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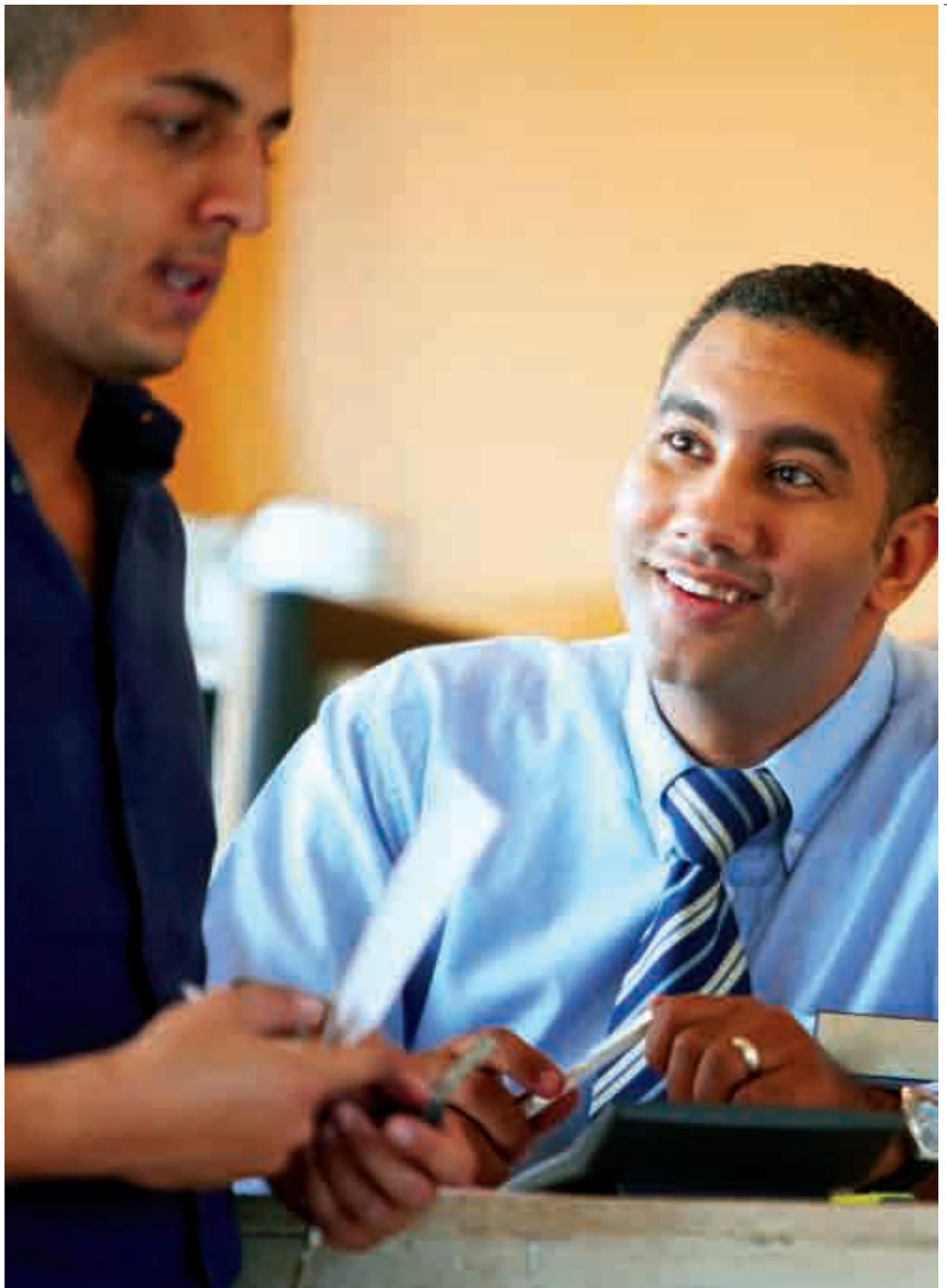


# Delivering solutions

How Egypt's companies are helping  
to deliver IT solutions and support



Egypt on



A photograph of two men in a meeting. The man on the right is holding a smartphone and pointing at the screen. The man on the left is looking at the phone. They are both wearing light blue shirts. The background is a warm, orange-toned wall.

# A key role in regional success

Egyptian IT companies are playing a major part in delivering IT solutions and support in the Middle East and North Africa.



