

Sri Lanka

IT-BPM DESTINATION 

Published by The Information and Communication Technology Agency of Sri Lanka

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Why Sri Lanka?

Country Facts

Country facts	
Commercial Capital	Colombo
Official / Recognized Languages	Sinhala, Tamil, English
Legislature	Parliament
Population	20.96 Million (2016)
Currency	Sri Lankan Rupee (LKR)
Internet TLD	LK (www.nic.lk)
Mobile Penetration	24.7 Million subscribers
Internet Penetration	25.8%
Total Workforce	8.3 Million
Literacy Rate	98.1%
Time zone	UTC +5:30

IT and BPM Industry

400 +
Companies



70,000 +
Employees




13% yoy
Employee Growth



US\$ 847Mn
Export Revenue



14%
Export Revenue growth



Global and Regional Rankings



Offshoring Destination of the Year in 2013 and 2014

AT Kearney

14th in the Global Services Location Index 2016

Gartner®

Among the primary countries in Asia Pacific for offshore delivery



IFC

**International
Finance Corporation**
WORLD BANK GROUP

No. 3 in South Asia in the Doing Business Index 2015



e-Government survey - No. 1 in South Asia in the e-Government Ranking



COMMITTED TO
IMPROVING THE STATE
OF THE WORLD

No.2 in South Asia in the Global Competitiveness Report 2016-17



No.1 in South Asia in the Human Development Index 2015



No.2 in South Asia in the Global Innovation Index 2015



COMMITTED TO
IMPROVING THE STATE
OF THE WORLD

Ranks Sri Lanka among the Top 10 in Asia in the Network Readiness Index 2016



THOLONS

16th among the Top 100 Outsourcing Destinations for 2015

A Conducive Business Environment

- ✦ Sri Lanka instituted economic reforms in the 1970's (was the first country in South Asia to liberalize its economy) and has followed a pro-business and pro-investment policy ever since.
- ✦ **Ranked No.3 in South Asia under the World Bank Doing Business Index.** According to the World Bank Sri Lanka is the the only economy in South Asia that simplified business registration process in 2014.
- ✦ Entry in to Sri Lanka is simplified through an Electronic Travel Authorization System which also won an award at the World Summit Award 2013 in the e-Governance and Open Data category. The System has been introduced with the intention of providing an efficient, reliable and simplified service to those who visit Sri Lanka.
- ✦ Tax holidays
 - ✦ 4 -12 year tax holidays for new investments.
 - ✦ Concessionary corporate tax rate of 12% for exporters.

Infrastructure

✦ Real Estate

- ✦ Availability of affordable Class A office space within Colombo city limits.
- ✦ Private sector owned dedicated IT-BPM parks such as Orion City, Trace Expert City, World Trade Center, Bernard Business Park, HNB Towers and McLarens Building offer ideal facilities for new entrants or expansion of existing operations.
- ✦ Infrastructure Management by Regus, Jones LaSalle and Envoy Facilities Management.

Telecommunication

- 1st Country in the world to be selected for the nationwide implementation of the Google Loon Project which will provide comprehensive network coverage to the entire island enabling high speed connectivity for every citizen.
- Eight telecom operators and seven international submarine cables providing ample redundancy. The Ultra High Capacity 100G-PLUS Bay of Bengal Gateway (BBG) Submarine Fibre Optic Cable links the nation to one of the world's most technologically advanced cable systems and powers up the single largest global bandwidth infusion to the country.
- Broadband, leased-line and satellite connectivity widely available from multiple operators.
- Fast adoption of technologies – first South Asian country to establish 3G & 4G LTE networks.
- Telecom Regulatory Commission provides special access facilities to IT and BPM companies for easy import of equipment and connectivity.
- Public WiFi to be made available in 3,500 locations islandwide.

Transportation

- Colombo has a well established road network including an express way from the Bandaranaike International Airport to the heart of Colombo.
- According to ATKEARNEY, moving within the city is much easier than Cairo, Dhaka, Manila or Mumbai.
- Modern international airport with more than 20 international airlines with direct flights to many worldwide destinations including 140 flights per week to most cities in India less than 2 hours away from Sri Lanka. Terminal 2 is being built.

Utilities

- Reliable and quality supply of power with electricity coverage of 93% – Only South Asian country providing uninterrupted power supply 24 hours a day according to the World Economic Forum Global Competitiveness Report.

