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Uganda Latest African Nation to Show BPO Potential

The business process outsourcing industry continues to gain a footing in Africa, as developing economies begin to show strong potential in customer service, IT and finance horizontal.

In Machakos, Kenya, developers are set to break ground on a massive business park that hopes to bolster the country's emerging BPO sector. Meanwhile, the Rockefeller Foundation recently touted the potential of Ghana's outsourcing market, suggesting international demand could help employ 780,000 Ghanaians by 2015.

Ugandan officials have begun to stress the importance of BPO in expanding the country's global market potential. However, Information and Communication Technology Minister Ruhakana Rugunda recently pointed out that the country faces some challenges in training and maintaining a qualified workforce to fill positions.

At a meeting in Kampala this week, Rugunda urged operators to focus on building skilled and educated manpower in order to expand their enterprises.

"The minister has revealed that the country will soon launch its first national fiber optic cables network that will make internet available in all districts in the country," reports UG Pulse.

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