NTBs faced by ITA small developing members – our experience

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Agenda

About BYTE

Proposed Actions

NTBs in the ICT sector
About BYTE...

Software company, with more than 26 years of experience.

World-class solutions that combine software, services and technology.
About BYTE…

- +300 employees
- Socially responsible
- Technology driven
- Industry certifications
About BYTE...

ISO 9001:2008
Since December 2003

CMMi Level 3
October 2009
About BYTE

Presence in +15 countries

Industry focus

• Telecom & Utilities
• Banking / Finance / Microfinance
Industry solutions

Telecommunications & Utilities
- BSS
- Mediation / Provisioning
- OCS
- Revenue & Fraud Management

Banking / Finance / Microfinance
- Core Banking
- Teller
- Customer Service Channels
Industry challenges

- Core business applications for global industries
- Mission-critical solutions
- Secure and robust architecture
- Rapid changing environments
- Real big data applications
- Cloud adoption
The players

World-class players
- Vendors
- Customers
- High quality human resource

The playing field is now flat
NTBs in the ICT sector…

Vendor location

- Where are you based?
- “This type of software must come from x or y countries”
NTBs in the ICT sector...
Guatemala facts...

Progress in motion
- Foreign direct investment has substantially grown since 2009
- +35% of Central America GDP

Geographic location
- The country of eternal spring
- Location and time zone (GMT -6)
- Country with the largest area
- Largest population in the region +15 million

Macroeconomic Stability
- Sustained economic growth
- Over 13 years of Exchange Rate Stability

Human Resources
- Largest number of university students (312,000 students)
- Young population, more than 70% under 40 years
- Highly trained bilingual staff skilled in technology with globally recognized certifications
Guatemala facts

Connectivity
- First class connectivity
- Multiple fiber optic connected to NAP through three separate submarine cables

Telecom
- +20 million mobile phone lines
- Lowest rates in the region for long distance
- 3 mobile operators, 2 LTE networks
- 19 local network operators
- 20 international gateway operators

Technology Companies
- Formal cluster established
- Cooperation between industry and academy
- Successful companies like Duolingo, BYTE
- Entrepreneurs like Captcha inventors
NTBs in the ICT sector…

Support Centers

- Peru
- Dominican Republic
- El Salvador
- Honduras
NTBs in the ICT sector…

Vendor location - action items

- Company presence
- Customer references
- Partners
- Certifications
NTBs in the ICT sector......

Country focus

Country Brand

Action items

SOFEX

Government awareness

Presence across main industry events
NTBs in the ICT sector..

Data-location

- Mainly on banking industry
- Physical location
- Limit cloud-based adoption
NTBs in the ICT sector

Subsidies

- Countries promoting local industry
- Advantages on projects
NTBs in the ICT sector - Proposed actions

- Promote small developing members
- Enforce global software certifications
- Provide governments visibility of this sector
Questions?
Thank you