

Communications

Cross-border transactions and set-ups require cutting-edge telecoms and IT systems. Malta has seen huge public and private sector investment in ICT over the past 15 years and today the country boasts a truly modern infrastructure.

Malta's telecoms network is reliable, stable and secure. As the infrastructure has opened up to market forces, access rates have increased and tariffs have lowered.

A Dynamic Cluster

Malta's ICT industry is a versatile and mature cluster, and the country hosts more than 200 IT companies, including international giants such as Microsoft, Oracle and Cisco. Tecom of Dubai has chosen Malta as the location in which to build a European ICT and media city on the models developed in Dubai, while Microsoft is currently setting up an innovation centre focused on cloud computing. Malta's top-level telecoms infrastructure has also turned the country into a centre for the processing of online payments and has attracted more than 250 eGaming companies as well as outsourcing business such as disaster recovery, data processing, data storage and database management. With 100 per cent of public services for citizens and enterprises accessible via the internet or mobile phone, the country is a leader in Europe in the implementation of eGovernment policies.

ICT RANKINGS

Government prioritisation of ICT	4
Importance of ICT to government's vision of the future	4
Impact of ICT on access to basic services	14
Impact of ICT on new services and products	21
Broadband internet subscriptions per 100 population	16
Mobile network coverage rate	1
Secure internet servers	11
Internet & telephony competition	1

Source: The Global Information Technology Report 2012, World Economic Forum

KEY FACTS



Service Providers: GO, Melita and Vodafone are the three main telecoms service providers, while Malta hosts more than 200 IT companies.



International connectivity & bandwidth: Malta is internationally connected through two satellite stations (one to the Atlantic Ocean region and the other to the Indian Ocean region) and four submarine fibre-optic links to mainland Europe, two of which are operated by GO and the others by Vodafone and Melita respectively. All operators say their cables are designed to carry a lot more traffic than current levels and their capacity is unlimited.



Data centres: Data centres are operated by the telecoms operators with their own fibre-optic cables but also by other telecoms companies, allowing companies to choose between a range of service providers.



Call centres: The fact that English is an official language, coupled with the good language abilities of the Maltese and the country's good telecoms infrastructure, has made Malta a hub for call centres. Among the call centres already set up in Malta is HSBC's international contact centre.



Phone: Mobile telephony operators provide wireless Internet connections based on GPRS technology, and Voice Over Internet Protocol Services (VOIP), enabling companies to make substantial cost savings on telecommunication expenses.



Postal services: Postal services are provided by Maltapost Plc. Delivery is efficient and reliable with a three-day service to most mainland European cities. All the main international courier services are represented on the islands.