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# **Growing Kosovo ICT Sector**

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## Structure and Objective of the Presentation

1. Well organized Private Sector in the ICT industry
2. ICT Stakeholders in Kosovo
3. ICT in Public Sector
4. Education and training centers in ICT
5. Opportunities for ICT sector development
6. Potential vision and next steps of ICT in Kosovo
7. Opportunities to work together

# 1. Well organized private sector in the ICT industry

- There are more than 200 active ICT companies with about 3,000 employees.
  - Small- and medium-sized enterprises mainly develop software products and provide software services.
  - Most (88%) of the Kosovo ICT companies are domestic, 3% have equal ownership by Kosovar and foreign owners, and 8% are foreign-owned companies.
- Successful cases of ICT service exports are abundant (78%).
- Kosovo ICT companies export software development services in Germany, Switzerland and Austria (DACH) as well as US, UK & Canada
- The main competitive advantages Kosovo ICT companies have in international markets are price, quality, language skills and technical know-how.

# 1. Well organized private sector in the ICT industry - cont

There is growing demand from EU buyers for:

- Subcontracted business processes,
- Software development and database management.
- Software applications for smartphones and tablets, including web design.
- Managed services for network operators, telecom's and ISP's

## 2. ICT Stakeholders in Kosovo

For a relevantly short time, Kosovo ICT sector was able to organize itself and to establish a focal point for developing public-private dialogue within the country.

- STIKK and ICK play active roles in the ICT and startup scene, sector communications and development.
- ICK impressively demonstrates the potential of the IT industry for entrepreneurship and innovation supporting both start-ups and existing companies with growth potential.

**Kosovo ICT Association (STIKK)**

[www.stikk.org](http://www.stikk.org)

**Ministry of Innovation & Entrepreneurship**

<https://www.min-rks.net/2/home>

**Innovation Centre Kosovo -**

<https://ickosovo.com>

**Ministry of Trade and Industry –**

<https://kiesa.rks-gov.net/>

**CEED Kosovo -** <http://ceed-kosovo.org/>

**Innovations Lab Kosovo-**

<http://kosovoinnovations.org/>

**Kosovo Agency of Statistics –** [http://ask.rks-](http://ask.rks-gov.net/en/kosovo-agency-of-statistics)

[gov.net/en/kosovo-agency-of-statistics](http://ask.rks-gov.net/en/kosovo-agency-of-statistics)

• <http://www.jic-ks.com/>

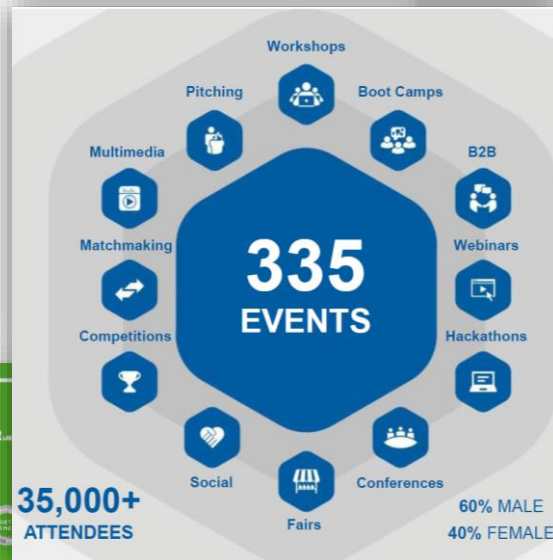
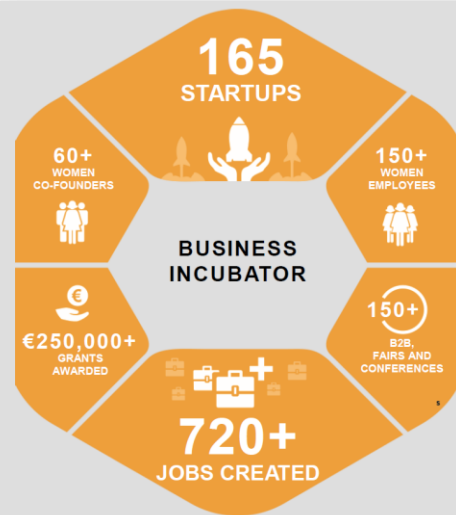
**HackerSpace**

