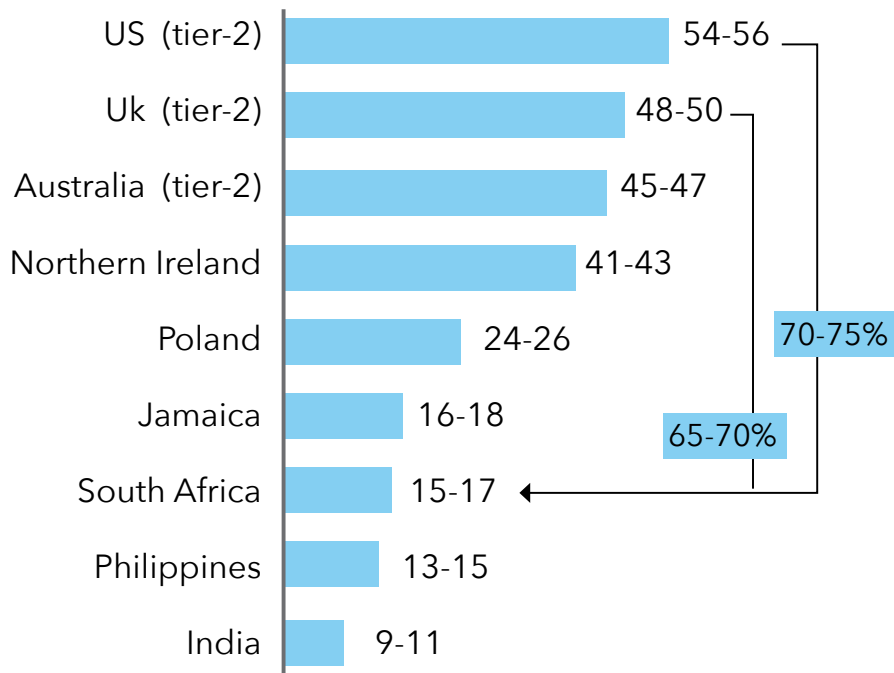


**GROWTH
PER REGION
CHART**

 **KWAZULU NATAL**
 **GAUTENG**
 **WESTERN CAPE**

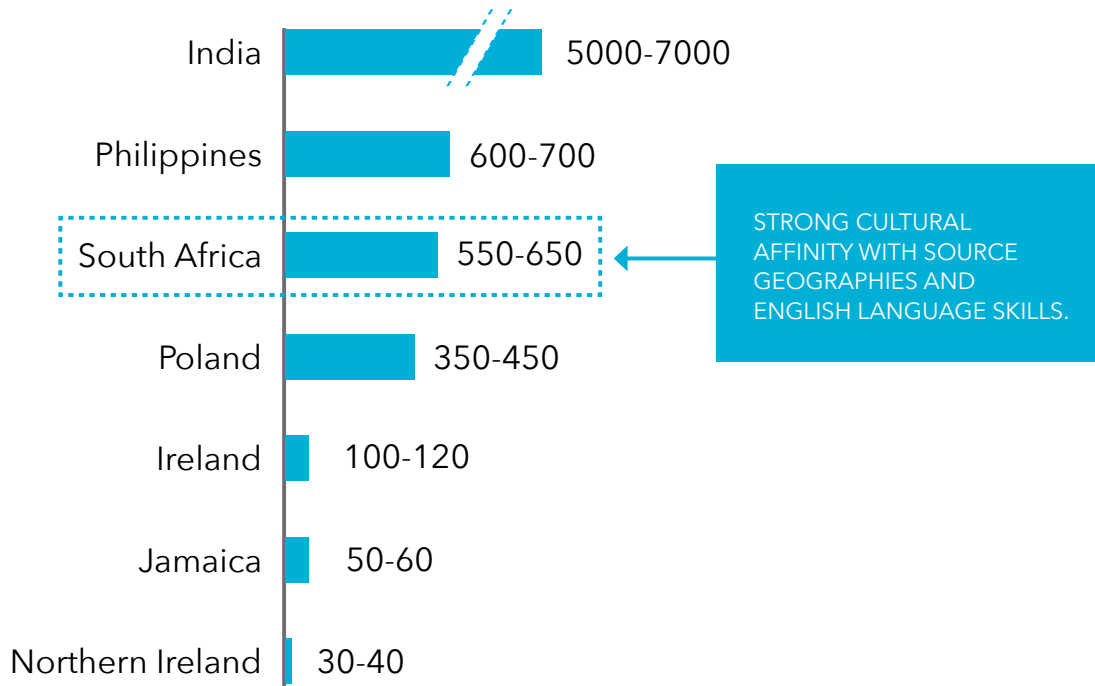
DIRECT OPERATING COST PER FTE FOR ENGLISH CONTACT CENTRE SERVICES^{1,2}

2016: USD in 000s per annum per FTE



ANNUAL SUPPLY OF FRESH TALENT FOR ENGLISH LANGUAGE BPO

2016: Number in 000s



1. Represents fully loaded ongoing operating costs. Includes compensation, facility, technology, and administration costs associated with service delivery. Excludes sales, account management and corporate overheads. Includes effect of currency fluctuations over the last twelve months.

2. Impact of incentives across locations has not been included in this assessment.

3. Talent pool typically hired by BPO industry: includes high-school graduates.

Source: Everest Group (2016). Government statistical websites, BPESA

FOREIGN INVESTMENT



INTERNATIONAL OPERATORS



THE BPO INDUSTRY IS MATURING
AND BECOMING A SUSTAINABLE
SOURCE OF EMPLOYMENT WITH
**91.7% OF AGENTS
PERMANENTLY EMPLOYED.**

60.7%
OF AGENTS EMPLOYED BY
INTERNATIONAL OUTSOURCERS ARE
BETWEEN THE AGES OF 18 AND 25 AND

33.9%
BETWEEN 26 AND 30.