

If STIKK Then ICT Else Agro End If



STIKK

Driton Hapciu

Vice president of the Board

Kosovo Association of Information and Communication
Technology Companies

dhapciu@stikk-ks.org

www.stikk-ks.org

CACTUS

Managing Partner

ICT Systems Integrator
Kosovo and Albania

dritonh@cactus.com

www.cactus.com



SHOQATA PËR TEKNOLOGJI TË INFORMACIONIT DHE TË KOMUNIKIMIT TË KOSOVËS
KOSOVO ASSOCIATION OF INFORMATION AND COMMUNICATION TECHNOLOGY

Kosovo

(small red spot on the MAP)

Geography Land 10,908 km²

Population approx. 2,000,000

Largest City Pristina - est. pop. 500,000

Distribution 42% urban, 58% rural

Diaspora app. 500,000 people living abroad.

Languages Albanian, Serbian, Turkish, English

Currency EURO,

GDP 2009 €3,792 billion

Per capita € 1.731

Inflation Average 2.2 % per annum over the past four years

Enterprises 87,960 SME in 2008.

Budget In 2009 totaling app. 1,430 € billion.

Tariff duties: Customs duties: 10% on imports; No duties and taxes on exports.

Tax system: VAT 16%, Corporate Profit Tax 10 %, Wage Tax progressive max.10%

Free trade: Customs-free access to EU market based on EU Autonomous Trade Preference (ATP) Regime,

