

ETHIOPIA

ICT

MARKET REPORT 2025



Work force



Education



Services



Business



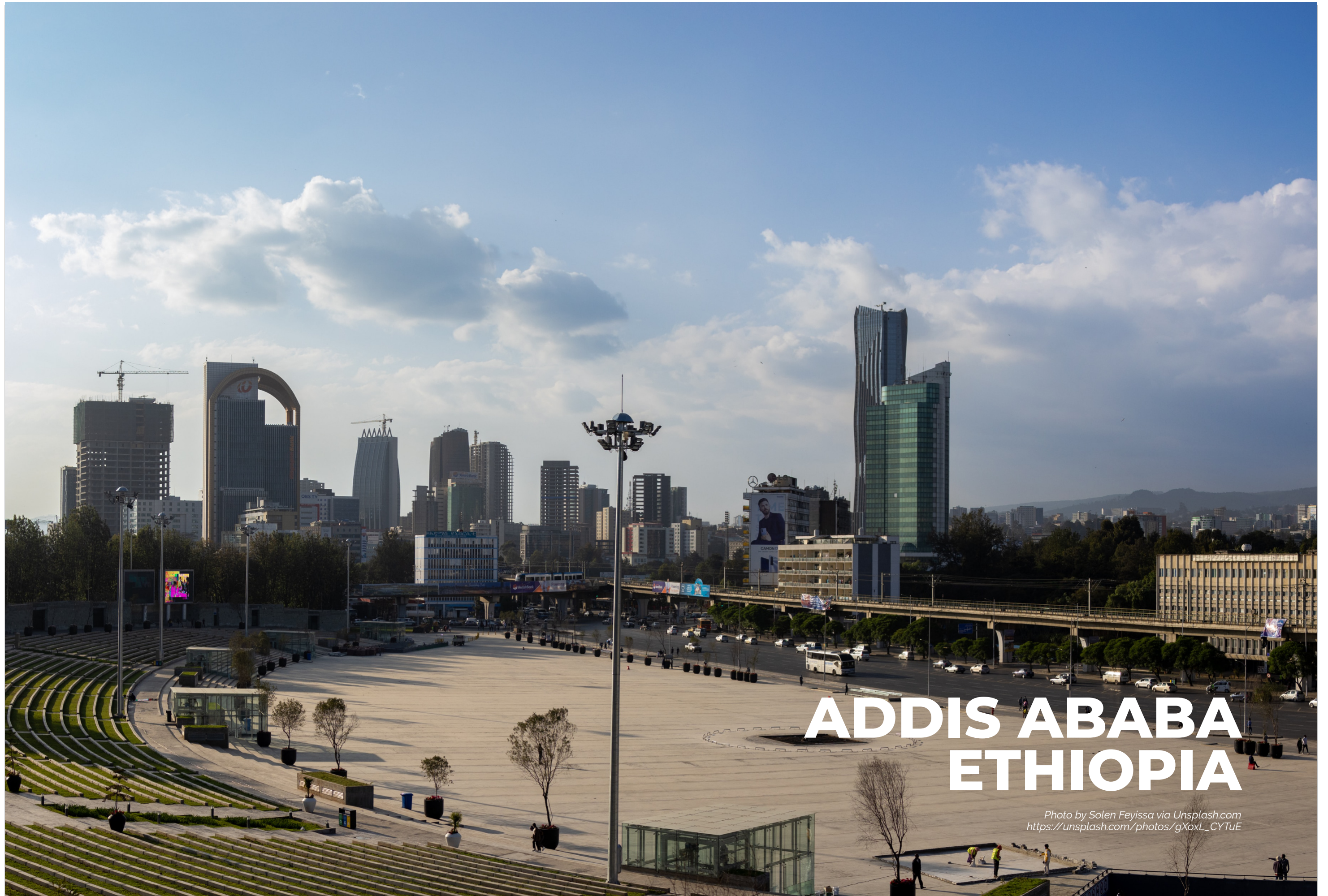
Export



Companies

TECH FUTURE ETHI OPIA

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ADDIS ABABA ETHIOPIA

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https://unsplash.com/photos/gXoxL_CYTUE



