



Paul Smith

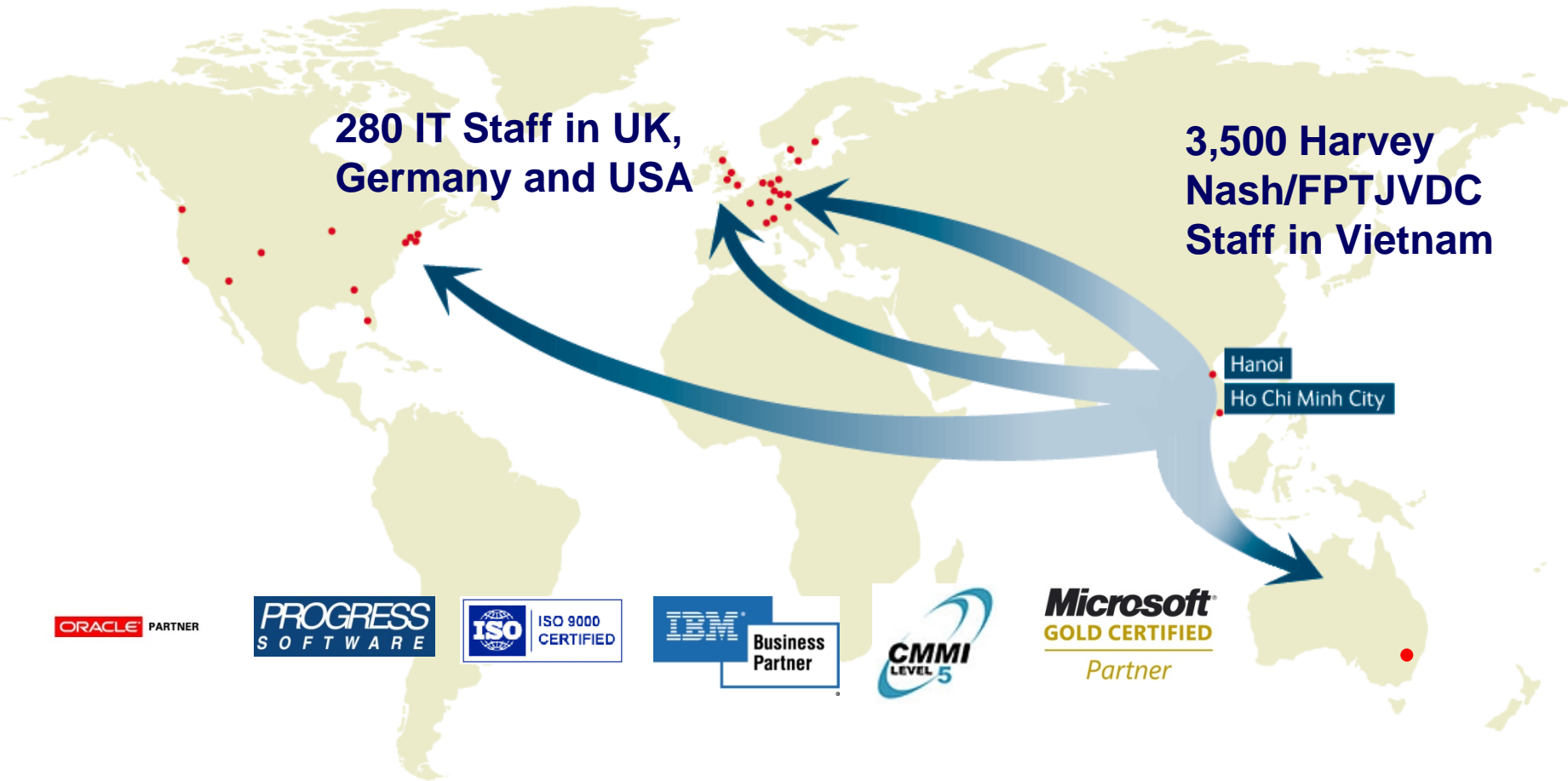
**Senior Business Advisor
Chairman Harvey Nash Outsourcing
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Discover Vietnam

Business Opportunities in the 21st Century



Software Services and BPO Centre



“delivering innovation globally”



Discover Vietnam Business Opportunities in the 21st Century





- Listed company \$1.3 billion Global Revenues
- 13,000 employees
- FPT University
- ICT business
- Telecommunications
- Mobile and internet service provider
- Media, education and training
- Real estate and financial services



Projects in Vietnam





“one of the greatest
success stories”

World Bank

*“Increased
Decentralisation,
improved fiscal
transparency,
strengthened auditing
mechanisms”*

World Bank



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Business Opportunities in the 21st Century

