



ENTERPRISE IN MALTA



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EUROPEAN COMMISSION CONFIRMS MALTA'S HIGH ICT RANKING

The European Commission has confirmed Malta's high ICT ranking, recognising the country once again this year as being "well advanced in information society, with many benchmarking indicators significantly above the EU average".

In its i2010 mid-term review, Preparing Europe's Digital Future, the European Commission recognised Malta as Europe's undisputed leader in the indicator of basic public services for enterprises fully available on-line. Maltese basic public services available on-line for Maltese citizens are at 92%, the second best ranking in Europe compared with the European average of 51%. The rapidity of the increase in these services is also noted by the Commission that observes that in 2004

only 33% of Maltese public services were available on-line and now these have almost trebled in the last four years.

Malta's businesses use technology more than the average of their competitors in Europe. Malta well exceeds European averages in integrating e-business in internal processes and in the use of ERP and analytical CRM systems.

The ratio of Maltese employees with ICT users skills is the fifth largest in Europe and the ratio of ICT specialists in Malta is also ahead of European average.

The important contribution of ICT to Malta's economy is indicated by the fact that Malta's economy enjoys the third largest contribution to

its GDP from the ICT sector and the fourth largest employment ratio on the EU.

Source: *The Malta Business Weekly* - 11th September 2008



EXPANSION OF LUFTHANSA TECHNIK MALTA FACILITY

A €60 million expansion of Lufthansa Technik Malta's operations is to open its doors to business in mid-December, the company's CEO Louis Giordimaina said on 20th October during a site visit by Finance Minister Tonio Fenech.

Fast-paced works on the new 61,000 square metre facility begun in June 2007. This will consist of administrative

offices, a spare parts warehouse, training facilities and 3 hangars. The new premises will enable the company to perform checks from two of its hangars on wide-bodied aircraft such as the A330, A340 and the even enormous Airbus A380. In fact, the first aircraft arriving for checks at the new Malta facility will be of the wide-bodied variety - a Lufthansa Airbus A330. The third hangar will be

dedicated to narrow-bodied aircraft.

Mr Giordimaina also explained that at present, Lufthansa Technik Malta performs checks on some 68 narrow-bodied aircraft per year - a figure due to rise by 30% with the new expansion.

Source: *The Malta Independent* - 21st October 2008

SMARTCITY MALTA PROMOTED AT GITEX WEEK IN DUBAI

“SmartCity Malta has reached an advanced planning state and is ready to start construction of its ICT/media township.”

SmartCity promoted Malta, together with its other project in Kochi, at GITEX Technology Week 2008, being currently held in Dubai. This event builds upon the global interest in the Middle East's ICT landscape by presenting a week of dedicated trade segments which includes GITEX Business Solutions, GULFCOMMS, as well as Consumer Electronics.

Focusing on the region's fastest growing sectors, these three distinct yet closely related areas, deliver focused forums for key buyers and decision-makers from across the region. On 21st October, SmartCity Malta CEO delivered a presentation to a number of potential regional operators on how

SmartCity Malta is set to become the European ICT and media destination, offering unparalleled services to its partners in the first knowledge-based township in the region. SmartCity Malta is the largest foreign investment on the island and expected to generate around 5,600 jobs.

SmartCity Malta has reached an advanced planning stage and is ready to start construction of its ICT/media township, said SmartCity CEO Fareed Abdulrahman.

SmartCity Malta is described as a state-of-the-art and self-sustained, knowledge-based township, forming part of a

global network of such townships that SmartCity seeks to develop.

Extending over one kilometre of Mediterranean seafront and 158,500 square metres of business space, SmartCity Malta will offer business and lifestyle amenities featuring office space, shopping and dining boulevards, panoramic areas and freely accessible open spaces. SmartCity is a joint venture company promoted by Dubai Holding members Tecom Investments and SAMA Dubai.

Source: The Times – 22nd October /2nd September 2008

MALTESE COMPANIES AT LIBYA AND DUBAI EVENTS

As part of its internationalisation initiative, Malta Enterprise is organising the participation of a number of Maltese companies at the **Technology of Oil & Gas International Forum and Exhibition - TOG 2008** being held in October. This event is organised under the patronage of the Libyan

Petroleum Institute (LPI), an affiliate of the National Oil Corporation (NOC) of Libya. Participation at TOG 2008 will be beneficial for oil companies, commodity and equipment suppliers, service providers, consultants and technology innovators.

Another group of Maltese companies will be present at this year's **BIG 5 Show** in Dubai. This is the largest annual meeting place for the contracting industry, building materials and interiors in the Middle East.

www.maltaenterprise.com



INITIATIVE TO STRENGTHEN COMMERCIAL RELATIONS

Malta Enterprise was present for the inauguration of the Lugano branch of the Swiss-Maltese Chamber of Commerce which was held on 8th September.

This event was also attended by Malta's Ambassador Leslie Agius; the Vice-President of the Swiss-Maltese Chamber, Reggie Fava; and Simona Soldati, Director of the new branch in Lugano.