Highly Talented Skill Pool

- ▀ According to ATKEARNEY, Sri Lankans are known to be strong program and relationship managers and are able to handle complex, differentiated tasks rather than just routine processes.
- ▀ Sri Lanka has the second highest British Computer Society members outside UK.
- ▀ Sri Lankan undergraduates have excelled in many Global Competitions.
 - ▀ 58 Google Summer of Code participants in 2015. 3rd highest number of participants.
 - ▀ IEEE Xtrem - A team from Moratuwa University was ranked 1st in the Asian Region and ranked 3rd in the World against 2000+ University teams from around the world. 199 teams applied from Sri Lanka for the same competition.
 - ▀ Team BitMasters from University of Moratuwa was awarded 2nd Place in Innovation category, Imagine Cup 2016.
- ▀ **The country produces close to 400,000 English Speaking IT Literate individuals per year - ATKEARNEY**
- ▀ Sri Lanka is ranked as Best performer in South Asia under Health and primary education, Higher education and training & Technological readiness categories in the Global Competitiveness Report 2016..
- ▀ Sri Lanka boasts of having more people with UK-recognized management accounting qualifications than any other country outside the UK.
- ▀ A 70,000+ strong workforce in the ICT industry as of 2015 with a 13% average YoY growth. Female participation of the workforce improved from 21% in 2009 to 29% in 2013.

The workforce has skills in all areas of interest such as

- | | | |
|--|--|---|
| ▀ Social | ▀ Mobile | ▀ Analytics |
| ▀ Cloud | ▀ Web | ▀ Design |
| ▀ Enterprise Applications | ▀ IT Infrastructure | ▀ Project Management |
| ▀ Business Analysis | | |

Community driven training and development culture reinforces continuous learning and development of the workforce on various technical and non-technical topics. In addition, thought leadership sessions organised by industry associations such as SLASSCOM, FITIS, and professional bodies such as BCS and CSSL have brought down many high profile personalities.

Regulatory Information

Investment

- ▶ Sri Lanka has an independent judiciary and follows the British Commercial Law principles and practices in its legal system, giving peace of mind to investors and outsourcers, as well as facilitating the setup of contracts.
- ▶ Sri Lanka's business environment allows 100 percent Foreign Ownership.
- ▶ No restrictions on repatriation of earnings, fees and capital.
- ▶ Safety of foreign investment is guaranteed by the constitution.

Treaties and Conventions

- ▶ Sri Lanka happens to be the only South Asian country who has acceded the Budapest Convention on Cybercrimes and the 2nd in asia after Japan.
- ▶ Sri Lanka recently became the first South Asian country to ratify the United Nations Convention on the Use of Electronic Communications in International Contracts.

Information Security

- ▶ Sri Lanka also enacted an Electronics Transactions Act and Computer Crimes Act.
- ▶ Sri Lanka is a signatory to international treaties on intellectual property rights such as the Berne Convention, WTO/TRIPS and adopted a comprehensive IP regime.
- ▶ The country has created a national intellectual property rights office that focuses on awareness, policy issues, legislation and enforcement.
- ▶ A Data Protection Code of Practice is also under preparation.
- ▶ AT Kearney has recognized Sri Lanka as being amongst the most rigorous intellectual property protection regimes in the region.

High Level Government Support

- ▶ The Sri Lankan government is one of the biggest catalysts for driving its IT-BPM industry growth and has publicly shown its commitment by setting up a separate agency for the development of the ICT sector - ICT Agency of Sri Lanka.
- ▶ The government declared 2009 the year of English and Information Technology, with the goal of improving the knowledge of English and IT in young adults and school children to ensure they have the necessary skills to meet future industry demands.
- ▶ The Government facilitates business missions to many regions including Australia, Japan, Africa and Scandinavia. Private Sector IT and BPM companies received the opportunity to exhibit at international events.
- ▶ The Government through the ICT Agency provides substantial grants for companies in the IT-BPM space to support business development such as training, consulting expertise, marketing and quality enhancements.
- ▶ 'SPIRALATION', the tech startup acceleration initiative of ICTA has supported 41 startups to date.

Competitive on Cost

- ▶ Sri Lanka is a highly cost competitive destination and was ranked as the most financially attractive country in terms of financial attractiveness by ATKearney's Global Service Location Index report in 2016.
- ▶ The average associate cost can be as much as 10-20% lower than other offshore destinations, especially for BPM roles.
- ▶ IT Industry wages range from US\$150 to US\$2500 per month.
- ▶ The Government also provides special assistance on real estate acquisition, based on investment and employment generation potential.

Offshore Delivery Centers



"As one of the first banks to be established in the region, HSBC Bank Plc has had a presence in Sri Lanka since July 1892. We opened our Group Service Centre [HDPL] in 2004 and now employ over 2,400 local and talented employees who make GSC Colombo [HDPL] a great place to work. For HSBC, how we do business is incredibly important and so it is a priority for us to operate ethically, responsibly and sustainably in order to deliver our long-term goals. We remain committed to our HDPL operations and employees in Sri Lanka, and look forward to playing our part in the continued development and prosperity of the country with the help of government agencies which support the strategy of the HSBC Group."