Forewords

Ethiopia stands at the threshold of a remarkable opportunity, poised to become a premier hub for global business services and outsourcing. With one of the world's youngest, fastest-growing, and most ambitious workforces, abundant renewable energy, and rapidly expanding digital infrastructure, the country is uniquely positioned to secure its place in the global digital economy.

The outsourcing sector is more than a vehicle for investment; it is a catalyst for creating dignified jobs, empowering women and youth, and accelerating Ethiopia's digital and economic transformation.

The Ethiopian Outsourcing Association (EOA) was founded on the conviction that Ethiopia can and will be-

come a leading global outsourcing destination. This vision is already taking shape: Ethiopian firms are successfully serving international clients, local developers are excelling globally with their technical expertise, and Ethiopia's strong cost-competitiveness is attracting recognition worldwide. The government has reinforced this ambition by placing digital transformation and job creation through outsourcing at the center of the national agenda.

To fully realise this potential, however, we must build further on our progress, strengthening digital infrastructure, streamlining regulations to promote innovation and investment, and aligning education and training systems

with the rapidly evolving needs of the global market.

This study, developed through close collaboration between the Ethiopian Outsourcing Association and the German Outsourcing Association, with the support of Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) offers valuable, data-driven insights into the strengths, opportunities, and challenges shaping our sector.

I invite all stakeholders to join us in this mission. Together, we can build a thriving outsourcing industry that serves the world, empowers our youth, and drives Ethiopia's prosperity for generations to come.



Wondwesen Zewdie
Ethiopian Outsourcing
Association, Ethiopia

We have been working with the Ethiopian ICT sector since 2022. We worked together with the Ethiopian Investment Commission, the International Finance Corporation and the German Development Agency GIZ in order to better understand the conditions, the actors and the opportunities for investments and collaborations with Ethiopian ICT services firms.

What we found was a rapidly developing ecosystem, good infrastructure and sufficient government engagement as well as experienced ICT companies with international clients base too and ambitious entrepreneurs.

This market survey is a result of our work with a group of ICT companies, entrepreneurs and business managers that we coached and trained in order to raise competitiveness on international markets.

It is part of a program by the Deutsche Gesellschaft für Internationale Zusammenarbeit GIZ and reflects on our findings over the last 2,5 years.



Stephan Fricke, CEO
Deutscher Outsourcing
Verband e.V., Germany

Executive Summary

This comprehensive 2025 ICT Market Report presents an analysis of Ethiopia's rapidly evolving Information and Communications Technology (ICT) sector.

The report results from a collaborative effort between Ethiopian and German Outsourcing Associations, supported by GIZ, aiming to evaluate the current state, challenges, and future prospects of Ethiopia's ICT ecosystem. Ethiopia's ICT sector, buoyed by government digital strategies, a young and ambitious workforce, and expanding telecommunications infrastructure, is positioned to become a significant global outsourcing hub. The sector encompasses business process outsourcing (BPO), IT services, and innovative startups, with a growing focus on software development, fintech, AI, cloud computing, and cybersecurity. Despite challenges such as limited funding, regulatory hurdles, and forex shortages, the sector shows steady growth, particularly in exports to Europe, North America, and Africa. Education reforms and training programs are preparing a skilled workforce to meet global demands. The report also profiles key ICT companies, associations, and freelance platforms driving

Ethiopia's digital transformation and outsourcing competitiveness.

Key Insights

Rapid Ecosystem Development Fueled by Government and International Collaboration - Since 2022, partnerships with entities like the Ethiopian Investment Commission, IFC, and GIZ have facilitated sector coaching and competitive training, accelerating Ethiopia's ICT ecosystem maturity. This collaborative approach ensures the alignment of local capabilities with global standards, boosting competitiveness and investment appeal.