Vietnam touches your lives every day



Vietnam touches your lives every day

2 sports shoes



2 Rice



1 Bicycles
2 Coffee



1 Pepper



1 Catfish



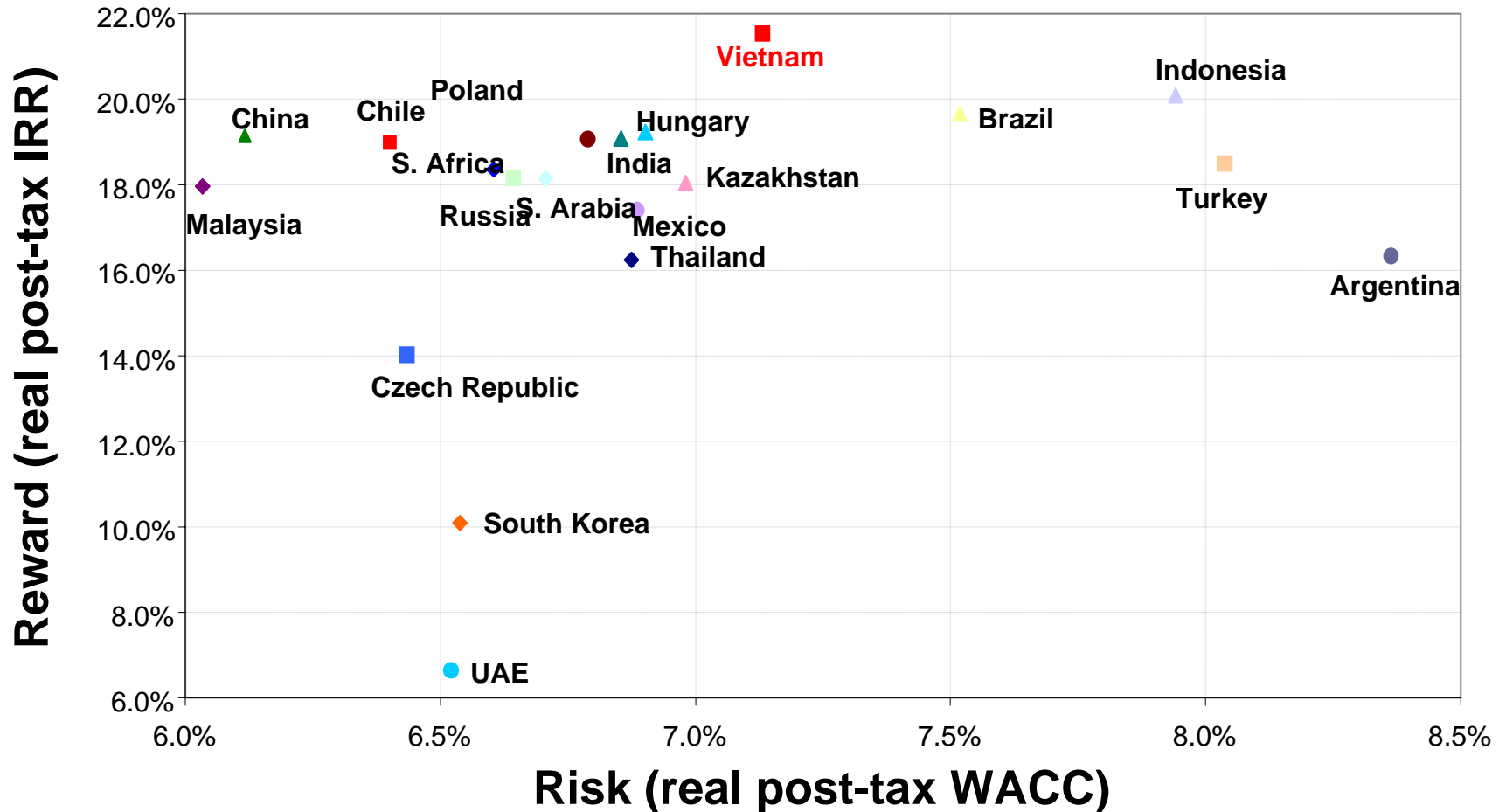
In July 2007, PwC published “Emerging Markets: Balancing Risks & Rewards”.

20 leading emerging markets were ranked according to a number of economic and financial parameters. Vietnam topped the manufacturing index.

Rank	Index	Country
1	95	Vietnam
2	95	China
3	94	Poland
4	93	Chile
5	91	Malaysia

Source: Emerging Markets: Balancing Risk & Reward – PwC EM20 Index

The PwC EM20 index looks at both risk and reward





Why Vietnam?