David Grimme
Global Head of Service Delivery,
HSBC

"We have had a long partnership with Hayleys in Sri Lanka. They instilled in us the idea to establish a new shared services centre here (Sri Lanka). Indeed, it has been a very good option for us: close from our centers in India but far enough for our business continuity plan, well-educated youth especially in Finance, reliable technical infrastructures for power and internet."

Igor Savostianoff
Managing Director





"The availability of top tier talent and the low cost of operations in Sri Lanka made it a logical choice for our company. We started working in Sri Lanka in 1997 recruiting just 26 graduates in the first year, since then we have grown to 740. Sri Lanka offers us a great base to expand into Asia."

Alastair Sorbie
CEO & President, IFS



London
STOCK EXCHANGE

"Given our extensive experience of working in Sri Lanka with MillenniumIT, it seemed the natural destination for our new venture, LSEG Business Services. This is an exciting opportunity for the local technology community to join a truly global organisation and we look forward to working with the government of Sri Lanka to build a strategic partnership and a world leading technology hub in the country"

Martin Ryan,
Group Head of Shared Services,
LSEG

"In 2007 to accommodate rapid growth, CAMMS established a service delivery centre in Colombo, Sri Lanka primarily to access well trained programmers. Further diversification has allowed the Colombo office to also become the sales hub for CAMMS in Asia."

Joe Collins
CEO



CAMManagement
Solutions
Solutions for successful organisation.



Creately is one of the world's popular Diagramming and Visual communications tools that caters to Millions worldwide. From large organizations such as NASA, Amazon, EBay, DHL, Disney, Telstra to thousands of small and medium businesses choose Creately for its ease of use that is powered by intelligent drawing capabilities that help users create stunning content with minimal effort.

Creately and its parent company Cinergix was founded in Australia and runs it's entire R&D and Marketing operations from Colombo, Sri Lanka.

Chandika Jayasundara
CEO

IT Products and Services

Utilizing advanced Big Data and Analytics techniques, our Data Science team delivered a Product Recommendations Platform to a Tier 1 retailer in the United States. Powered with a sophisticated decision engine that has intelligent personalization and localization capabilities, the solution delivers recommendations to all customer interaction points. The big data engine oversaw a 36% growth in Recommendations Revenue in its first year of operation alone.



Qingdao Haier Co., Ltd has more than 200 Million consumers in P.R.China today, and its customer community is growing very fast. Haier's customer service manages close to 100,000 service requests per day, and the need for a scalable and flexible customer care platform is urgent. By working closely together with eBuilder, we believe that we will be able to provide our business community with a fast, efficient and superior customer service.

Ren Xianquan
Qingdao Haier Co., Ltd Vice President Haier Customer Service and Chief Quality Officer
Qingdao Haier Co., Ltd

IFS, the global enterprise applications company, has been identified as one of the world's major vendors within three different Enterprise Asset Management (EAM) fields by ARC Advisory Group. The report places IFS as the single largest vendor within aerospace and defense, the second largest within the oil and gas industry and the third within power generation. The combined rankings make IFS the third largest EAM software vendor globally.



ARC Advisory Group is the leading information technology research and advisory firm for industry and infrastructure. In its new publication "Enterprise Asset Management and Field Service Management, Five Year Market Analysis and Technology Forecast through 2015," ARC Advisory Group indicates that IFS Applications holds a dominant market share in terms of EAM software in a number of asset and maintenance-intensive industries. IFS is the number one vendor within aerospace and defense, the number two vendor within oil and gas, and number three within power generation.



"Aequitas conducted a robust RFP process where we measured the ability of technology providers to deliver a series of technology and operational requirements. MillenniumIT rose to the top as the clear leader in its field. With solid expertise, MillenniumIT has quickly proven its technology is adaptable to meet our needs and enable Aequitas to go to market with real innovation."

Karl Ottywil
COO

Aequitas Neo Exchange – Canada

"The HKEx Orion Central Gateway is a further step in our aim to provide a more efficient trading infrastructure for our trading community, and to boost competitiveness for the overall Hong Kong market. In evaluating service providers, we applied a stringent set of requirements in terms of performance and functionality. We selected the Millennium SOR™ based on its capability to handle a high level of order throughput with microsecond levels of latency and high availability."

Julian Ragless
Senior Vice President of Platform Development and Strategy
HKEx

"For several years now we have been grappling with the idea of bringing together Risk Management, alongside Project Management, Performance Management and Strategic Planning. We could see that these functions needed to work together far more closely and CAMMS not only offered the software platform, but also the experience from delivering similar solutions across a large number of public sector organisations."

