

Dubai Outsource Zone

● Fact Sheet





● About DOZ

Vision

DOZ will create the premiere outsourcing destination in the region with a competitive business environment and a high-quality lifestyle.

Mission

Create a cost-efficient environment to capitalize the strong economic value of Dubai and the region.

Satisfy customers and build brand equity as a business partner in Dubai.

Promote Dubai as a favorable outsourcing destination for the region with distinctive value proposition.

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● Profile

Dubai Outsource Zone (DOZ) is the first Free zone in the world dedicated to the outsourcing industry. DOZ provides a comprehensive infrastructure and environment for companies who wish to set up their business and offer outsourcing services in the region.

Established in June 2004, DOZ was initiated by Dubai Internet City to cater to the growing market demands of the outsourcing industry.

Built as a strategic base in Dubai for companies targeting emerging markets in several neighbouring regions, DOZ's focus areas extend from the Middle East to the Indian Subcontinent and from Africa to the Commonwealth of Independent States (CIS), covering nearly three billion people with a GDP of over US\$10 trillion.

DOZ provides a comprehensive purpose built infrastructure to both captive and non-captive companies looking to set up in the region, control costs and gain efficiencies by leveraging the talents, technology and expertise in the UAE.

From Business Process Outsourcing (BPO) services like customer contact centre support, accounting and billing, sales and business development, human resources, payroll processing to Knowledge Process Outsourcing (KPO) like research & development, science and technology, engineering as well as Legal Process Outsourcing (LPO), Dubai Outsource Zone creates a unique platform in which different types of outsourcing companies can operate.



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DOZ offers a ‘one-stop shop’ arrangement, giving Business Partners the freedom to focus on their core operations including company incorporation, trade license and visa services.

Companies located at DOZ also enjoy a host of free zone benefits including 100 per cent ownership, absence of corporate and personal income taxes or customs duties, as well as free repatriation of capital and profit in any currency.

Additionally DOZ offers state-of-the art offices, robust telecom infrastructure, high bandwidth solutions, IP contact centre services, facilities management services and a 24 hour security service.

Companies set up in DOZ enjoy an environment that attracts different elements of the value chain from Banking and Finance, Insurance, IT, Legal to Airlines and Hospitality.

Some of the Business Partners located in DOZ are Nokia Siemens Networks, Emirates Airlines, AXA Insurance, Du, Mashreq Bank, Arab Bank, First Data, Cupola, Dunia Finance, Larsen & Toubro Infotech Ltd, Al Futtaim Willis, Jumeirah Group.

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● One-Stop Shop

- Swift Registration Process
- Company Incorporation
- Trade License
- Visa Services
- Telecom and Internet Services
- Data Services
- Facilities Management
- Health, Security and Safety Services

● Fast Facts

- Corporations from different industries have set up their back-office operations in DOZ: Finance, call centers, telecommunications, airlines, insurance, hospitality
- Legal Registration Types:
 - Free Zone Limited Liability Company (FZ-LLC)
 - Branch of a Foreign Company
 - Branch of a UAE Company
- Over 5,000 knowledge workers in the Zone
- Over 58 nationalities in the Zone
- 15 minutes distance from Dubai Airport
- 45 minutes distance from Jebel Ali Port

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● Facilities & Hospitality

- Multi Retail Outlets: Convenience Store, ATM, Banks
- Variety of Restaurants
- Prayer Rooms
- Fire Drill/Evacuation/Safety Plans
- Visitors Parking Zone
- DOZ Green initiatives including:
 - Recycling equipments for paper, plastic and non-recyclable materials
 - Recycling of laptops and hardware
 - An installed bailing machine
 - Recyclable irrigation system
 - 1st solar panel parking zones in U.A.E

● Marketing & Community Services

- Focusing on Cluster Benefits, Industry Leadership, Organization Excellence, PR and Communications
- Networking Opportunities
- Business Directory, Business Profiling
- Corporate Social Responsibility Activities
- Industry Events, Summit & Exhibitions
- PR and Communications Support – Product Launches and Inaugurations





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DUBAI
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A member of
TECOM INVESTMENTS