# on demand

As the demand for IT in the region has grown, so has the size and capabilities of Egypt's IT companies. There are now well over 3783 companies in the Egyptian IT industry and over 100 of them are actively exporting their services.

The vast majority of these services are exported to the Middle East and North Africa, particularly to the Gulf countries. Currently over \$100m in IT services is exported to the region.

Egyptian IT companies are strong in a number of in-demand sectors, such as government, health care, education, financial and retail services.

They are strong in a number of key areas of work – from application development and support to internet media to niches such as mobile applications.

Above all, they are strong on collaboration. Egyptian companies partner with multinational technology vendors, with local system integrators and with clients to deliver results – forging deep relationships and working closely with them to ensure successful regional projects.

Egyptian IT companies have  
a number of key strengths

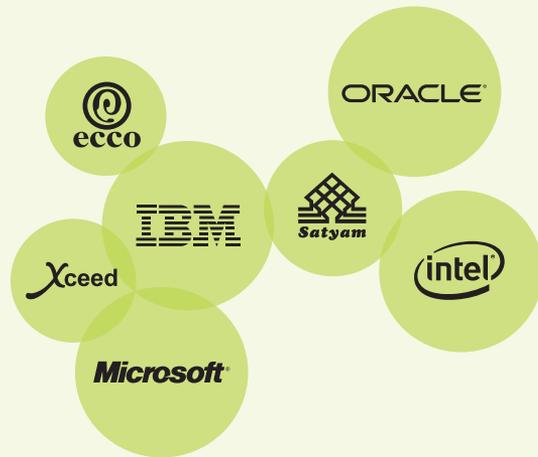


# on partnership

## The ideal partners

From the high level of technical skills to the highly collaborative approach – Egyptian IT companies provide an ideal mix of qualities for multinational IT vendors, local systems integrators, and clients alike.

## Many strong partnerships



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### **Abundant talent**

With approximately 330,000 students graduating from universities each year, Egypt has far and away the largest pool of high quality talent in the region. Around 66,000 students graduate in commerce, around 17,000 graduate in science and technology and approximately 16,000 in engineering. This abundant talent pool is growing even larger thanks to ongoing investment in programs such as EduEgypt, the Education Development for Universities in Egypt.

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### **Certified quality**

As with Egypt's IT talent, the story for Egypt's IT companies is one of quantity and quality. The number of Egyptian IT companies with CMM or CMMI certifications is currently around 43 and that number is growing year by year. Moreover, several of these companies have achieved CMMI level 5, the highest level.

Extensive government support, notably through SECC, the Software Engineering Competence Center, has played a key part in enabling Egyptian companies to achieve these high quality standards.

Egyptian companies also lead the region in terms of accreditations from world-class technology vendors.

# on partnership

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## At home in the region

With quality comes shared understanding and attitudes. Egyptian companies are very much at home with their neighbors in the region. Through geographic proximity, shared language, and culture, Egypt is in many ways the natural partner for companies in the region.

## Cost competitive

Highly competitive resource costs and a competitive and reliable infrastructure ensure Egypt ranks highly in terms of financial attractiveness.

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## Ongoing investment and support

The Egyptian IT Industry Development Agency, ITIDA, is at the heart of the investment and support for Egyptian IT companies. Alongside day-to-day support for companies, ITIDA develops and promotes the industry and provides a number of programs designed to help build capabilities. The Grow IT Program, for example, is designed to increase the international competitiveness of 100 leading Egyptian IT companies.