- **Young country 50% under 25 years**
- **Friendly, low crime levels, high aspirations, underpinned by a stable government and economy**
- **Safe**
- **Geographically and politically stable**
- **WTO in 2006/UN Security Council invitee**
- **Low cost destination**
- **Low staff churn rates sub 6%**



86,116,560

Science based subjects: first choice (83%) at Vietnamese Universities

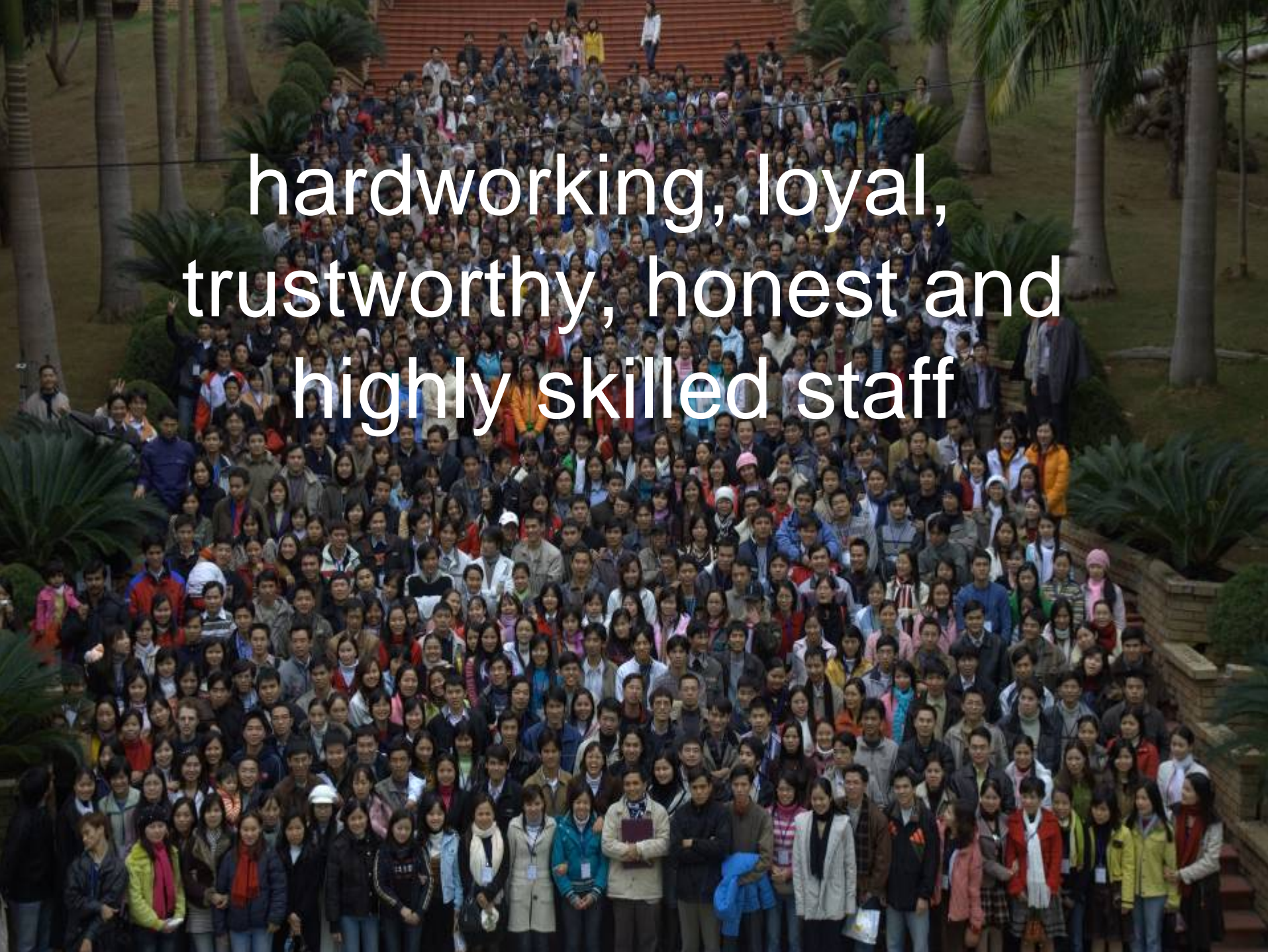
Internet connectivity – 23.4%

English is second language

“Vietnam has mobilised the female population”

Cherie Blair





hardworking, loyal,
trustworthy, honest and
highly skilled staff

Insatiable appetite for human resource



Work ready graduates

English Language

Management skills

Domain skills

International skills

Talent management

Centres of Excellence

Marketing skills

Sales skills

Finance skills



Market Opportunity

- ICT services and R&D
- Retail
- Construction
- Manufacturing
- Energy
- Outsourcing
- Digital and media
- Financial services
- Education
- Professional services
- Tourism & Leisure



Challenges

- Middle management
- Low level corruption
- Infrastructure
- Property
- Regulation & Legislation
- Consistency



Positives

- Access to government
- A government that is prepared to listen
- A government that is prepared to change
- A government that will take action



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**HARVEY
NASH**

The Power of Talent.

PASCOM
Business Advisors