Youthful and Skilled Workforce as a Competitive Advantage - Ethiopia's demographic dividend, with over 76% of the population aged 15-64, combined with more than 250,000 annual STEM graduates, positions it strongly for ICT sector growth. Training programs ensure continuous upskilling, with many developers having 3-7 years of experience, and a growing senior talent pool, crucial for sustaining long-term innovation and service quality.



Diversification of Services: From BPO to AI and Cloud Computing - While call centers and traditional BPO services grow steadily, firms increasingly offer advanced IT services including AI, machine learning, cloud computing, cybersecurity, and fintech solutions. This diversification enhances Ethiopia's value proposition as a versatile outsourcing destination capable of meeting complex global demands.

Startup Ecosystem Thriving with Government Support and Global Recognition - With over 1,200 startups mainly concentrated in Addis Ababa, sectors such as fintech, agri-tech, ed-tech, and health-tech are flourishing. Initiatives like the ICT Park and E-Startup programs fuel this momentum, placing Ethiopia's startup ecosystem among the top 100 worldwide and encouraging foreign and local investment.

Challenges Remain: Funding, Forex, and Regulatory Frameworks - Despite advances, the sector faces notable hurdles including limited access to investment, foreign exchange shortages, and regulatory uncertainties. Addressing these through streamlined policies and ecosystem support (incubators, accelerators) is essential to sustain growth and attract global partnerships.

Strong Export Orientation with Diverse International Markets - Nearly half of Ethiopian ICT firms export over 20% of their

services, primarily targeting Europe (94%), North America (83%), Africa (50%), and the Middle East (44%). Ethiopia's multilingual and culturally diverse workforce enhances compatibility with international clients, creating opportunities for scaling exports and integrating into global value chains.

Methodology

This study is based on three pillars:

1. Our findings from evaluating, training and coaching Ethiopian ICT companies on market strategies, marketing, compliance, and export
2. Desk research citing more than 35 sources (names and links see page 23) from articles, interviews, and market research
3. Surveying 20 key ICT companies in the sector for the qualitative analysis.

The study has been conducted as part of the 2023-2025 ICT Sector Support Program by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, that offered substantial guidance for Ethiopian IT companies and public organizations to ensure competitiveness on international markets and expand international relations.

Photo Addis Ababa, Ethiopia
by Abiy Temesgen on Unsplash
<https://unsplash.com/photos/a-tall-building-in-a-city-PxxCP7JwAeg>



Population
135 Million¹ 76,2% 15-64
years old²

Introduction

Ethiopia stands out as the oldest independent African country and one of the cradles of civilisation. From ancient origins that stretch back to the empire of legendary King Menelik I, son of the Queen of Sheba and Solomon, to the modern era, Ethiopia is a country with a rich and diverse history worth exploring.