<http://www.prishtinahackerspace.org/>

**Maker Space**

<http://www.bone.vet/home/>

- Innovation Center of Kosovo



MAIN INTERNATIONAL PARTNERS



### 3. ICT in Public Sector

- The public sector dominates the ICT spending
- The ICT sector provides services to the domestic sector, including to government, finance and telecommunications, and private corporate segment clients.
- E-government services are still underdeveloped
- Public eService projects:
  - Government Gateway Portal
  - Government e-sessions
  - Judiciary Case Management Information System (courts & prosecutors)
  - Geo Portal & Address registry
  - Civil registry
  - Open Data Kosovo
  - Health Information System
  - E-procurement
  - Kosovo Pension Trust MIS
  - National Crime records System
  - Veterinary Border inspection
  - E-monitoring: MSA European Integration
  - CBK - Automated Transfer System RTGS+ACH"
  - CBK - Off site regulatory reporting system
  - etc..

## 4. Education and training centers in ICT

### The State University of Pristina

- University of Pristina (UP) - **Faculty of Electrical and Computer Engineering**
- UP - Faculty of Natural Sciences, **Department of Computer Science**,
- UP - Faculty of Applied Technical Sciences, Mitrovica.
- University of Prizren (UPZ) - **Faculty of Computer Science**.

### Private Colleges

- **UBT- University for Business and Technology** - has an ICT related program both in bachelor and master studies
- **RIINVEST** - has an ICT related program - Software Engineering in bachelor studies, and also the same one in the master studies
- **American University in Kosovo – RIT Kosovo** has an Information Technology program in bachelor studies,
- **AAB College** -
- **Universum College**
- **European College Dukagjini** - two bachelor programs related to ICT
- **College Iliria** - has two programs related to ICT: Management and Informatics, and Applied Informatics. Even though they have few master programs, none of them is related to ICT
- **CACTTUS Education** - since 2016 has a number of programs in systems and software engineering offering two year professional vocational Education in ICT
- Professional training centers and academies (Cisco, Microsoft, [ECDL](#), [Oracle](#), [RedHat](#) etc.)



## 5. Opportunities for ICT sector development

- Availability of small number, but well educated professionals graduated abroad
- Youngest population in Europe.
  - Demographic dividend
  - Young people are eager to learn and to be trained and certified on international recognized programs
  - Kosovo's large youth population and generally strong English and German language skills are considered to be important factors in this sector's growth.

## 6. Potential, vision and next steps of ICT in Kosovo

- Rapidly developing mobile and internet infrastructure
  - World Bank / EBRD / ISP and Telecom's
- Well developed, mostly vendor based, training and certification capacity
- ICT costs per capita in Kosovo are estimated to be only half of the regional average.
- Diaspora links (DACH+US+UK) also enable the expansion of market linkages in foreign markets.
- There is a possibility to improve cooperation between businesses and ICT educational programs to ensure the necessary skills.
- Seed and Early Stage investment Capital in high demand

## 7. Opportunities to work together

- Potential partners to provide e-governance and financial solutions on local markets
- Carry out business digitalization projects for mid and large enterprises, including private businesses to raise effectiveness
- E-residence options for Kosovo Companies
  - Establishing and managing an EU company digitally - from anywhere in the world - without the need for travel.
  - Operate within an open and transparent business environment with access to not only the EU Single Market, but EU-based fintech, legal framework and stability.
  - Banking
  - International payment solutions to cover company needs in the EU or globally
  - Invest in Estonian startups

- Founded in 2003
  - ~ 90 people; ~10mil. Euro avg. revenue/year
  - Branch office in Albania; Partners in Germany
- CACTTUS System Integration
  - Telecommunication and networking (IP networks and telecom operators)
  - Microsoft Cloud Service provider
  - Support & Maintenance of SME and corporate
- CACTTUS Education
  - ICT training; 2 year professional education in system administration and software & mobile development;
- CACTTUS Business Solution
  - ERP system (retail; FMCG; distribution; gas stations; hospitality; manufacturing)
  - Financial industry solutions (central bank; microfinance)
- CACTTUS Software Development (Harrisia)
  - Custom tailored solutions
    - Microsoft
    - Open Source
  - Solutions for Hospitality; Retail; Healthcare; SME's
  - Software testing

- Founded in 2013
- Software Development Company focused mainly as a service provider (Nearshoring, Offshoring and Outsourcing)
- Working with clients in Canada, US, Germany and Switzerland.
- Main technologies used:
  - Java (EE, Spring, Hibernate)
  - PHP (Laravel, Symfony)
  - JS frameworks (Angular, React)
  - Mobile development (Native, hybrid, react native)