

Location Spotlight – Dubai

July 2022: Complimentary Abstract / Table of Contents



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This report provides perspectives on key aspects of the global sourcing market in Dubai

Location Spotlight – Dubai

Dubai | at a glance



An established location in the United Arab Emirates primarily leveraged by both GBS and service providers for IT and digital service delivery. Offers moderate cost arbitrage over Dallas (30-35%)

KEY FACTOIDS

7,000-9,000 annual tertiary graduates

Annual operating cost 30-35% savings
85-90% savings

Current overview

- Leveraged by both service providers and Global Business Service (GBS) organizations primarily for IT and digital services delivery
- Work-mix primarily comprises of expatriates (contributing to 90% of the workforce)
- Presence of multiple international universities in the city to support the resident graduate pool
- The government has undertaken multiple smart initiatives to improve the overall infrastructure quality in the city

Key drivers

- A mature IT market with a high potential for growth, especially for advanced digital services
- Dubai offers attractive infrastructure with one of the best road and air networks and a cost-effective public transportation in the world
- Liberal economic and nationalization policies to support a foreign workforce

Key challenges

- Relatively small graduate pool in Middle Eastern and North Africa
- The operations cost in Dubai locations in the MENA region
- Relatively lower maturity of the services market
- Some concerns around political stability

KEY PLAYERS:

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Location Spotlight – Dubai

Dubai | risk profile (page 1 of 2)

Dubai offers an attractive infrastructure and stable macroeconomic environment; there are some concerns around the geopolitical stability in the city

Highly favorable Favorable, some concerns Least favorable

Parameters	Everest Group rating	Comments
Geopolitical		<ul style="list-style-type: none"> The country ranks 24th among 180 countries in the Corruption Perception Index 2021 (lower the better). Although the rank has deteriorated in comparison to last year, there is limited evidence of any major corruption incidents in the country – Progress has been made in tackling corruption and minimizing bureaucratic red tape in the country Ranked 134th out of 167 countries in the Democracy Index 2021 and is classified under the Authoritarian category, which is compiled by the Economist Intelligence Unit (EIU) Geopolitical outlook in the UAE is expected to remain stable in the next three-four years. Additionally, the UAE faces limited external interventions by foreign agents
Macroeconomic		<ul style="list-style-type: none"> Economic growth in 2022 is expected to be driven by the surge in international oil prices and an overall market recovery from the pandemic CPI rate remains below the central bank's target range of 3-6% and are forecasted to be at ~2.18% in 2022 The UAE has reduced the dependence on the oil and gas sector by attracting diverse industries (such as crypto) Standard and Poor's credit rating for the UAE stands at AA- with a stable outlook Fitch Ratings has affirmed UAE's long-term foreign and local currency issuer default ratings at 'AA-' with a stable outlook, which reflects strong net external asset position and moderate public debt level
Infrastructure		<ul style="list-style-type: none"> Dubai hosts one of the best public transport infrastructures in terms of road and air networks <ul style="list-style-type: none"> Dubai metro is the world's longest fully automated and driverless metro rail network The city's airport supports over 100 airlines and 260 destinations worldwide and is one of the busiest airports for international passengers The UAE is ranked 25th out of 141 countries in the Global Competitiveness Index for its infrastructure quality The government has launched smart initiatives and services in the city to further bolster the infrastructure. UN has recognized Dubai to be one of the pioneers in building a smart and sustainable city

Source: Everest Group (2022); EIU; Transparency International WRR; WEF; interviews with market participants

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Research calendar

Locations Insider™

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Global Locations State of the Market Report 2022: Talent Drives Locations Strategies Locations PEAK Matrix®	March 2022
Impact of Climate Change on Delivery Location Sustainability	March 2022
Enterprise Acquisition Guide for Hot IT Roles	April 2022
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