Mark Bowler
Principal Research & Information Officer
Conwy County Borough Council
United Kingdom



"IdeaPoint Canada has been utilizing the services of Pyxle for the past 6 years in operating and managing IdeaPoint's offshore development team based in Colombo Sri Lanka within the Pyxle development Center. The team provided end to end support and development services on IdeaPoint's client SharePoint environments and bespoke solution development."

Roger Dilsner
IdeaPoint Canada

Bahrain Telecommunications Delivers Online Directory Service to PC and Mobile with AeternumLeverages Microsoft FAST Enterprise Search Platform with Aeternum's Search Solutions Framework to Transform "181" Online Phone Directory



Aeternum's expertise in configuring, deploying and integrating Microsoft FAST in combination with the capabilities of its own Search Solutions Framework are what made this solution possible. We were able to accelerate deployment times, reduce implementation costs and deliver a compelling online search service that exceeds our customers' expectations."

Ahmed Al Janahi
General Manager Media & Government Relations
Batelco Group



"Our company has partnered with Softcodeit for over 5 years now. Every single project, every single milestone has been completed with unparalleled quality. It's, however, the work ethic of the entire team that makes Softcodeit the best group to work with. They take the success of each effort very seriously, and are fully committed to a long term partnership. There is no way that we could have achieved our growth without our friends from across the world."

Paulo Vieira
Founder & CEO
Integritas Solutions Inc.,USA

"We were looking for a reliable partner to set-up a dedicated, long term, offshore development center when we came across Softcodeit Solutions. Our application is complex and critical as it involves real time payments to and from the public. Over the last 2 years, we have been working closely with the Softcodeit Team and I find them to be highly professional, skillful and reliable when it comes to meeting delivery deadlines. I am quite impressed with the commitment and dedication of the Softcodeit team and have in fact recommended their services to my other contacts as well."

Leo Padazakos
CEO
Nordic Lokalkapital, Sweden



The eGovernment Mobile portal is considered a regional leader. Though Bahrain was not the first Government to launch the mobile platform, the growth in the number of services over the last year has clearly helped Bahrain reach a leadership position in terms of the services offered to citizens via mobile. Bahrain eGovernment received a huge boost in their rankings in the eGovernance rankings issued by the United Nations for 2010, placing Bahrain number 1 in the middle east, number 3 in Asia and Number 13 globally.

"Wavenet's Fusion transformed our ability to intuitively design and deploy subscriber service call flows in perfect sync with evolving consumer needs. Moreover, the deployment of voice applications on the Spark IPMS platform has proven to be a great success in our operations. The post deployment support has been excellent and we look forward to a rewarding partnership with Wavenet in the years to come."

Axel Schmidt
Regional Architect Africa
Millicom Group



"We at St. Mikes starting working with a company called B Sharp a number of years ago to try and migrate our existing patient database to an EP Specific database which would help with our day-to-day workflow. Our vision was to use the new database not only for patient management (i.e. tracking arrhythmia/device patients, sending letters to referring docs, keeping track of appointments both for clinic and for procedures) but also for quality assurance, research, etc. The database is quite flexible and easily modifiable by the user (with some training), and the company can also create many configurations as needed (integration with Pacebase for example)."

Dr. Iqwal Mangat
Director, Arrhythmia Service
St. Michael's Hospital



Since 2011, 99X Technology has been a vital component in delivering on Adra's ambitious product strategies to become a world-class SaaS vendor within Enhanced Financial Controls and Automation.

Working together as one integrated team, Adra and 99X Technology have successfully created a state-of-the-art Cloud-based product platform which has made a great impact in the market, embraced by a fast-growing number of customers for its user friendly and innovative approach to the financial close process.

This success would not have been possible without the dedication and competence of the 99X Technology team. We are very impressed with the quality of the work performed, the competence and "can-do" attitude of the team members, and the collaborative, friendly approach which fits very well into our own Scandinavian business culture. Nothing is better than creating world-class products and having fun together while doing it!

Over the years of our close collaboration, 99X Technology has become an integrated part of our R&D organization and we look forward to working together with them for many years to come, continuing to deliver world-class products to the global market.

Henrik Jondell
CTO
Adra Software AS



"Expedia is the world largest online travel company. Every day, millions of people book their travels with us. Our sensitive and challenging environment requires state-of-the-art IT solutions with a high level resiliency to meet our demanding expectations."

We have been working with Eyepax for several years now. They are brilliant in building solutions that bring value to us. They always use their expertise, creativity and resources to drive results and ensure successful projects. We are looking forward to a continued relation with them over the years to come."