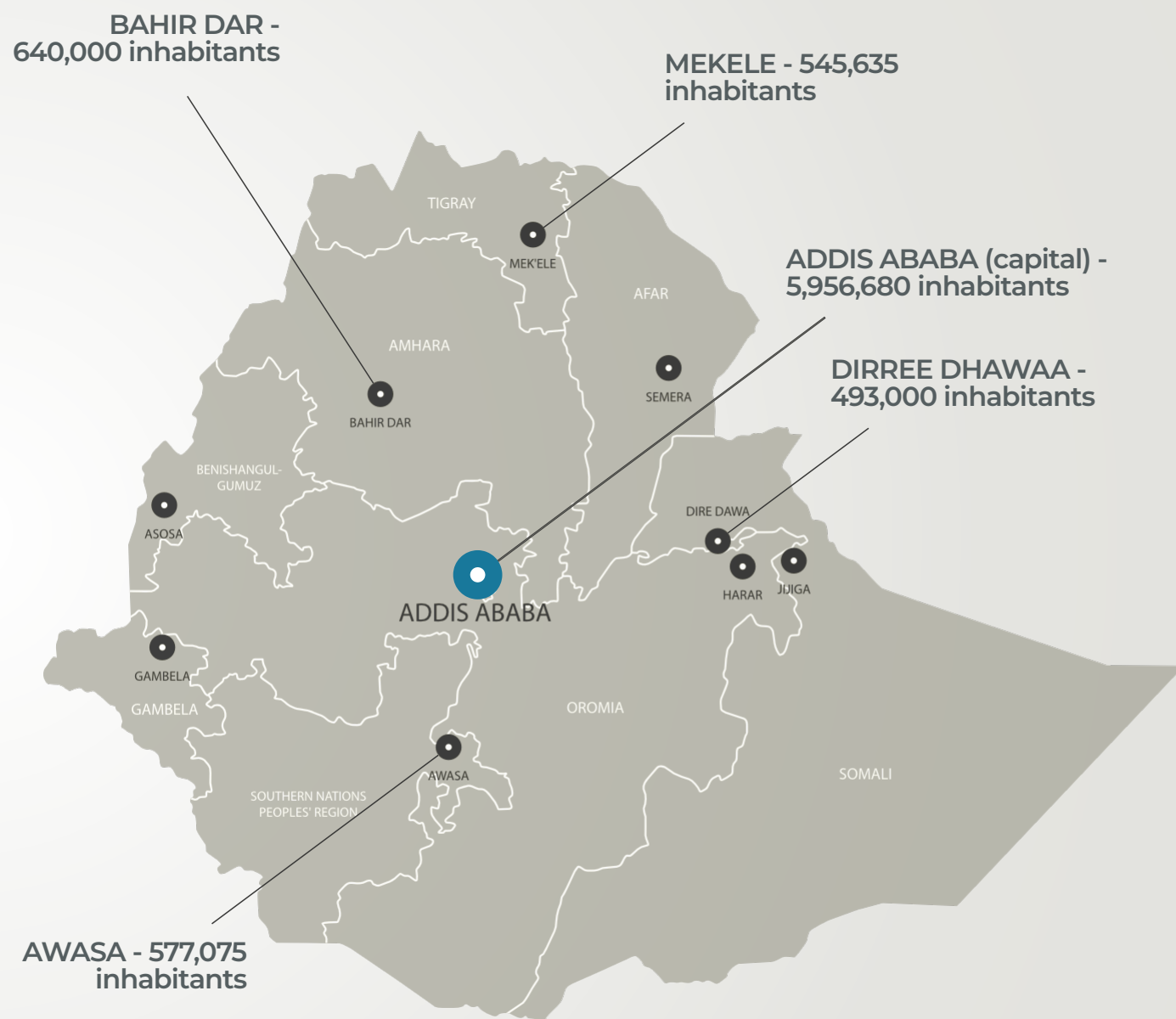
The Ethiopian Information and Communications technology (ICT) sector has been growing rapidly in recent years, propelled into its lift-off phase by the government's continuous focus on developing the digital economy. Currently, the industry is primarily focused on expanding its ICT infrastructure. However, software development and IT services follow right behind, particularly web and mobile app development, software testing, and IT consulting.

The sector currently contributes 2% to the country's GDP, which is still below the regional average of 4%, and it even shrank a bit in 2022 in terms of GDP contribution (\$2.9 billion in 2023, down from \$3.1 in 2022). It is estimated to bounce back and grow further from 2023 onwards (ISS-AFI 2023, ITA 2022, World Bank 2021).

Nevertheless, the ICT sector is growing steadily, but also very differently. At the moment, the government has prioritised expanding its telecommunications infrastructure as part of its efforts to modernise the country's economy and improve access to information and communication technology services.

