

Bahrain for Business Process Outsourcing

Offshore your BPO operation to Bahrain and see it thrive

Companies outsource business functions to improve their cost structure, focus on core competencies, operate faster or manage growth.

Set up your BPO business in Bahrain to gain ready access to organisations looking for these advantages across the GCC and MENA region.

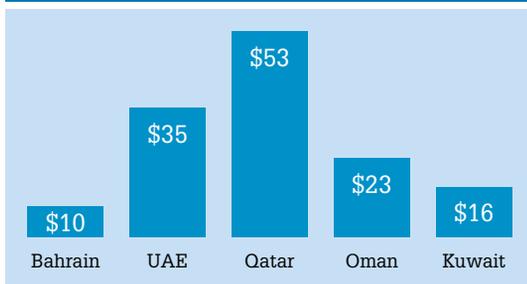
Bahrain offers a compelling case for BPO: the sector is growing at a projected CAGR of nearly 13% 2013-2020. Regional demand continues to rise, with over half of GCC companies outsourcing some of their processes or IT to reduce costs.

Financially attractive, cost competitive

You will be able to run your BPO project more profitably in Bahrain.

We have one of the region's most competitive total operating costs, up to 40% less than neighbouring hubs¹, with commercial rent, internet and telephone services all more affordable. Office space is among the best value, too, at just USD 10 per square metre².

Bahrain's low-rise office costs²



1. Cost of Doing Business in Bahrain – Financial Services, KPMG 2015

2. Cost per m² in USD, 800 m² office – various real-estate agents 2015 (mainly Cluttons, CBRE)

In addition, employee costs are consistently lower at all levels³. Support is available through Tamkeen, an organisation that works to develop Bahrain's private sector, offering salary subsidies and fully-funded training.

The ideal setting for business

Bahrain's liberal, well-regulated economy and business-friendly commercial environment make it easier to set up here. Established companies can take advantage of 100% foreign ownership with full repatriation of capital, profits and dividends. In addition, Bahrain has the Gulf's most lenient corporate and personal tax regime

The Kingdom has a strong record in effective regulation. In finance, the Central Bank of Bahrain is the region's most highly respected regulator. In intellectual property legislation, Bahrain is a regional leader and has had trademark laws since 1993. In ICT, the Bahrain Telecommunications Regulatory Authority has five times been named 'Best Regulator of the Year'⁴.

Together, these factors provide reassurance your business can depend on.

High-quality infrastructure

Bahrain provides connectivity and infrastructure to help you manage clients' offshored business processes.

Internationally, we are superbly connected with no fewer than four⁵ undersea cables, as well as via satellite links.

3. KPMG Analysis, April 2015

4. CommsMEA

5. Fiber Optic Gulf (FOG), FLAG FALCON, Tata TGN-Gulf, Gulf Bridge International Cable System

Pioneering market liberalisation means that our ICT and telecoms sector is well-developed. Not only does Bahrain rank 29th in the world for network readiness⁶; we have a powerful 'ecosystem' of ICT service providers, technology developers and channel partners, supplemented by technical back-up (equipment, marketing, IT infrastructure and more) from Tamkeen, to support you.

When it comes to premises, we offer a great selection of modern offices equipped with high-end facilities in locations like Bahrain Financial Harbour, NBB Tower, BMMI Tower and the World Trade Center.

❖ Strong skills and availability

Educated

A skilled and educated workforce is vital to deliver the level of service your BPO operation needs.

Here, Bahrain wins conclusively: we offer the region's most highly-skilled bilingual workforce, growing at around 3% a year⁷.

In ICT, as many as 89% of employees have a bachelor's or master's degree. While the Kingdom's workforce is young (60% are aged 25-34), it has an average seven years' ICT experience.

In contrast to some GCC countries, you can tap into Bahrain's extensive educated female workforce. Around 80% of Bahraini women are in higher education, and they excel in voice-based BPO, thanks to strong communication and customer-care skills.

Fluent

Over 90% of the ICT workforce can write and speak English fluently – a valuable asset when dealing with global customers. But it is regionally where employees come into their own: Bahrainis share the same Arabic accents and cultural references as their neighbours, enhancing customer service and increasing sales conversion rates.

6. Global Information Technology Report 2013, World Economic Forum, 144 countries

7. Central Informatics Organisation, ICT Specific Council, Economic Development Board Analysis, Frost & Sullivan Analysis



❖ Easy travel – for everyone

Bahrain's strategic location at the heart of the Gulf puts you in convenient reach of the GCC – projected to be worth USD 2 trillion by 2020 – and beyond.

It is less than an hour's flight to neighbouring GCC countries, and a world-class international airport will connect you to destinations globally.

We also offer a straightforward visa on arrival to nationals of nearly 100 countries.

Whether you want to pursue new opportunities, welcome customers or ensure employees can fly swiftly in and out, Bahrain is perfectly placed.

❖ An enviable lifestyle

Bahrain is one of the friendliest most hospitable countries in the region. Bahrainis are renowned for being warm, relaxed and open. This is reflected in how expats see Bahrain.

HSBC's 2015 Expat Explorer ranks Bahrain fourth out of 39 destinations ahead of Germany, Canada, Australia, Hong Kong and Switzerland for overall expat satisfaction.



68% of expats enjoy a higher disposable income while working in Bahrain, with **seven in ten** also finding it easier to save

57% of parents

believe that the health and wellbeing of their children has improved since living here



Two-thirds feel their children enjoy a better quality of life

CONTACT US

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