Declan Mimmagh

Senior Manager, Production & Websites, Expedia Creative & Production Services ANZ

Expedia Australia Pty Ltd

SL - Stockholm Public Transport, is a government administration responsible for the safe transport of 800 000 bus, train, tram and subway commuters every day within the Stockholm metropolitan area. In doing so we comply with demanding fire, safety and hazard regulations. Eyepax has for SL developed a be-spoke Web based IT code-enforcement solution (RDMS) that allows us to manage our recurring fire and safety controls for our extensive infrastructure. We hereby confirm that we have worked with Eyepax for six consecutive years and looking forward to our continued relation in 2016.

Anders Lundgren

Traffic Administration Manager Stockholm Public Transport

Stockholm County Council

BPM

A large buy-side firm with a global presence and more than USD200bn in AuM has worked with a growing Amba team across multiple business lines for over five years. The firm started using Amba in the area of equity research (thematic studies, financial models, background information collection), then added support for fixed income research (investment grade, high yield), index (construction and maintenance), compliance (trade monitoring, registration support), and sales and marketing (RFP responses, website updates).



"We at Ark LLP were looking to outsource Bookkeeping and Tax work, while doing extensive research we came across H-Connect Pvt. Ltd. Over the past year we have been satisfied with the service, reliability and professionalism the H-Connect team provided. We enjoy working with the staff and find their advice, attention to detail and meeting tax deadlines to be impeccable. We are extremely happy with the H-Connect team and highly recommend their services."

Mr. Anil Kamat
Managing Partner
Ark LLP, New York

"As the shared services arm of the Hirdaramani Group, H-Connect has progressed rapidly in serving the cluster in multiple areas of our finance and accounting function. The quick and efficient transition of the processes by H-Connect ensured that minimal strain was caused to the cluster whilst increasing monetary and process-oriented benefits. We are extremely happy with the service levels, and were also able to improve on the closure dates drastically after transition with a considerable rise in the levels of accuracy and quality of processing."

Mr Channa Gunawardana
Chief Financial Officer
Hirdaramani Group

INFOMATE

We have worked with InfoMate (Pvt) Ltd since Nov 2010. InfoMate was selected after a very extensive selection process where we evaluated 20 potential BPO collaboration partners in Sri Lanka. Our partnership with InfoMate is of vital strategic importance to VEGA Partners with access to highly qualified accounting resources and the ability to scale up quickly on demand.

We are very pleased with the competence, professionalism and the IT-security focus they have shown so far. The InfoMate team has quickly learnt specific Norwegian accounting standards, software and reporting. They have in a few months learnt and adapted to the language requirements and the accounting system Visma Business. The quality and performance of the work done by the InfoMate team is excellent. And the work has always been done without any delays.

The progress has so far gone faster than we originally expected, and we are now planning to ask InfoMate for more help. The results so far have given us more confidence to expand our relationship and work for further growth.

Hans Otto Evenson
CEO
Vega Partners



SYNERGEN Health's implementation of their full Revenue Cycle Management (RCM) solution for a large specialty services provider operating in over 42 states in the US resulted in a 22% increase in Clients' revenue. The RCM transformation included a 93% improvement in claim submission, 62% reduction in Accounts Receivable, 71% reduction in denials, implementation of HIPAA and OIG compliant Industry best practices and a revolutionary, fully integrated cloud-based real-time analytics solution. SYNERGEN Health's clients typically experience a revenue increase of 15-18% following full implementation of their RCM solution.

"We have worked with Agaya for over a year and have found the company to be knowledgeable and capable of executing complex projects. They offer an end-to-end solution that is hard to match, at a competitive price point and in reasonable time. Agaya is one of the few providers for the unique BPM service (full-service document processing) we require, and working with them has been a pleasure. Our business relationship is a year old, and we feel confident in continuing to build our business with their help."



Van Kirladjiev
President
K-TEX Transport Inc

Founded in 2011, Civic Partner is a source for objective information about how state and local governments in the USA use their resources and how their financial and operational efficiency stacks up to their peers. We aggregate publicly and commercially available information into an internet-based database and use it to generate meaningful reports and dashboards that allow users to compare municipalities, utilities and other quasi-governmental agencies.

After working with several firms that were unable to meet our needs, we found Agaya. Agaya's role in our business process includes the searching for and retrieval of source documents from various public sources, preparation of source documents for data extraction, capturing the relevant data and performing quality checks and classification before uploading it to our database.

The team at Agaya Holdings have demonstrated creativity and initiative in providing solutions that meet our business needs, and have been our partner in progress since the start of our business relationship. Agaya has demonstrated a consistent interest in our business and desire to see us succeed. They have regularly developed created solutions to deliver more efficient results for us. They receive Civic Partner's strongest endorsement.