At the inauguration, various presentations were made by the three entities representing the country on Malta's potential as a business destination.

SAVINA PRODUCTS STRIKE GOLD TWICE

For the second consecutive year, Savina products have been awarded The Great Taste Gold Award. Last year, the same award was given to Savina's Fruit Fiesta in Aged Spiced Rum Liqueur. This year the Award was for Savina's newly launched Mediterranean Fig Chutney in Aged Wine Vinegar.

These prestigious awards are judged and awarded in

the UK by the Guild of Fine Foods. Since 1993, the Guild has organised the Great Taste Awards, the UK benchmark for speciality fine food and drink products.

Those products fortunate enough to receive an award cannot only claim to be of the finest quality, but prove it too. All entries undergo rigorous tests by a specially selected panel of experts, including

leading chefs, buyers, food critics and deli owners.

Savina is represented in Britain by Savina UK Ltd and its products may be found in several exclusive retail outlets in England and Ireland, besides the franchise operation in Germany.

Source: *The Sunday Times* – 17th August 2008

www.savina.com.mt



Photo: Courtesy of Savina UK

CRIMSONWING LAUNCHES ERP SYSTEM

Crimsonwing launched its Microsoft Dynamics Print VIA enterprise resource planning system at London's Total Print Expo. Print VIS is an implementation of the Microsoft Dynamics ERP system, developed by Danish firm Nova Vision, and offers significant benefits to the printing industry.

Well established for the past ten years, Crimsonwing has, through the 2007 acquisition of the enterprise business unit of Peracto Ltd, become an advanced technology provider for the print and graphics industries, delivering business and technology solutions to well-known organisations. Print and graphic

industries are noticeable by their unique, complex and ever-evolving requirements.

Crimsonwing's Print VIS has been specifically designed for such an industry.

Source: *The Sunday Times* – 2nd November 2008

www.crimsonwing.com

MALTA FEATURES IN CALL CENTRE TV

It was the turn of HSBC's Call Centre in Malta to feature in a shooting of Call Centre TV, giving extensive exposure to the Maltese islands and the banking services that HSBC call centre gives to UK clients.

Call Centre TV is an initiative of HSBC's network of call centres in 13 countries around the world servicing the UK banking customers. Every month, a UK crew visits

different call centre sites to highlight and bring locally what is happening globally in the call centre world. Two events were shot in Malta over two weeks: *The Best Place to Talk Event* and *Malta Has Got Talent Event*. The first activity was the right forum for HSBC to discuss the performance of call centres over the past 12 months and to map out the vision for next year.

"Malta is an important location on HSBC's map of

call centres around the world" said Mr Richard Brown, Director of the Call Centre in Malta (Swatar). He added that the Call Centre TV initiative has proved to be an effective way to keep HSBC employees updated with the work and environment of their colleagues around the world and share tried and tested practices.

Source: *The Malta Independent* - 29th August 2008

"Malta is an important location on HSBC's map of call centres around the world."

ENTERPRISE EUROPE NETWORK—MALTA



Enterprise Europe Malta (EEN), in collaboration with Malta Enterprise, are currently formulating an FP7 database aimed at facilitating partner searches and collaboration amongst local and foreign companies to participate in FP7. The companies that would like to be inserted onto the database would have to fill in a document which can be downloaded from the EEN website.

The Enterprise Europe Network has more than 500 contact points in almost 40 countries across Europe, Armenia, Chile, Egypt and the US. Once the document is filled in, the company's profile would be sent across the EEN network in order to enhance the possibility of Maltese companies participating in FP7 programmes. The document aims at

gathering general information on the company, the company's experience in participating in EU programmes, the company's knowledge on FP7, and in which programmes the company would be interested in participating in.

<http://www.enterprise-europemalta.com/>

EURO-SYRIAN CONTACT DAYS - CREATIVE INDUSTRIES



Enterprise Europe Network at Malta Enterprise is also organising the participation of Maltese companies at the Euro-Syrian Contact Days in December. The aim behind this initiative is

to encourage and facilitate business cooperation between European and Middle Eastern companies. Enterprise Europe Network Malta has been appointed National Coun-

sellor for this important Business-to-Business event. This year's edition of the Euro-Syrian Contact Days will be targeted towards creative industries.

MALTA PROMOTED IN DENMARK & FINLAND

Malta Enterprise and the Malta Embassy in Copenhagen jointly organised a four-day programme of meetings in Denmark and Finland to promote Malta as a location for outsourcing and investment. Various meetings were held with CEOs of Finnish and Danish companies by

Peter Paul Meli, Head of Strategic Investment Promotion at Malta Enterprise as well as by Paul Radmilli, Charge d'Affaires at the Embassy of Malta.

The target sectors were ICT, electronics and the maritime industry.

Other meetings were also held with the Danish Association of Medical Devices, the University of Southern Denmark, the Danish IT Industry Association, and the Finnish Software Central Chamber of commerce amongst other business organisations.



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