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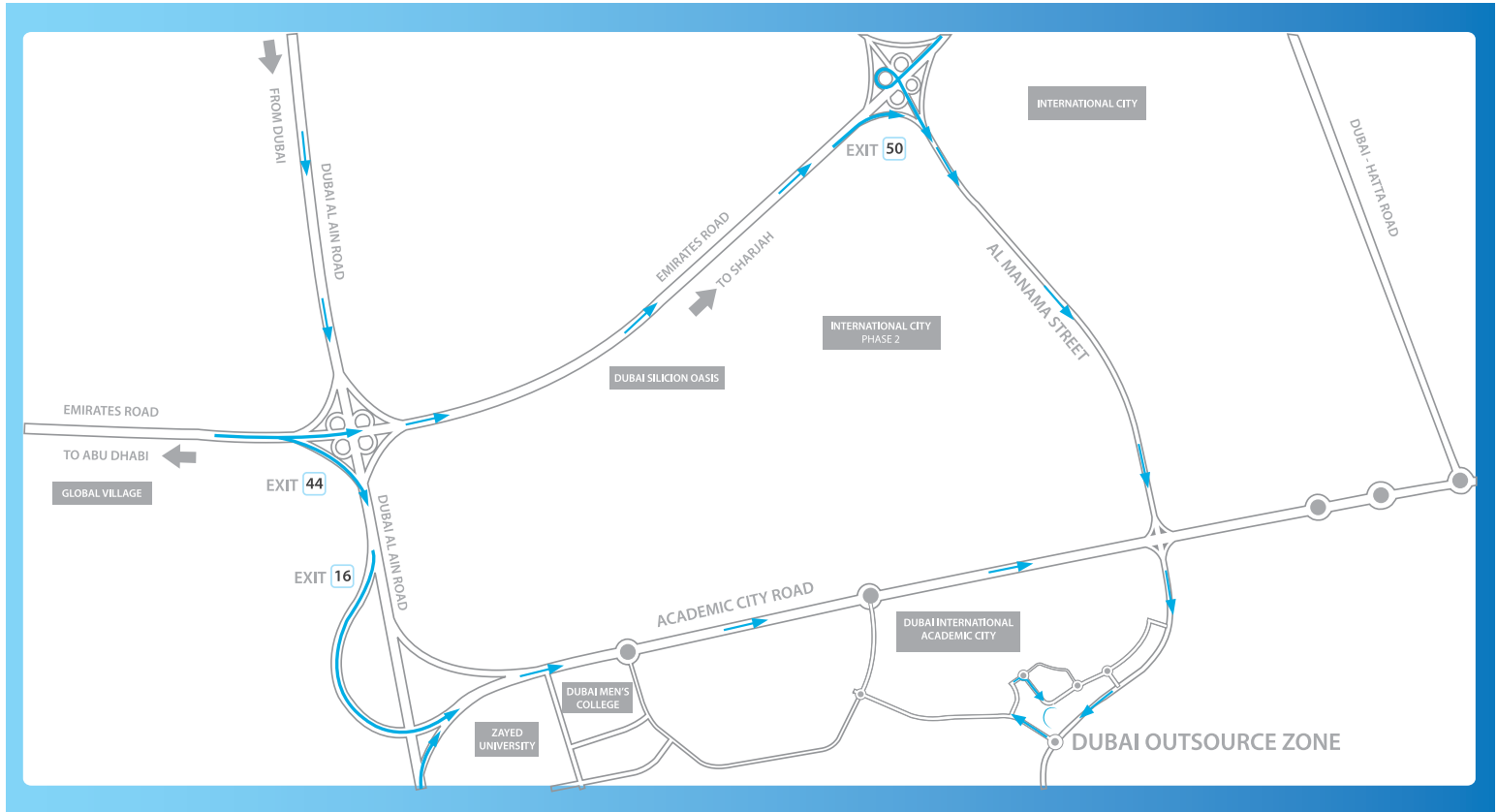
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● Competitive

Outsourcing

● Efficient

Infrastructure

● Community

● Partnerships

Partnerships

● Resources

● Outsourcing

● Infrastructure

Community

● Free Zone

Efficiency



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