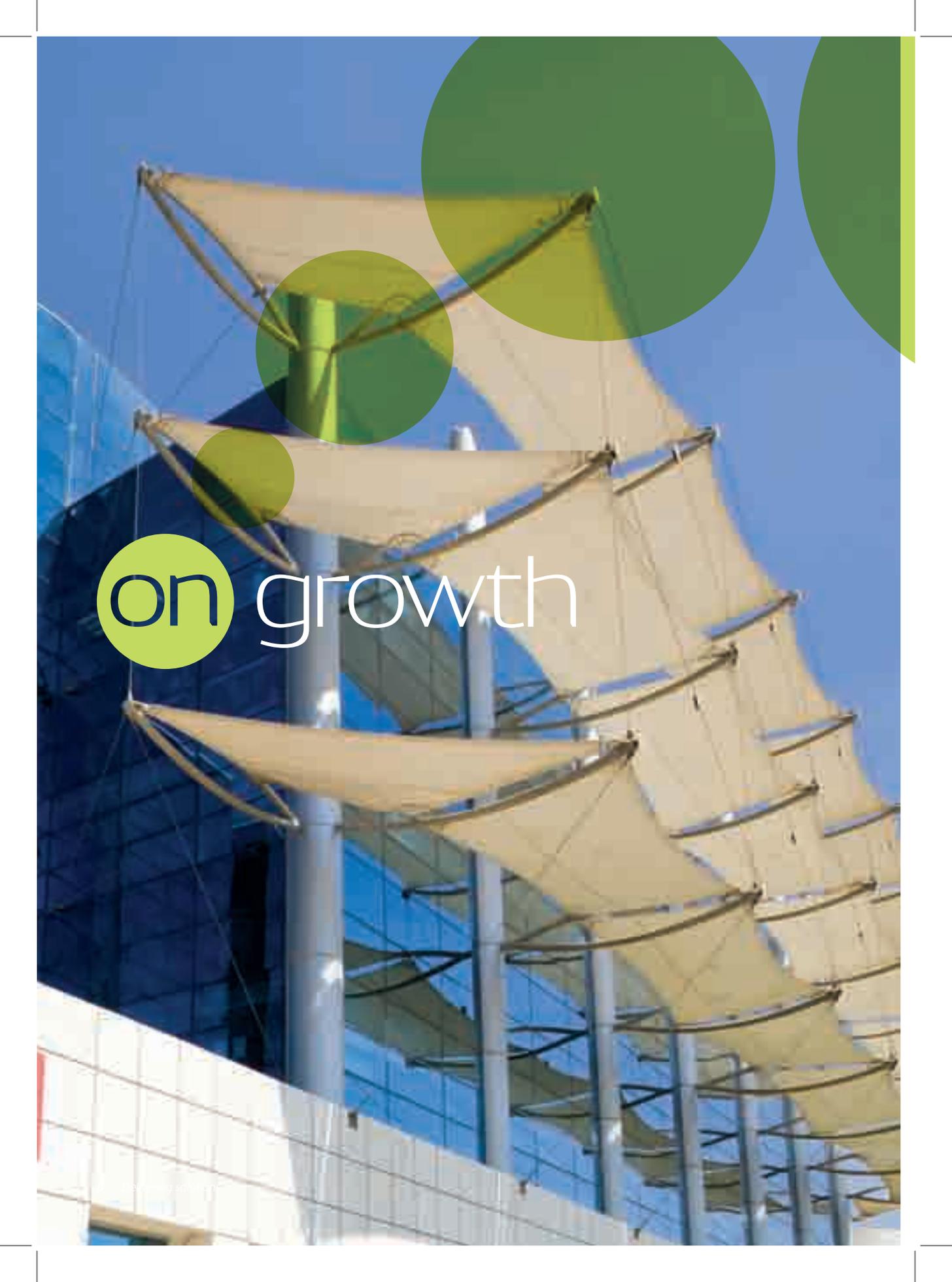
"Egypt has skilled workers... there are over 500 Egyptian resources working with our partners and customers in Saudi alone"

*Sales Director US software company, Middle East*

The A.T. Kearney Global Services  
Location Index™

		Financial attractiveness	People skills and availability	Business environment	Total score
1	India	3.1	2.8	1.1	7.0
2	China	2.6	2.6	1.3	6.5
3	Malaysia	2.8	1.4	1.8	6.0
4	<b>Egypt</b>	<b>3.1</b>	<b>1.4</b>	<b>1.4</b>	<b>5.8</b>
5	Indonesia	3.2	1.5	1.0	5.8
6	Mexico	2.7	1.6	1.4	5.7
7	Thailand	3.0	1.4	1.3	5.7
8	Vietnam	3.3	1.2	1.2	5.7
9	Philippines	3.2	1.3	1.2	5.7
10	Chile	2.4	1.3	1.8	5.5
11	Estonia	2.3	1.0	2.2	5.5
12	Brazil	2.0	2.1	1.4	5.5
13	Latvia	2.6	0.9	2.0	5.5
14	Lithuania	2.5	0.9	2.0	5.4
15	United Arab Emirates	2.4	0.9	2.1	5.4
16	United Kingdom (Tier 2)	0.9	2.3	2.2	5.4
17	Bulgaria	2.8	0.9	1.7	5.4
18	United States (Tier 2)	0.5	2.9	2.0	5.3
19	Costa Rica	2.8	0.9	1.6	5.3
20	Russia	2.5	1.8	1.1	5.3

Source: A.T. Kearney – The 2011 A.T. Kearney Global Services Location Index™



on growth



## Egypt is playing a major role in a fast-growing region

Geographically and culturally, in terms of industry commitment and experience, Egypt is at the center of this dynamic region.