In January 2023, there were over 20.86 million internet users in Ethiopia (16.7% of the population), an increase of 520 thousand (2.6%) from 2022. And while this does not seem much in a country of over 120 million, it is a significant number. Taking into account that only about half the population (66.80 million) owns a cellular mobile phone or another internet-enabling device, representing a 17.8% increase compared to the previous year, or an additional 10 million more mobile connections.

Thus, the sector is booming, particularly in telecommunications, which becomes especially apparent in light of the recent liberalisation endeavours of the industry. In 2019, the Government of Ethiopia (GoE) put out two new tenders for telecommunications licenses, of which one was awarded to a consortium (including Kenyan Safaricom, Vodafone & Vodacom, CDC Group, and Sumimoto Corporation) in 2021, while the second has been postponed multiple times since then (ATR 2023, DataReportal 2023, DT 2022, Statista 2023).



Sources: ¹ UN prediction for 2025 ² WHO data, <https://data.who.int/countries/231#:~:text=Broad%20Age%20distribution%20of%20population,%25%2019.6%25%2076.2%25%204.2%25> ³ Population numbers of cities: Wikipedia

Business Process and IT Services

In terms of BPO (Business Process Outsourcing), Ethiopia is becoming a popular destination for call center services, with several international companies turning to Ethiopia for their outsourcing needs. The sector is still relatively small but has produced some very successful companies, and it is growing rapidly. In addition, the ITO (Information technology Outsourcing) and the KPO (Knowledge Process Outsourcing) sectors in Ethiopia have experienced a significant development in recent years. The country has actively promoted these sectors as part of its HERA, which led to an expansion and diversification of service offerings across the board.

Several niche services have emerged, showing promising growth in recent years, such as language services, healthcare outsourcing (medical transcription and coding), financial analysis and research, and legal process outsourcing.

Furthermore, the GoE's infrastructure developments, particularly telecommunications, have boosted internet penetration rates and mobile phone usage, especially in major urban areas. This growth created opportunities for startups in sectors like fintech and e-commerce. These cities have also implemented several programs to support the development of technology hubs and coworking spaces, providing startups

with access to essential infrastructure and resources.

Numerous fields are witnessing increased entrepreneurial activity, including Ed-, Health-, Job-, and Agri-Tech, of which the latter holds particular importance as it synergizes best with Ethiopia's most significant economic sector. Various agri-tech startups have emerged in recent years, offering a plethora of applications and services to connect farmers with markets, financing, and other critical services across the agricultural value chain, such as: productivity and farm monitoring, agricultural inputs, tractor and machinery access, etc.

Nevertheless, SMEs across the subsectors often face common obstacles such as:

- A lack of investment and funding
- A forex crunch that humpers overall growth
- Regulatory hurdles, a lack of conducive policies, a stable regulatory framework, and other business environment challenges.
- Limited adequate ecosystem builders such as incubators and accelerators
- A lack of entrepreneurial experience (CEPHEUS 2021, JICA 2023).

Startups

Data from August 2025 estimates over 1,201 startups across Ethiopia. (Tracxn, <https://tracxn.com/d/geographies/ethiopia>)

The capital city of Addis Ababa is the central hub for this activity, with over 300 established startups and 45 ecosystem builders.

The FinTech sector is particularly strong, with many startups focusing on payment systems and financial technology solutions.

Government Support

Initiatives like the ICT Park and the E-Startup Initiative by the Ministry of Innovation and Technology (MInT) are actively supporting the growth of startups.

Growth Trends

The Ethiopian startup ecosystem is experiencing steady growth and is solidifying its position within the top 100 globally, according to the 2023 StartupBlink Global Startup Ecosystem Index.

Digital Strategy

To remedy these problems, the GoE's National Development Plan for 2020-2030 and the Homegrown Economic Reform Agenda (HERA) aim to correct the aforementioned macroeconomic imbalances and structural

impediments. Additionally, the Ethiopian Ministries of Innovation and Technology (EMIT), the Education (EME), and Communication and Information Technology (EM-CIT) have initiated several programs as well as the Digital Strategy 2025.

