

Intelcia Inaugurates New Regional Headquarters in Egypt, Advancing Its Vision to Leverage the Country's Role as a Multilingual Outsourcing Hub

- Inauguration ceremony attended by H.E. Dr. Amr Talaat, Minister of CIT, leadership from Egypt's IT Development Agency, and other senior officials
- Intelcia is set to accelerate its growth in Egypt, with plans to double its workforce to 4,000 by 2026
- Two new sites to open by 2026, expanding the company's footprint to four locations across Cairo and Alexandria

Cairo, April 22, 2025 – As part of its global expansion strategy focused on sustainable growth, **Intelcia**, a global leader in outsourcing services, has officially inaugurated its new **regional headquarters in Egypt**, located in Ivory Business Park in Sheikh Zayed City, part of Giza Governorate, west of Cairo.

High-level dignitaries, including **His Excellency Dr. Amr Talaat, Minister of Communications and Information Technology (MCIT), Egypt** and **Eng. Ahmed El-Zaher, CEO of the Information Technology Industry Development Agency (ITIDA)**, attended the inauguration ceremony. Also in attendance were members of Intelcia's Executive Committee and regional leadership.

This new regional hub reinforces **Intelcia's strong commitment to Egypt**—supporting its position as a global hub for high-value outsourcing services and contributing to the country's socio-economic development. It represents a **strategic investment** in creating sustainable employment, providing career development opportunities, and fostering local talent. With this opening, Intelcia will generate **1,300 new direct jobs** and aims to **double its workforce in Egypt to 4,000 employees by 2026**.

"Intelcia's continued expansion in Egypt underscores the company's confidence in the country's rich talent pool—skilled, multilingual, and future-ready," **said Dr. Amr Talaat, Minister of Communications and Information Technology**. "With more than 750,000 university graduates annually, Egypt offers a deep pipeline of young professionals. Through our nationwide upskilling programs, we are equipping youth with the capabilities needed to thrive in the global outsourcing industry and help bridge the talent gap in international markets."

Intelcia currently operates two sites in Cairo and Alexandria, and will open two more sites in both cities by 2026. These efforts align with the Group's vision to expand its CX and outsourcing services across diverse

markets, leveraging Egypt's unique geographic location, along with its abundant talent pool and strong capabilities.

Karim Bernoussi, CEO of Intelcia Group, emphasized: "Egypt is not just an operational destination—it is a cornerstone of our global strategy. Its vibrant workforce and supportive ecosystem make it an ideal location to drive innovation, operational excellence, and long-term success."

For over 25 years, Intelcia has built a strong track record across Europe, Africa, and the Americas, including success stories in **Portugal**, which serves today as the group's main multilingual hub serving Europe. The Group is now determined to replicate this success in Egypt.

"Egypt's value proposition today goes far beyond cost-efficiency. We are the **destination of choice** for both nearshore and offshore operations—where **talent**, **technology**, and trust converge to deliver exceptional, **multilingual** customer experiences at scale," **commented Ahmed El-Zaher, CEO of ITIDA**. "This momentum is driving offshoring growth and availing thousands of high value job opportunities."

"Egypt offers more than a destination—it's a launchpad for global service delivery," said **Mohamed Slimani**, CEO of Intelcia's Americas & English-Speaking Markets Region. "With key sites in Cairo and Alexandria, Egypt is now a cornerstone in delivering cutting-edge, multilingual, multichannel customer experience solutions thanks to the rich talent pool."

Since entering the Egyptian market in early 2023, Intelcia has demonstrated impressive growth, recording a double-digit **year-on-year increase in 2024**.

Today, Intelcia Egypt serves both offshore and nearshore clients across **the U.S., Europe, and the Gulf region**, offering services in seven languages, further reinforcing Egypt's role as a regional center of excellence.

Intelcia is a global leader in outsourcing, committed to delivering long-term value and sustainable growth for its clients. With a team of over 40,000 professionals across Europe, Africa, and the Americas, the company blends international expertise with advanced technologies, artificial intelligence, and cultural adaptability. Intelcia provides agile, cost-efficient solutions that elevate customer experience, streamline IT operations, and drive measurable business outcomes.

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