The Middle East and North Africa is the fastest-growing region in the world when it comes to the demand for IT services. The potential for all concerned – from multinational technology vendors to local systems integrators to Egyptian partners – is considerable.

### **A firm foundation**

In making the most of this potential, Egypt is building on a firm foundation. Egypt has the oldest and most experienced IT industry in the region, with a number of firsts to its name. The first data processing centers in the region, for example, were established at Alexandria University and CAPMAS in 1965. The first technology development center in the region was set up by IBM in 1982. More recently, IBM and ITIDA have launched the Egypt-IBM Nanotechnology Research Center, to create a world-class center of expertise in this cutting-edge area.

### **An ideal location**

Just four hours by plane from London and six hours from India, Egypt's central position at the crossroads of Europe, Africa and Asia makes it the ideal bridge and base for partners from around the world looking to do business in the region.

Leading multinationals such as EDS and Oracle have long chosen Egypt as their preferred regional location for IT development. The EDS Application Development & Support Center, for example, has operated in Egypt for over a decade – providing worldwide software development, testing, and support.

### **A strong local presence**

Egyptian IT companies have a strong local presence in the region, with several working in multiple countries. ITWorx, for example, provides custom application development for the government and education sectors in Saudi Arabia, the United Arab Emirates (UAE), and Qatar. Giza Systems provides systems integration services to the telecoms and industrial sectors in Saudi Arabia, Syria, Sudan, Algeria, and Jordan. And SMC provides e-services on IBM and Microsoft platforms to governments in Bahrain, Qatar, Kuwait, and Saudi Arabia.



Egyptian IT companies deliver  
client-focused solutions



# on delivery

Business-oriented, collaborative, professional – Egyptian companies work closely with partners and clients to deliver.

Egyptian companies have deep experience in a number of key sectors across the region, including government; financial, retail, hospitality and transportation services; manufacturing; oil and gas; education; health care; and telecoms.

#### Focus on government

From networks and communications to geographical information systems, from security tools and services to translating website content into Arabic – government clients have wide-ranging needs and Egyptian companies have developed solutions to meet them.

BayaNet, for example, deployed an ERP solution to handle backbone operations and processes for the Hawyati ID Authority in the UAE. Arabize prepares content for an e-government portal in Qatar. And ITWorx provides portal and citizenship e-services for the Jeddah municipality.

#### Focus on health care

Data Management Systems (DMS) has developed a series of tailored health-care solutions for the region, including management information systems for patient management, decision support, and the financial management of hospitals and clinics.

One of the oldest IT companies in Egypt and the first IBM business partner in the region, DMS has many clients throughout the region, including over 75 hospitals and 1,000 clinics.

DMS was the first company in the region to gain CMMI level 4 certification, in 2005.

#### Focus on education

Founded in 2001, eKnowledge has created cutting-edge knowledge solutions for academic institutions in the region. Its solutions include e-learning and e-training applications, digital content development, and knowledge portals. EMES, the company's e-learning tool for King Abdulaziz University, serves 25,000 students and makes it easier for students and teachers to interact over the Web.

RDI provides a series of successful e-learning tools for primary and secondary schools in the Gulf. Its Books on Laptops product, for example, allows pupils to access all subjects and curricula on laptops, with user-friendly browsing and searching features, full flash animation, and Arabic dictionary. It's proving a success in a number of schools, including Smart Schools in Kuwait and the Al-Bayan School for Girls in Saudi Arabia.

# Working together to deliver

If you're looking for a partner that can deliver, we can help.

Talented, experienced, cost-competitive, close to you and to your clients, keen to collaborate, and, above all, able to deliver results – Egyptian IT companies are your ideal partners in the region.

You can find more information on Egypt's IT companies on the ITIDA website [www.egypton.com](http://www.egypton.com).

If you have a particular request or query or would like to discuss the part Egypt can play in your IT solutions, we'd be happy to help.

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