John Mangel
CEO
Civic Partner

Sri Lanka has the largest density of leopards in a block of area anywhere in the world and is also home to the biggest of them all in size.



Photographed by Danushka Senadheera in 2014



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The Sri Lankan elephant is one of the three subspecies of the Asian elephant and is native to Sri Lanka. It is estimated that Sri Lanka has the highest density of elephants in Asia. "The Gathering", a migration of elephants during the dry season every year also happens in Sri Lanka with around 150-200 wild elephants meeting at one point.

Photographed by Shanaka Aravinda in 2012



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Sourcing From Sri Lanka

IT Services

Verticals and Clients Served

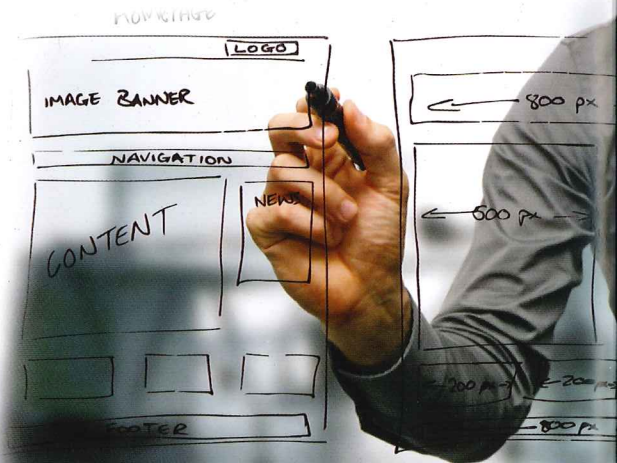
- ▀ Manufacturing - BMW, Mercedes
- ▀ Retail - Westfield, Macy's
- ▀ Telecommunication - British Telecom, Wataniya Telecom
- ▀ Healthcare - Mayo Clinic
- ▀ Education - Pearson, McMillan
- ▀ Financial Services - London Stock Exchange
- ▀ Travel and Logistics - Emirates, Expedia, Virgin Holidays, Swedish Railways
- ▀ Government - Bahrain, Laos, Australia

Process Maturity

- ▀ Agile
- ▀ CMMi Level 3 and upwards
- ▀ Six Sigma
- ▀ Kaizen
- ▀ ISO 27001, ISO 2000, ISO 9001

Services Offered

- ▀ Consultancy
- ▀ Application Development
- ▀ Application Testing
- ▀ Web and Mobile Development
- ▀ IT Support
- ▀ Digital Marketing



IT Products

Verticals and clients served

- ✦ **Aerospace & Defense** - British Sky, SAAB
- ✦ **Capital Market** - HKEx, London Stock Exchange Group (LSEG), Johannesburg Stock Exchange (JSE),
- ✦ **Telecommunication** - France Telecom, Wataniya, Dhiraagu, Tigo
- ✦ **Manufacturing** - Nucor Steel, Pepsico
- ✦ **Logistics** - Maersk, Emirates
- ✦ **Retail** - Macy's, Oriflame, Stadium
- ✦ **Healthcare** - Princess Alexandra Hospital, NHS Trust
- ✦ **Education** - Lilitha College - Management Development Institute Singapore
- ✦ **Media** - BSKyB
- ✦ **Travel** - Virgin Holidays, Qantas Holidays, Bahrain
- ✦ **Government** - Dep of Health, Australia, Young Shire Council, Brunei
- ✦ **Online Commerce** - eBay, PayPal
- ✦ **NGO** - World Vision

World Class products

Enterprise:

- | | | | |
|---------------------------------------|-------------------------|---------------------------------|--------------------------|
| ✦ MilleniumIT Trading Platform | ✦ IFS ERP | ✦ WSO2 Middleware Platform | ✦ CodeGen Travelbox |
| ✦ Cakelabs | ✦ TechOne Global Enadoc | ✦ Mubasher DirectFN | ✦ Informatics AvaBill |
| ✦ Cambio Healthcare systems | ✦ CAMMS Cycle | ✦ Bileeta entution | ✦ Informatics InfoBorder |
| ✦ Informatics AvaBill | ✦ Aklo VIDLO | ✦ JKCS Evinta Aviation Solution | ✦ hsenid Peoples HR |
| ✦ JKCS Zhara Hotel Managment Software | ✦ Microimage HCM | | |

SAAS:

- ✦ Vesess Hiveage
- ✦ Cinergix Creately

Research and Development:

