

Case Studies



Shared Service Center established in **2006**



8000+ FTEs

2021	15% Expected Growth
2020	8251 FTEs
2019	6802 FTEs +21%
2018	6213 FTEs +9.4%



Scope of Service Customer service, cloud native application development, analytics, finance, supply chain, business intelligence analytics, and machine learning.



Countries served – **Germany, UK, Spain, Egypt, Ireland, Italy**



Languages supported from Egypt **English, Italian, French, German, Spanish, Arabic**



Moving Forward Vodafone Shared Services Egypt is now serving all Vodafone's AI activities globally with Application Development, Automation, Robotics and Machine learning



The quality of the human capital in this country is pretty much second to none and as a leader of a large organization, we desperately want to attract that talent into our business.

Gary Adey, Group Director for Vodafone Shared Services