



**Pacific Islands  
Trade & Invest**

# FIJI MISSION

## BUSINESS PROCESS OUTSOURCING MISSION

**4 - 6 APRIL 2017**

*Explore the opportunities Fiji has to offer in Business Process Outsourcing*

Pacific Island Trade & Invest Australia is pleased to invite you to be part of the Fiji Business Process Outsourcing Mission.

The objective of the mission is to provide an opportunity for delegates to learn about Fiji's Business Process Outsourcing (BPO) sector, explore potential areas of cooperation and alliances, and understand how to do business in Fiji. Delegates will have the opportunity to visit international standard BPO facilities and network with high level industry decision makers and stakeholders.

### FIJI'S COMPETITIVE ADVANTAGE

- Competitive costs, at least 50% lower than Australia
- Investment incentives – high level of political support
- Geographical a 4-hour direct flight from Australia and the time zone is only two hours ahead of AEST
- First world telecommunications infrastructure
- People are renowned for friendly customer service
- Highly educated, young and motivated workforce
- English is one of Fiji's national languages and they have a neutral accent
- Workforce attrition is extremely low
- Awarded 2014 European Outsourcing Association Offshoring Destination of the Year and 2013 finalist in the Offshoring Destination of the Year awards (UK national Outsourcing Association)

### WHO SHOULD ATTEND?

Senior executives interested in outsourcing services, investing in a BPO operation or establishing a captive centre offshore.

Fiji's BPO offerings include:

- Back and front office support
- Telemarketing and Telesales
- Complaint handling
- Market research and data entry
- Insurance claim and transaction processing
- Financial services
- Overflow and after hours support

### MISSION PROGRAMME

Date	Details*
Monday, 3 April	Arrive Suva, Fiji
Tuesday, 4 April	Presentations* <ul style="list-style-type: none"> <li>• Investment Fiji</li> <li>• Fiji ICT Infrastructure, Fiji Telecom</li> <li>• Fiji Financial landscape, Reserve Bank of Fiji</li> <li>• KPMG</li> <li>• Ministry of Labour</li> <li>• University of South Pacific</li> <li>• Revenue and Customs Authority</li> </ul>
Wednesday, 5 April	Site Visits * <ul style="list-style-type: none"> <li>• Mind pearl **</li> <li>• Packleader Group**</li> <li>• Centecom **</li> <li>• ANZ Captive Centre</li> </ul> Networking function
Thursday, 6 April	Business-to-business appointments
Friday, 7 April	Depart Suva, Fiji

*\*Programme is indicative of the final programme and is subject to change*

*\*\*Participants subject to service providers approval*

*"I found the mission to be extremely well organised and of great value in terms of learning more about the opportunities to invest in Fiji. The mission brought together ALL of the key stakeholders and provided access to relevant information and industry contacts allowing us to achieve in a few days what would normally take months"*

*- Scott Wooden, Director, Trek Australia  
2016 Delegate - BPO MISSION*

**PLACES ARE STRICTLY LIMITED, REGISTER YOUR INTEREST ONLINE BY FRIDAY, 3 MARCH 2017**

<https://pacifictradeinvest.com/investment/bpo-fiji-mission-2017-registration-page/>

### KEY CONTACT

**Chad Morris**

General Manager - Investment & Tourism

[chad.morris@pacifictradeinvest.com](mailto:chad.morris@pacifictradeinvest.com)

+61 2 9290 2133

[www.pacifictradeinvest.com](http://www.pacifictradeinvest.com)