

Backed by a \$100 million investment plan

Egypt's Minister of Communications and Information Technology inaugurates Konecta's regional headquarters in Cairo

Konecta launches its first global Generative AI Center of Excellence in Egypt

- **Cairo CoE to develop GenAI and agentic AI solutions supporting Konecta's global operations**
- **Konecta to expand Egypt workforce to 3,000 specialists by 2028**

Cairo, Egypt – July 28, 2026

Egypt's Minister of Communications and Information Technology, Eng. Raafat Hindi, inaugurated Konecta's regional headquarters in New Cairo, marking a new phase in the company's expansion in Egypt, backed by investments of around **\$100 million**.

The expansion will enable Konecta to serve clients across the **Middle East, Africa, Europe, and the Americas from Egypt**, delivering advanced digital services in areas including digital customer experience, artificial intelligence, data analytics, technical support, and Internet of Things (IoT) solutions.

The inauguration was attended by Eng. Ahmed El Harany, Vice Chairman of Konecta for the Middle East and Africa; Eng. Ahmed Elzaher, CEO of the Information Technology Industry Development Agency (ITIDA); along with senior officials from the Ministry, [ITIDA](#), and Konecta.

[Konecta](#) is a leading global provider of **digital customer experience (CX), AI-powered CX solutions, and business process outsourcing (BPO)**, headquartered in Madrid, Spain. The company employs approximately **109,000 professionals**, delivering services in **40 languages across 28 countries on four continents**.

The new headquarters serves as a key delivery center within Konecta's global operations and hosts the Group's **first global Center of Excellence (CoE) for Generative AI**. The Cairo-based CoE will design, develop, and deploy advanced **Generative AI and agentic AI solutions** supporting Konecta's global operations, further highlighting Egypt's growing role in developing advanced AI capabilities and digital services.

Konecta Egypt currently employs around **800 highly skilled professionals**, delivering AI-powered digital customer experience services and multilingual customer management in **Arabic, English, French, German, Italian, Spanish, and Dutch**. The company also provides solutions in digital transformation, big data and analytics, cybersecurity, Internet of Things, and technical support.

Konecta plans to expand its workforce in Egypt to approximately **3,000 specialists by the end of 2028**, supporting the delivery of its services to global markets from Egypt.

The Minister emphasized that the expansion of global companies' investments in Egypt's offshoring industry reflects the significant progress achieved in building a comprehensive ecosystem capable of attracting further investments and delivering high-value digital services to international markets.

He noted that Egypt's selection to host Konecta's first global Generative AI Center of Excellence aligns with the Ministry's efforts to encourage companies to expand their exports of advanced technology solutions, particularly in artificial intelligence.

The Minister added that the continued expansion of multinational companies in Egypt's ICT sector contributes to transferring international expertise to Egyptian talent, creating high-quality employment opportunities, and attracting additional investments, thereby enhancing Egypt's competitiveness as a destination for high-value offshoring services.

He further reaffirmed the Ministry's commitment to developing the offshoring industry and increasing digital services exports through investment promotion, digital skills development, and preparing qualified talent to meet global market requirements.

During a tour of the company's premises, the Minister reviewed a number of advanced digital solutions developed by Konecta in artificial intelligence, customer experience, and outsourcing services, including [Kolibri](#), the company's agentic AI orchestration platform designed to move enterprises from AI experimentation to operational deployment.

The Minister praised the contribution of Egyptian teams to the development, testing, localization, and support of these solutions, highlighting the capabilities of Egyptian talent in artificial intelligence and digital transformation, as well as their ability to deliver advanced, multilingual digital services to global markets.

He noted that the growing role of Egyptian professionals in global delivery centers reflects the continuous advancement of Egypt's digital capacity-building ecosystem.

Eng. Ahmed Elzaher, CEO of ITIDA, stated that Konecta's expansion in Egypt comes within the framework of strategic partnerships and ongoing collaboration with leading global technology companies, aimed at supporting the growth of service exports from Egypt to international markets, creating specialized employment opportunities, and increasing Egypt's digital services exports.

He added that hosting a Generative AI Center of Excellence reflects the shift toward high-value digital services and highlights Egypt's growing capabilities in advanced technologies, particularly artificial intelligence, reinforcing its position as a competitive destination for global digital services delivery.



For his part, Eng. Ahmed El Harany, Vice Chairman of Konecta for the Middle East and Africa, said:

“Egypt is not just a delivery location for Konecta — it is our regional headquarters and home to our first global Center of Excellence for Generative AI. The growth of our team in Egypt reflects the depth of Egyptian talent and the confidence our global clients place in AI-powered digital customer experience delivered from Cairo.”

The inauguration of Konecta’s regional headquarters marks the culmination of the Memorandum of Understanding signed in January 2025, in the presence of Prime Minister Dr. Mostafa Madbouly, between ITIDA and Konecta to launch the company’s operations in [Egypt](#) and establish a regional hub serving markets across the Middle East, Africa, Europe, and the Americas.

Konecra’s expansion in Egypt is part of its strategic plan to strengthen its global footprint and accelerate the adoption of artificial intelligence solutions, enabling the delivery of innovative and high-value services to clients worldwide.

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