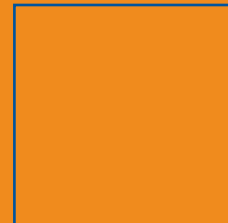


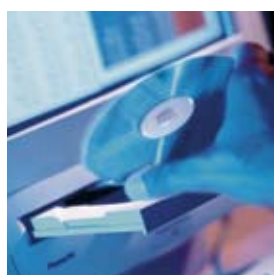
ICT Malta

A centre of quality for the ICT industry



MaltaEnterprise

Why Malta?



Malta has been an established EU member state since May 2004. A stable economic, industrial and political environment, excellent language skills, a productive labour force and an attractive incentives package, are just some of the reasons why so many companies are now looking at Malta as their first choice for foreign investment. Undoubtedly, businesses locating to Malta will join a growing band of international companies in the ICT and Call Centre sectors which are already operating successfully on the Island.

Location

- A Mediterranean Island State - within easy reach of other European capitals with direct flights to 37 major centres (flying time 2½ hours and less).
- Central European Time (CET) Zone – an advantage for European-bound call centres.
- Point of access for North African and Middle East markets for IT consulting.
- Near-shore location, thus can relate to call-centre customers.

Strong skills' base

- IT-oriented, hard-working and dedicated workforce.
- Availability of highly qualified staff, negligible attrition and low salary/wage inflation.
- Very strong linguistic capabilities with English as the official language for business and commerce.
- Italian, French and German speaking personnel also available
- Established ICT and call centre business centre since the 1990s with a strong focus on technology.

Favourable business environment

- Membership of Euro-zone and EU regulatory environment.
- Attractive incentives package.
- Well developed telecommunications infrastructure with large bandwidth and digital networks.
- Internet connections are based on wireless technology such as EDGE and 3.5G as well as wired technology such as DSL, cable and fibre connectivity.

Track-record in the industry

- Member of INEC – an elite group of ICT locations.
- Significant presence of local and foreign ICT companies and Call Centre operators such as Crimsonwing, 6PM, HSBC Call Centre, Fraser Eagle Group, Uniblue.
- Vertical strategic alliances with HP, Microsoft, IBM, Cisco, Oracle and SAP.
- Malta was also chosen by the developers of Dubai's Internet City for the setting up of SmartCity Malta (an IT village).
- Full range of inbound and outbound call centre services, including e-commerce support.
- HSBC inbound calls from high value customers in UK/EU.
- Fraser Eagle are coordinating their UK rail, bus, coach, and taxi operations from Malta.

Living Environment

- A wealth of history and archaeology.
- A mild climate which encourages an outdoor social and cultural life all year round.
- A safe, secure and pleasant country to work and live in.
- First-class healthcare facilities available in private and public hospitals.
- Excellent education system with numerous private, international and public schools.
- Exceptional standard of living while annual living costs are substantially lower than in many other EU Member States.
- High standards of affordable accommodation.

The main advantages of Malta for us are the English language skills that are here. Also, the costs in Malta are actually substantially lower than the UK for office space and for staffing costs, which means we can run a very efficient operation compared to running things from the UK.

David Walsh, Chief Executive Officer, Crimsonwing Malta Ltd

Malta is very geographically central and it's very easy to access the rest of Europe and indeed the rest of the world. Also with English being an official language and the standard of education being high, we find Malta an excellent place to set up a software development company.

Hilary Rogers, Public Relations Manager, Uniblue Systems Ltd

The quality of life is much more relaxed (in Malta) and I do tend to get more done in this relaxed environment and that clearly is beneficial to the company's growth.

Kevin Dean, Managing Director, Fraser Eagle

We decided to start operations here in Malta because we don't afford not to be present in the Maltese market. It is the ideal bridge between Europe and Africa and we get a very good level of education.

Stefano Bettini, Country Representative, SAP

We are now able to pick the very highest quality programmers from the IT course here in Malta. Coupled with that was also the cost efficiency of the labour force, which is considerably cheaper than it would be back in the UK.

William Lorenz, Chief Operating Officer, Ixaris Systems Ltd





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