



Office of the President of the Philippines
COMMISSION ON INFORMATION AND COMMUNICATIONS TECHNOLOGY

**INAUGURATION OF THE ERICSSON HUMAN RESOURCES GLOBAL
SHARED SERVICE CENTER (HR GSSC) AND
HR GSSC SCHOLARSHIP PROGRAM**

Tuesday, 1 July 2008
5/F One World Square Bldg., McKinley Hill, Taguig City

Message

SECRETARY RAY ANTHONY ROXAS-CHUA III

Chairman, Commission on Information and Communications Technology

The Commission on Information and Communications Technology, or CICT, extends its warmest congratulations to Ericsson Telecommunications Inc. on the inauguration of its Human Resources Global Shared Service Center and the HR GSSC “Leadership Through Excellence” Scholarship Program. I am deeply honored to have been invited to this distinguished event where we bear witness to these significant milestones for Ericsson and the Philippines.

As a world leader in telecommunications, Ericsson has made significant contributions in supporting the Philippine telecom sector. We have witnessed how the company furthers its mission of “Communication for All” through cutting-edge mobile technologies and effective business solutions. Through its strategic partnerships with the Philippine telecom operators, Ericsson has become a major player in the country’s digital infrastructure development. As such, the CICT views Ericsson as a key partner in its goal of fostering the widespread use and application of ICT for national development and global competitiveness.

One of the strategic initiatives of the CICT is the development of the Philippine Cyber Corridor. The Cyber Corridor is a virtual channel running across the country—from Baguio City in the north to Davao City in the south—housing ICT-enabled service providers from the offshoring and outsourcing, or O&O, industry, including call centers, software development, medical transcription, engineering design, animation, game development and back office outsourcing in the areas of finance, accounting and human resources. This is an industry that has grown to over 300,000 employees to date and generated 5 billion US dollars of revenue in 2007—a strong testament to the quality, trainability and customer service orientation of the Filipino workforce.

I note that the HR GSSC that we are launching today will be responsible for performing human resources administrative processes for Ericsson organizations around the world. This shared services model is being explored by an increasing number of multinational corporations, and we are proud to say the Philippines has become one of the preferred global destinations for shared services. The CICT is therefore very pleased to welcome the Ericsson HR GSSC into the Philippine Cyber Corridor. I know these facilities will not only strengthen Ericsson's service delivery worldwide, but also provide abundant employment opportunities for Filipinos as well.

The CICT also applauds Ericsson's participation in the learning aspirations of Filipino students. The LTE Scholarship Program, in cooperation with Pathways to Higher Education, will sponsor the college education of eight deserving students. I hope this program will become a source of future ICT leaders and professionals who can further the development of ICT in the country.

In closing, I would like to commend Ericsson for its continued efforts to allow Filipinos to reap the benefits of its world class products and services. The CICT assures you of its unwavering support.

Thank you very much and congratulations!