

## **REMARKS**



**HON. ANTHONY HYLTON  
MINISTER OF INDUSTRY, INVESTMENT**

**&**

**COMMERCE**

**CW BUSINESS LAUNCH EXPO**

**JAMAICA CONFERENCE CENTRE**

**TUESDAY, NOVEMBER 3, 2015 AT 9:00AM**

## **SALUTATIONS**

- John Maduri, President C&W Business
- Kevin Taylor, Group President IT and Shared Services, Xerox
- Donovan White, VP Corporate and Government Sales, C&W Business Jamaica
- Members of the press
- Ladies and gentlemen... good afternoon

It is invigorating to feel the energy and optimism that is being generated by this, the launch expo for C&W Business.

Indeed, C&W Business, regardless of its name has consistently proven its commitment to the Jamaican people. And, through the recent acquisition of Columbus Communications, it will be able to expand its offerings to the benefit of its discerning customers.

Today's launch expo, therefore, represents a new era in the creation of jobs, the provision of business services for our micro, small and medium sized enterprises (MSMEs) and highlights the increased preparedness of the Jamaican ICT infrastructure to meet the demands of the Logistics Hub and the Logistics- Centred Economy

Against this background, I welcome the planned investment of J\$7billion to upgrade the Cable and Wireless infrastructure and the multi-billion dollar call center that is slated to be opened in January 2016, providing 400 much-needed jobs for Jamaicans.

Let me be clear, that even as I welcome the merger, I am mindful of the need for increased customer service, benchmarking standards and quality of services in the market place. This is a critical component of the national Quality infrastructure to ensure

that our businesses offer the highest quality of services. It is, therefore, my hope that as we welcome this new call centre and infrastructural investment, C&W will use the opportunity to enhance its customer service standards.

Ladies and gentlemen, the roll-out of C&W Business solutions will clearly enhance the productivity and performance of our businesses in Jamaica, and should be welcomed. Indeed, we cannot overemphasize the importance of an improved technology enabled landscape if our businesses are to be competitive in today's global marketplace.

Further, as we look towards the build-out of the Logistics Hub, I am pleased that C &W Business is able to bring to bear world-class expertise, local knowledge and an upgraded infrastructure, as we strive to advance our place in the global trading system.

Therefore, I can say with a degree of certainty that as companies seek to outsource their businesses to Jamaica, set up distribution centres or even assembly lines, they will not be hampered by our technological infrastructure. This, ladies and gentlemen, is critical for investment and for doing business.

On the topic of doing business, I must commend C&W Business for hosting this launch event just a few days after the worldwide launch of the 2016 Doing Business Report, in which Jamaica received an improved ranking of seven places, and was named among the 10 most improved economies for doing business in the world!

However, this improved ranking did not happen by chance. Indeed, it was not by chance that C&W Business sought to expand their operations and increase their investment in Jamaica. These positive movements are the result of the work across Government,

coordinated by the National Competitiveness Council of which I am chair, to improve the ease and speed of doing business in Jamaica.

Ladies and gentlemen, our country is poised for a new era: one of increased business confidence, increased jobs and economic prosperity. All around us, we have seen investments happening from Seprod, Courts/Unicomer Kingston Wharves, Lasco Limited, the Spanish Town Freezone and now, this investment by Cable and Wireless Communications... and even more to come! They are the result of Government working to facilitate private sector investments to the benefit of our people.

I thank you