

Technology Park

AMDOCS EXPERIENCE IN CYPRUS

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Amdocs Mission

We enable the world's leading services companies to build stronger, more profitable customer relationships

by

combining innovative software products and services with deep business knowledge to deliver true

Integrated Customer Management

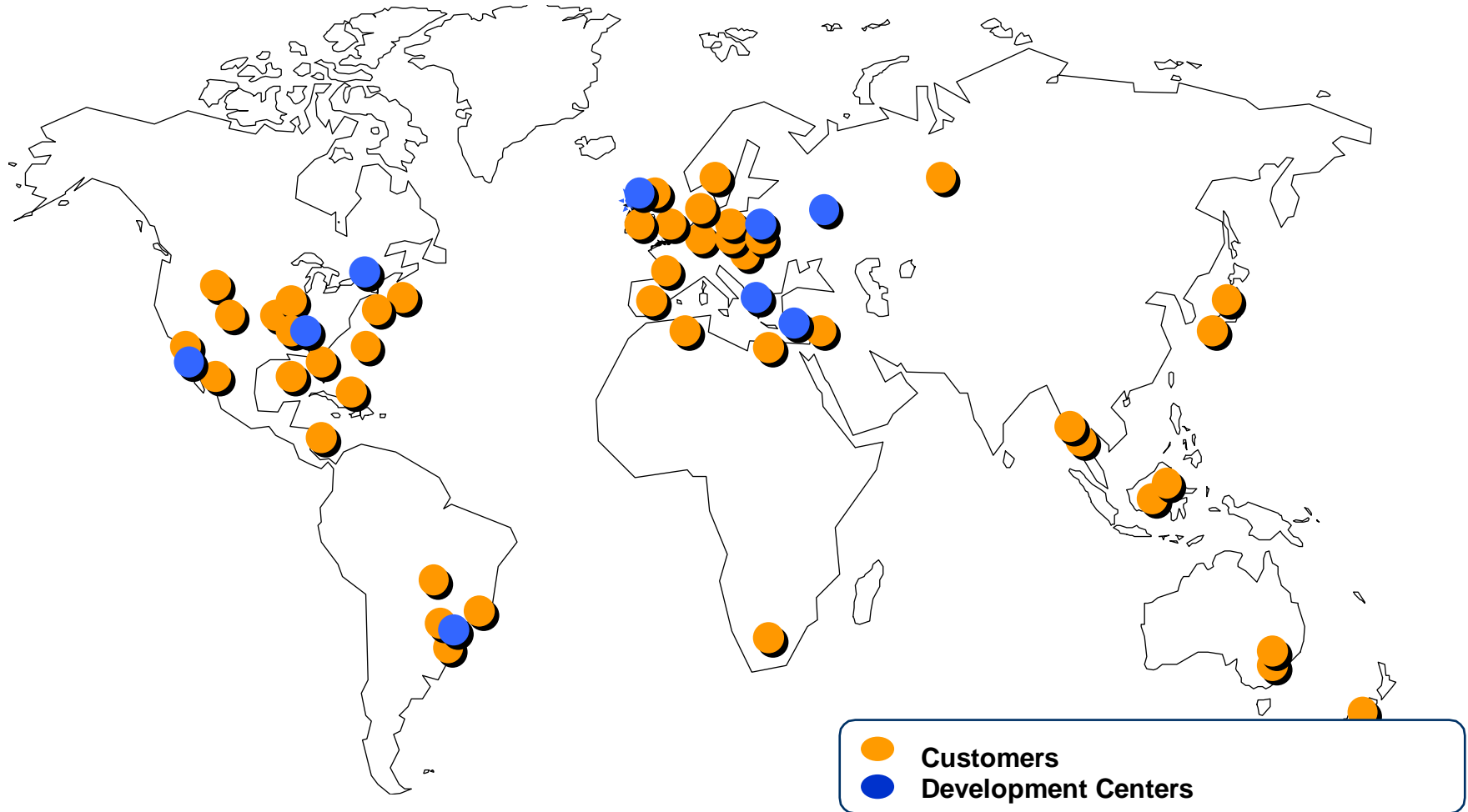
the customer is the bottom line

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Amdocs Group – Worldwide Operations

- Over 9000 software professionals
- Revenue of 1.5 Billion USD in 2003
- Amdocs shares are listed on the NYSE
- More than 100 large Customers in over 40 countries
- Divisions and Major Development Centers spread all over the world
- Numerous additional Amdocs Offices in other countries

Global Coverage



the customer is the bottom line

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Amdocs Group – Products & Services

- Services
 - Communications Service Providers Vodafone, SBC, T-Mobile
 - Advertising & Media for Yellow pages
 - Financial Services such as banks for back office billing
 - High Tech services such as systems integration
 - High Volume Contact Centres such as large call centres
- Product
 - Enabler Billing platform
 - Clarify CRM (Customer Relationship management)
 - XACCT Mediation
 - PRM Partners Relations Management
 - Self Care (e-care)

the customer is the bottom line

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Amdocs Cyprus - Initial Objectives in 1997

- Proximity to European customers
- Bridging the time zone gap for some customers
- Reduction in cost of operations compared to USA and Israel
- Increase Professional manpower from new sources

Amdocs Cyprus

- Staff in Limassol
 - 600 software professionals now (700 by the end of this year)
 - 70 Cypriots
- Operating from a Campus at Maritime Building Limassol
- Using nearly one thousand computers, servers and other hardware
- About 50 Projects managed from Cyprus
- Multinational staff : Indians, East Europeans, Israelis and Cypriots and families
- 2 Large Cafeterias
- More than 350 staff owned cars
- More than 350 apartments rented by Amdocs employees in Limassol
- 40 apartments rented by Amdocs in Limassol for new comers

Amdocs significantly contributes to the Cyprus Economy

the customer is the bottom line

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Main Attractions in Cyprus

- Stable political situation
- English – Commonly spoken language
- Accession to the EU
- Proximity to Europe
- Many embassies located in Nicosia
- Attractive Financial regulations
- Excellent weather throughout the year
- Crime free

What we would like to see in Cyprus/Tech Park

- Modern office space in large volumes
- Modernized interiors in the office space
- IT infrastructure: Computer Rooms; diverse high bandwidth voice and data international connectivity
- Standby power and UPS systems
- DRP (Disaster Recovery Plan) Feasibility

- Public Transportation
- Kindergarten, Day-Care
- Food-courts
- Gym, Swimming Pool, Sports facility

What we would like to see in Cyprus/Tech Park – cont.

- Better Hardware and Software vendor support –commercially and technologically
- Direct flights to more destinations in Europe / India / USA / Far East
- Emigration and Labor Services (for Visa, Work Permit, Airport emigration)
- Reduction in taxes for both corporate & individuals (Foreigners) working in Tech Parks.
- Benefits & Subsidies based on level of financial activity

What we would like to see in Cyprus/Tech Park – cont.

- Availability of affordable domestic accommodation (apartments, houses)
- Public transportation
- Availability of higher education
- Reduction in Bank service charges
- Job Opportunities for qualified spouses

Thank you!

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