- ✦ Zone24X7 B2G

BPM Services

Types of services offered

- Finance and Accounts Outsourcing
- Legal Process Outsourcing
- Contact Center Operations
- Revenue Cycle Management
- Infrastructure/Facilities Management
- Research and Analytics
- Architecture and Engineering design
- Supply Chain and Procurement Management
- HR Services Outsourcing
- Medical Transcription

Markets Served

- UK, USA, Hong Kong, Australia, Singapore, Norway, Luxembourg and Ireland

Process Maturity

- ISO 9000, ISO 27001, COPC

Finance and Accounts Outsourcing

The FAO industry in Sri Lanka offers a wide range of services from low-end, non-complex routine tasks to the high-end, complex decision support activities. Basic processes undertaken include book keeping and accounts processing, receivables, payables and payroll processing; accounts finalisation and production; financial reporting and management accounting. High-end knowledge driven services provided include investment and quantitative research, business process re-engineering, outsourced CFOs and financial analytics including certain aspects financial reporting and management accounting such as credit control, compensation analysis, budgeting and variance analysis.

Startup Ecosystem

Startup Ecosystem in Sri Lanka

The Startup wave has hit Sri Lanka and it is steadily growing. The potential of the country as a destination for startups is promising. The foundation has been laid, and the ingredients for a thriving startup ecosystem have come together, fast.

Following the end of the civil war in 2009, Sri Lanka has seen significant development across infrastructure in the fields of communications, IT and construction. With these key industries enjoying investment, Sri Lanka, a centre of IT knowledge, is seeing the marriage between 'subject matter expertise' and 'business opportunity', being supported by angel investors.

The landscape is favourable with the backing of local governmental and non-governmental organizations who continue to facilitate networking and knowledge sharing opportunities. It is where enthusiastic business entrepreneurs looking for implementation of new ideas and establishment of ventures, are supported by experienced expat Sri Lankans returning to the island nation. This eclectic hub of activity is fuelled by Sri Lanka's famed high rate of literacy and concentration of software and technical expertise, as well as the presence of high speed internet access and affordable office space.

"It's a great place to test a concept. Though comparatively small, the market has sufficient size to sustain a decent business. With major population centres so close and with economic power shifting to these areas as well, Sri Lanka is an ideal place for a startup. The local support network is very active and Government regulations are quite reasonable" - Prajeeth Balasubramaniam

"Currently, in Sri Lanka there are more and enough credit card users and people moving forward rapidly with very good integration to the global market" - Dulith Herath

"The ones who master the e-commerce space (in Sri Lanka) will master the retail space in years to come." - Lahiru Pathmalal

Incubators and Accelerators

Spiralation

Spiralation is the government funded technology based startup accelerator program run by the ICT Agency of Sri Lanka. The program was started in 2010 and over 30 startups have been funded via this program over the years.

The program follows a unique model where funding is given as a grant to startups with no equity taken. Further, startups are also given intense training for several weeks on various topics ranging from idea generation all the way to legal aspects and IP laws.

MIT Global Startup Labs Sri Lanka

GSL is a joint venture between Massachusetts Institute of technology, University of Moratuwa and Brandix. This program is the Sri Lankan chapter of the worldwide program conducted by MIT in 16 other countries. The program started in 2011 and has continued to put out successful startups ever since.

Venture Engine

VE is a joint initiative by Blue Ocean Ventures and Indian Angel Network. The platform provides entrepreneurs and startups in many different domains, a way to accelerate their business.

Lanka Angel Network

LAN is Sri Lanka's first group of angel investors. They provide angel investments to promising startups towards growing their business.

Community Initiatives

The tech community in Sri Lanka is very active. Knowledge sharing happens all the time. Meetups, Hackathons, Competitions are held throughout the year within and outside Colombo.

Meetups

- 📌 Colombo Architecture Meetup
- 📌 Colombo Performance Testing Meetup
- 📌 Colombo iPhone Dev Camp
- 📌 JAVA Colombo
- 📌 Google Developer Group Meetup
- 📌 Colombo Magento Meetup
- 📌 Colombo Cloud Meetup
- 📌 Colombo Wordpress Meetup
- 📌 Google i/o Extended
- 📌 Colombo Selenium Meetup
- 📌 Colombo Mobile Developer Meetup
- 📌 Colombo Agile Camp
- 📌 Colombo Agile Meetup
- 📌 Google Business Group Meetup
- 📌 Colombo IoT Meetup
- 📌 Spike Sri Lanka
- 📌 Colombo PerfTest Meetup
- 📌 Colombo Security Meetup
- 📌 Colombo SharePoint Camp
- 📌 Colombo Code Camp
- 📌 UX Colombo Meetup
- 📌 Colombo Big Data Meetup
- 📌 Colombo JS Meetup
- 📌 Colombo Mobile Meetup
- 📌 Yarl IT Hub Community Meetup