Location factors: Competitive and well educated workforce,



© MAGELLAN Geographix® Santa Barbara, CA (800) 929-1627



ICT companies in Kosovo

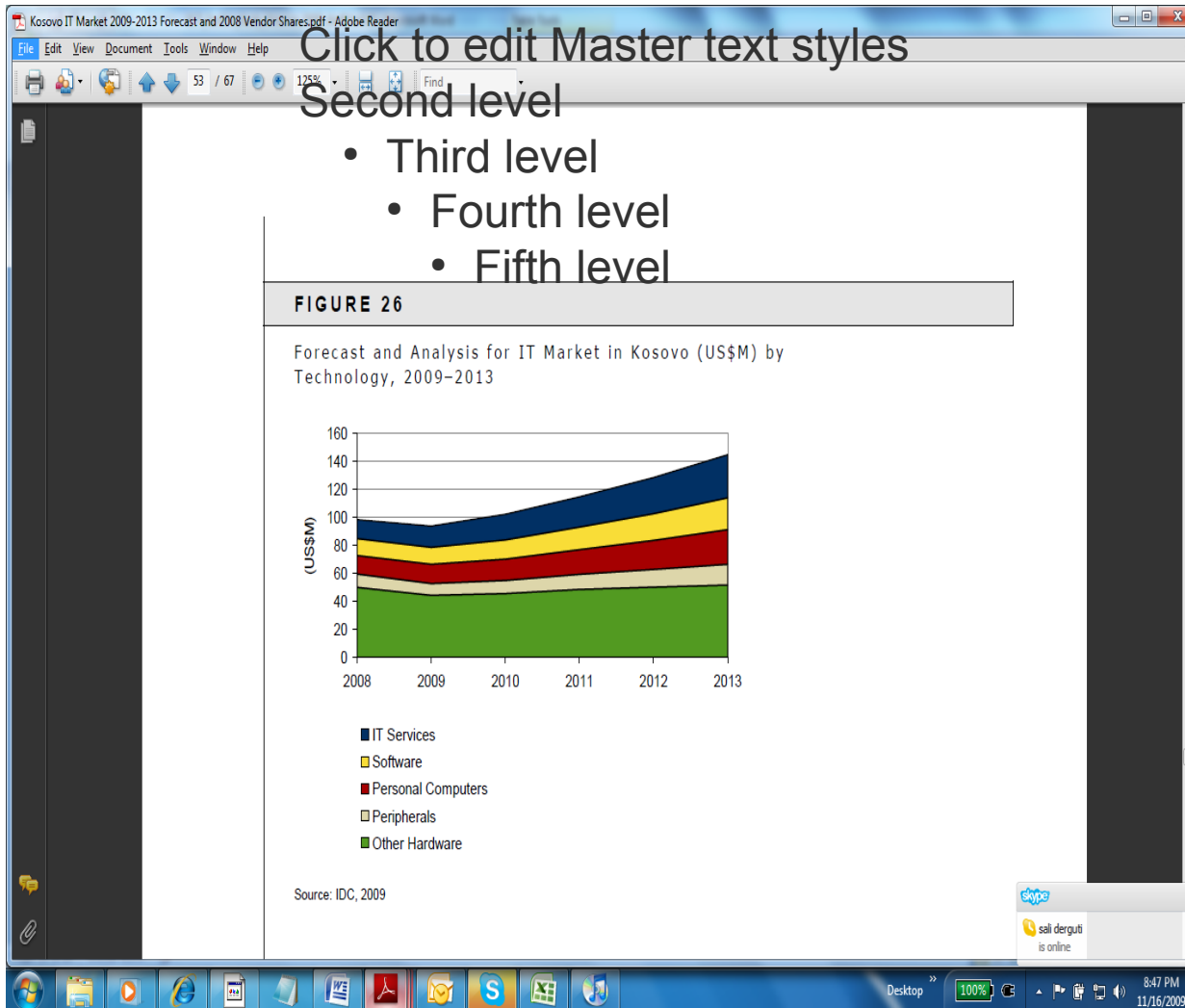


- ICT industry in Kosovo ~ 120 companies
- Combined headcount in excess of 800.
- 80% companies less than 20 employees.
- Relatively young

more than half of ICT companies surveyed were founded after 2000

- Labor force in the ICT sector is dominated by men
- ICT sector sales comprises of hardware sales,

IT market in Kosovo



What makes our lives hard?



Recognition of facts

Recognition of Kosovo as a country

STIKK as a key ICT stakeholder

ICT in national strategy

ICT & Education

ICT Skilled people shortage

- “They” think we have – “we” know we don’t

Young and inexperienced ICT sector

Development of service sector

Current STIKK Initiatives



- STIKK Visibility
 - Local
 - International
- FDI promotion
- Skills gap
- Regional Association collaboration
- EU project's
- B2B
 - Regional (*and beyond*) matchmaking initiatives
 - Albania, Macedonia, Turkey

STIKK Activities performed



All sort's of ICT survey

What sector Is about?

Informing on relevant trends in the industry

Public/business/NGO/International

Business and development opportunities

B2B / Regional cooperation

Advocacy and lobbying

VAT / customs / tax / incentives/ strategy

Workforce development

Training and capacity building opportunities

International recognition

ICT sector Challenges



Government

Establishment of Ministry of /for ICT

ICT as a national priority in government strategy

TAX incentives on/for ICT

Education

Software Engineering Faculty

Vocational Schools reform

Business / Innovation center

ICT certifications/standards recognized by Min. Edu.

International community

ICT in Donor Agency's in strategies for:

- Economic growth
- Education
- Certification and standardization
- European Integration activities

Excellence Innovation Center



Excellence Innovation
and Technology Center

STIKK as umbrella
organization

Fundraise with “*usual
suspects*”

- Norway /Netherland /
USAID

Network with similar
centers in region

- Croatia / BiH / Albania /

Stimulate FDI in Kosovo ICT sector

Prepare local companies for “the future”

- Standardization and Certification
- Technological advancement
- Business M&A Skills

Create competitive environment

Bring (attract) in regional players for:

- BPO / tech.support and call centers (30 already)
- Software development
- Networking and telecommunications support services

What FDI in ICT sector in Kosovo...

- Establishment of **education** providers in ICT
- Establishment of a network of

ICT incubator(s)

ICT park(s) / industrial zone(s)

- Merging with and/or acquiring ICT SME's and turning them into more efficient corporate investment vehicles
- Establishment of **Customer service centers** or so-called **Call/contact centers**
- Establishment of **Shared service centers** / **back-office services** / outsourcing centers
- Establishment of startups in ICT service sector namely **software development**

Custom Software development

Integration services / Application testing / Content development / Engineering and design, /Geographical Information Systems / Research and Development/

What STIKK expects...



Associations:

Promote KOSOVO/STIKK

- Recognition/inclusion in ICT bodies in
 - Region
 - Europe
 - Worldwide

Partner in joint initiatives/program's

Network and lobby with donor's

STIKK



www.stikk-ks.org



SHOQATA PËR TEKNOLOGJI TË INFORMACIONIT DHE TË KOMUNIKIMIT TË KOSOVËS
KOSOVO ASSOCIATION OF INFORMATION AND COMMUNICATION TECHNOLOGY