OUTSOURCE AFRICA

Why India?
Why not Zambia?
WAGE DIFFERENTIAL

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EDUCATION

• 2 million graduates
• 20% technology & science graduates
• India Institute of Technology (IIT)
• cultural reinforcement

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Indian Advantages

- Wage Differential
- Education
- Language
- Location
- Governmental Support
Impact on India

- ICT Infrastructure
- Economically
Call for New Players

India’s BOP Market Share

**2005**
- India: 85%
- Other: 15%

**2007**
- India: 45%
- Other: 55%
OUTSOURCING IN AFRICA

• Ghana
• South Africa
• Zambia?
<table>
<thead>
<tr>
<th></th>
<th>INDIA</th>
<th>ZAMBIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>GDP per capita (2003)</td>
<td>$543</td>
<td>$430</td>
</tr>
<tr>
<td>Literacy Rate</td>
<td>55.2 %</td>
<td>60.6% women 81.6% men</td>
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<tr>
<td>Language</td>
<td>English</td>
<td>English</td>
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<tr>
<td>Government Support</td>
<td>NASCCOM</td>
<td>E-governance</td>
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<tr>
<td>Private Support</td>
<td>Foreign Investors</td>
<td>Microsoft</td>
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WHY ZAMBIA?

Economic Reasons
• advantageous wage differential
• educated class
• governmental support
• private support

Social Reasons
• unemployment for the unemployed
• retain educated
• bridge the digital divide
Why not Zambia?