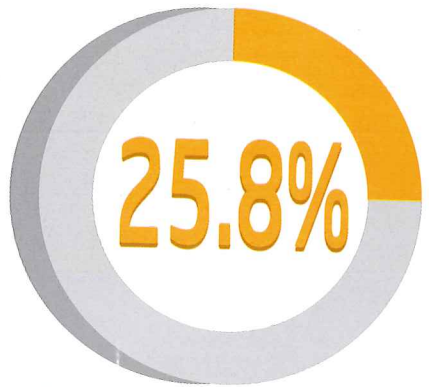
Hackathons

- 📌 Spiralation Hackathon
- 📌 TAD Hack Sri Lanka
- 📌 Yarl Geek Challenge
- 📌 Disrupt Hackathon by Brandix
- 📌 CMBhack
- 📌 Google i/o Extended Hackathon
- 📌 Robo Fest by SLIIT
- 📌 HikkaHack
- 📌 WSO2 Hackathon
- 📌 IdeaMart Hackathons by Dialog IdeaMart
- 📌 Womens Hackathon
- 📌 Hackathons by UCSC, Moratuwa University, SLIIT, University of Peradeniya

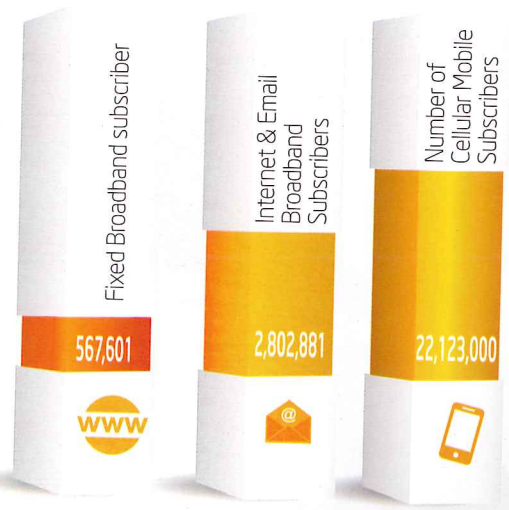
Competitions

- 📌 NBQSA by British Computer Society (BCS)
- 📌 WSA
- 📌 YCS by Ministry of Education
- 📌 Summer of Code by Google
- 📌 International Schools' Software Competition
- 📌 e-Swabhimani by the Information and Communications Technology Agency (ICTA)
- 📌 mBillionth
- 📌 Imagine Cup by Microsoft
- 📌 British Council HSBC Youth Enterprise Awards
- 📌 National Schools' Software Competition

Statistics



Population using Internet



Important Publications

Competitive Benchmarking: Sri Lanka Knowledge Services published by *ATKEARNEY*

Sri Lankan IT/BPM Industry: 2014 Review published by *SLASSCOM*

National ICT Workforce Survey 2013 published by *ICTA*

Finance and Accounting Outsourcing Sector of Sri Lanka 2013 published by *SLASSCOM*

ICT Export Value Survey 2010 published by *EDB*

A Step by Step Guide to Doing Business in Sri Lanka published by *Central Bank of Sri Lanka*

Important Links

Sri Lanka IT BPM Website www.srilankaitbpm.com

Central Bank of Sri Lanka www.cbsl.gov.lk

Board of Investment, Sri Lanka www.investsrilanka.com


Information Communication Technology Agency of Sri Lanka - Private Sector Program www.icta.lk

Registrar of Companies www.drc.gov.lk

Sri Lanka Customs www.customs.gov.lk

Sri Lanka Export Development Board <http://www.srilankabusiness.com>

Sri Lanka Association of Software Services Companies (SLASSCOM) www.slasscom.lk

A photograph of a dolphin leaping from the water, creating a large splash. The dolphin is dark in color and is captured in mid-air, with its body arched. The water is a deep blue, and the splash is white and foamy. The dolphin's reflection is visible in the water below it.

Over a dozen species of dolphin live in the waters in and around Sri Lanka, ranging from huge pilot whales to dancing spinner and spotted dolphins.

Photographed by Gaurika Wijeratne in 2014



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Polonnaruwa Sandakada Pahana



Photography Credit

Page 23 - "Leopard, Wilpattu National Park"

Photographed by Danushka Senadheera in 2014

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Page 24 - "Bow"

Photographed by Shanaka Aravinda in 2012

Available at <https://www.flickr.com/photos/stranger123/8411674298>

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Page 35 - "Dolphins @ Southern Sri lankan Waters"

Photographed by Gaurika Wijeratne in 2014

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