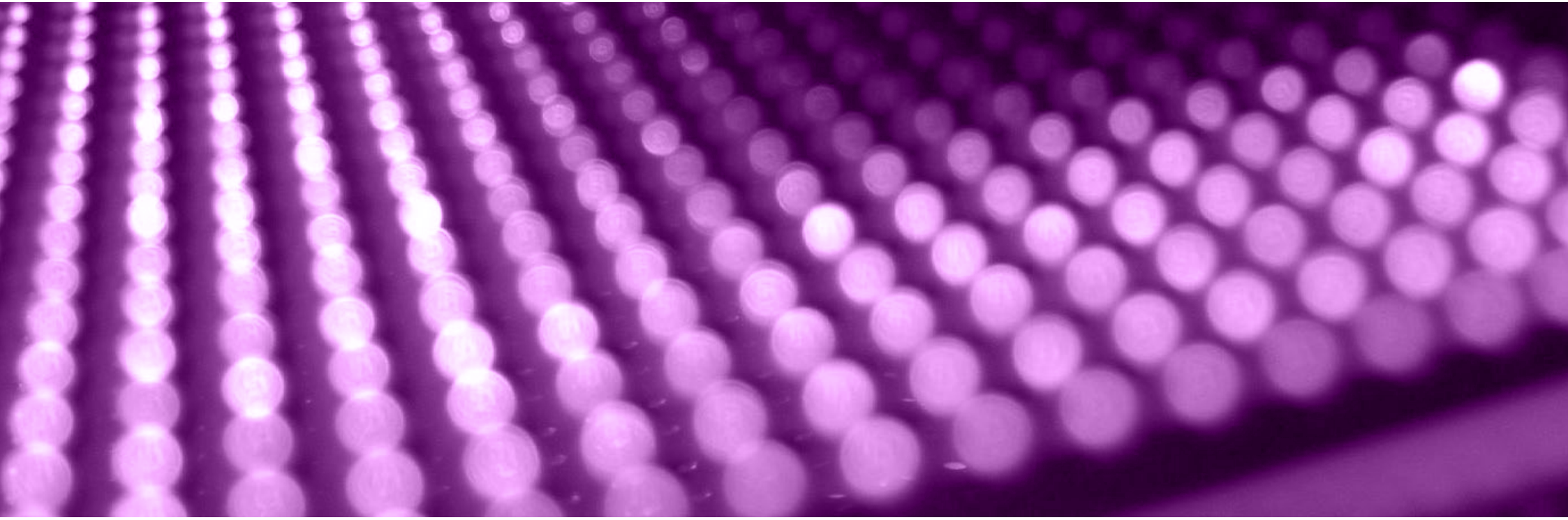
workers



WHY OUTSOURCE TO MADAGASCAR in 9 points ?

MADAGASCAR

WATCH A VIDEO
ABOUT OUR CENTER

As the preferred destination for business process outsourcing for companies seeking complex projects in French and basic English, Madagascar is currently the most cost-effective location in the world for data processing outsourcing services, particularly for French, simple English, unrelated languages, as well as Chinese and certain Romance languages.

Thanks to our highly secure infrastructure and our experienced offshore staff, we can provide multilingual BPO services at a very low cost while ensuring high-quality deliverables and scalability.

Our first center was built in Antananarivo in 2013, and we now have two on-site delivery centers: one for simple, high-volume data entry or data annotation projects, and another for more complex operations carried out by senior operators.

We are ISO 9001 certified and GDPR compliant at this site, with robust Standard Contractual Clauses (SCCs) and Data Processing Agreements (DPAs).

1 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.

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

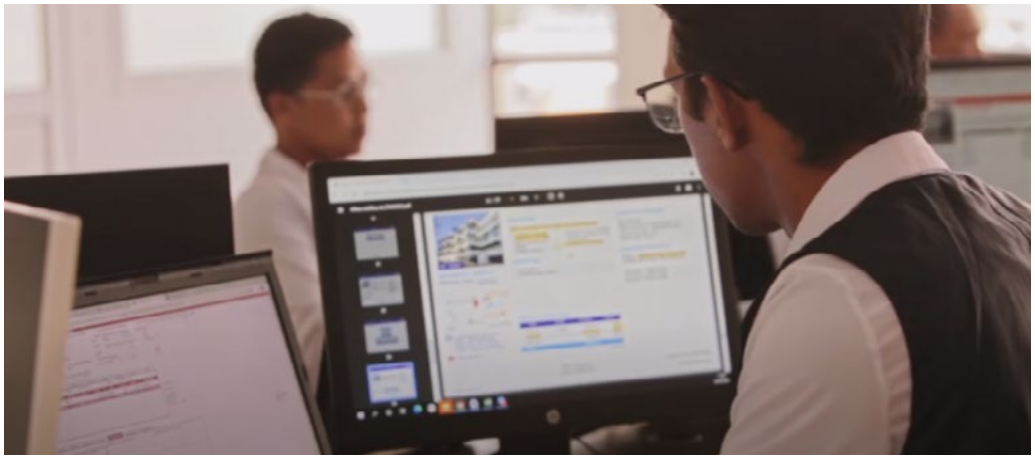
Madagascar as an isolated island (the 5th largest one) is very protected from conflicts from other African countries, also the lack of centralized oil or gold reserves don't give opportunity for civil conflicts.

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.

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)

MANY TOP PLAYERS OUTSOURCE ALREADY IN MADAGASCAR
IBM, Amazon, Deloitte, unicef, fidelity to name a few

MULTI AWARD WINNING COMPANY

We have been ranked No. 1 in the world for various BPO services on several occasions.

20 TOP-RATED COMPANIES

Unlocking the Value of Data: Transforming the Outsourcing Landscape.

Top 5 Best Data Entry Outsourcing Companies

The World's Best Data Entry Outsourcing Company SME News draws on its nationwide network of industry experts in the UK to bring you the latest news, innovative articles, and the best deals in the UK SME landscape.

30 Innovative Brands of 2023

Oworkers, a true trailblazer, is shaking up the multilingual BPO services industry by rapidly expanding its presence.

Top 5 Best Data Entry Outsourcing Companies

Organizing and collecting data are among the most essential requirements for business success, whether the company is small or large.

OUR TEAM

Oworkers is a team of multilingual business process outsourcing experts with more than 25 years of combined experience in the BPO industry across various countries around the world.

Our multilingual BPO team has a solid understanding of best practices in outsourcing:

- Achievement of key performance indicators (KPIs) such as productivity rates and turnaround times.
- Rigorous quality assurance (QA) to ensure optimal accuracy on every project.
- State-of-the-art online reporting.
- Expertise and know-how to ensure the use of the best tools and solutions tailored to each project.

With Oworkers, you can rest assured that we will help you improve your cost efficiency, flexibility, scalability, and operational excellence.

YOUR PARTNERS IN MADAGASCAR

Stephane GUILLEMIN
CEO | Head of Development

25 years of experience in the business process outsourcing (BPO) sector, managing operations across multiple sites and countries.
Aligning projects with strategy.

Bruno AZZALINI
Chief Operating Officer (COO)

25 years of experience as a production manager in the business process outsourcing (BPO) sector, across multiple sites and countries, with proven results for Fortune 500 companies.

Tantely RANAIVOTAHINA
Center Director | Madagascar

14 years of experience in front-office and back-office operations.

Hari
Unit Manager | Madagascar

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