



oworkers

WHY OUTSOURCE TO MADAGASCAR in 10 points ?

1 BIG TALENT POOL TODAY : YOUNG AND DYNAMIC WORKFORCE

Outsourcing services providers in Madagascar employed about **80 000 to 100 000 employees** in the sector according to different statistics boards. Data processing services have been there for 30 years on the french market. The industry is considered top priority for the government.

2 BIG TALENT POOL FOR TOMORROW

With a young population of 28 million that is forecast to double to 54 million by 2050 while 51 % are between the ages of 18 and 50, there is a large, growing talent pool available to Madagascar BPO providers.

3 VERY LOW COST

In terms of cost of salaries, Madagascar is one of the cheapest worldwide, Even India is more expensive and of course Morocco (his main competitor) is way more expensive.

4 VERY LOW ATTRITION RATE

Our last attrition rate is 1,7 % in 2022, Malagasy employees tend to stay a long time attached to a job and a company, which means stable and long term ressources.

5 AWESOME SCALABILITY

Super flexible labor laws give us scalability capability you cannot find anywhere in comparison. We can ramp up and ramp down very quickly on a very large scale.

OWORKERS OFFICE PRODUCTION CENTERS

EGYPT

Building 3A
4th floor,
Street 199,
New Maadi,
Cairo

MADAGASCAR

HEAD OFFICE
Cité BATIMAD, Lot H3
Ankorondrano
Antananarivo, 101

CENTER 1
Immeuble ARO
Ampefiloha
Antananarivo, 101

SALES OFFICE

CENTER 2
Andavamamba
Antananarivo, 101

USA

2066 North Capitol Avenue
#1003,
San Jose,
California, 95132

BULGARIA

HEADQUARTER

EUROPE

Tsar Asen Street #30
F5, B4
Berkeley Square House,
Berkeley Square,
2nd Floor, London, W1J 6BD,
United Kingdom

4000 Kamenitsa 1,
Plovdiv, 4000

CENTER

ASIA

Rilon center
1th floor,
Bul. "Konstantin
Velichkov" 2,
Sadiyski,
Plovdiv, 4000

Chevalier commercial center
8 Wang Hoi Road
Kowloon Bay
Hong Kong

6 RELIABLE INTERNET INFRASTRUCTURE

Digitally connected to the continent by way of the 10,000-kilometer East African Submarine Cable System, Madagascar has the fastest internet in Africa with 2 major fiber cables connected to the island, Madagascar has grown to be a major player in the BPO sector, the internet there is even faster than some first world countries such as the UK or Spain.

7 GEOGRAPHIC LOCATION TIME ZONE FOR EUROPE

Another advantage of Madagascar is its geographical location in terms of jet lag. Only 1 hour away from France (2 hours in winter time), Malagasy service providers can easily synchronize their schedules with those of their partners in European countries.

8 STABLE POLITICAL ENVIRONMENT FOR INDIAN OCEAN COMPARED TO AFRICA

Madagascar as an isolated island (the 5th largest one) is very protected from conflicts from other African countries, also the lack of centralized oil or gold reserves don't give opportunity for civil conflicts. The country has never experienced a war or a major civil conflicts. The actual president has been elected in a democratic way.

9 FRENCH AND ENGLISH SPEAKERS

All malagasy speak french but majority of young students learn english also.

10 MANY TOP PLAYERS OUTSOURCE ALREADY IN MADAGASCAR

IBM, Amazon, Deloitte, unicef, fidelity to name a few



YOUR PARTNER IN MADAGASCAR



Stephane
Guillemain

Head of development

21 years of experience in the BPO industry, management of multi sites & multi countries operations. Align the developments with the strategy.



Bruno
Azzalini

Head of production

25 years experience as a BPO production manager on multi sites - multi countries with strong track records for Fortune 500 companies.



Hery
Nomenjanahary

Production Manager
MADAGASCAR

14 years of experience in Data Processing operations. Supervision of the project management team.



Mamy
Rakotondrazafy

Head of finance

MADAGASCAR - GLOBAL
15 years experience as a CPA, Master in finance and administration. Supervision of the finance processes



Danah
Andriamanohisoa
Andoniaina

CUSTOMER SERVICE
Senior project manager



Sarah
Herimaran'irina

CUSTOMER SERVICE
Senior project manager



Hasina
Rasoloharinilaina

BACK OFFICE operations
Senior project manager



Veronique
Raonimanalina

CRM BACK OFFICE
Senior project manager



More than 300
collaborators

+ Quality control

WHY OUTSOURCE TO OWORKERS IN MADAGASCAR ?

EXPERIENCE

With more than 10 years experience in the country for Oworkers and 20 years for the top management we can say that we are very experienced with the country his local laws and behaviors.

MULTIPLE CENTERS

With 2 centers in Antananarivo we have a backup for your operation

SECURE CONNECTIVITY

Plugging into the fiber optic cable network on 2 ISP, oworkers has also triple redundancy in the form of Fiber, 4G and satellite.

LOCATED IN PRIME A BUILDING WITH ELECTRIC SECURITY

Our infrastructure is robust , central with all the necessary security features like 24X7 guards, Biometry at the entrance , video surveillance but also multi Electric generators of 150 KVA.

SECURE AND ISO 27001 COMPLIANT

We take pride in our state-of-the-art, secure facilities and the consistent implementation of protocols and policies to ensure your data security. We are compliant with ISO certifications (27001:2013)



PLAY ON YOUTUBE

GDPR COMPLIANCE

Oworkers follow very strict protocols to ensure GDPR compliance, especially for sensible data transmission.

HUGE EXPERIENCE IN THE INDUSTRY

Oworkers is a company with more than 10 years of experience and 500+ employees . Our top management has a cumulative 25+ years of experience in the business process outsourcing (BPO) industry.

EXPERIENCED MANAGEMENT IN THE CENTER

Minimum 10 years of experience in the industry as a standard for all the project and production management.

SUPER STRONG TRACK RECORDS

on 100+ clients since years

MULTI AWARDED COMPANY



The Silicon Review®



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