All of these initiatives are designed to leverage and harness the potential of the ICT sector, to drive economic growth, job creation, education, and the development of an inclusive, knowledge-based, and prosperous society.

Under the Digital Transformation Strategy 2025, launched in 2020 shortly after the HERA, the GoE implemented a series of policies and regulations to create an enabling environment for digital entrepreneurship and innovation.

The strategy encompasses five priorities: implementing a digital ID, digital payments, e-governance, e-commerce, and cybersecurity. The government has already made progress in several areas, including completing a pilot for digital ID and enhancing the interoperability of digital payment services.

Investment environment

New investment laws have been enacted, expanding the scope of investment opportunities. These laws include measures facilitating private sector and foreign investor access to e-commerce. Additionally, a

proclamation on e-transaction has been introduced to address regulatory gaps related to e-commerce, e-government services, and other similar activities (CEPHEUS 2021).

A new law (No.1282/2022) was proclaimed in December 2022, allowing foreign tech and fintech companies to invest and participate in Digital Financial Services (DFS) after obtaining a license from the National Bank of Ethiopia (HoPR 2022).

The Ethiopian government also passed a Science Technology and Innovation (STI) policy in 2019 with the goal of accelerating economic growth. It focuses on driving innovation and improving enterprise competitiveness, increasing access to finance, investment, and giving incentives for startups, managing knowledge, and supporting research and development across the Ethiopian economy.

Education

The Ethiopian education system has developed and expanded immensely over the last decade, especially regarding the country's digital transformation. Currently, there are 50 public universities hosting more than half a million students and over 1,600 TVET (Technical and Vocational Education and Training) institutes, which are all gradually taking a strategic shift towards ICT and digital

education. The government has recently launched several education initiatives as part of the HERA and their "Digital Strategy Ethiopia 2025" to promote ICT skills and digital literacy even further.

Among these initiatives, a World Bank-supported General Education Quality Improvement Project focuses on integrating ICT into education by training over 100,000 teachers and education officials in digital skills. In addition, the Government and Ethiopian Higher Education Institutes (HEIs) have made significant investments to enhance the ICT infrastructure and launched several education projects and reforms in 2019, aiming to improve the overall quality of education in the country (World Bank 2019).

ICT Graduates

In ICT and digital skills, over 250,000 new university graduates enter the labor force every year, of whom around 65% are in STEM fields and further trainable for ICT-jobs. Furthermore, the GoE plans to revise ICT teaching curriculums and integrate digital literacy in the formal and informal education system (MoFE 2020).

Participants

We have surveyed Ethiopian IT companies of which almost half are operating for 5 to 10 years, nearly a quarter less than 5 years, but nearly another quarter operate between 15 and 20 years or longer.

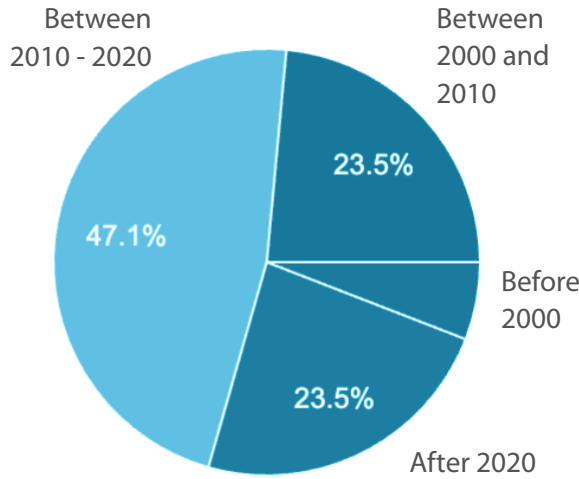
This makes the Ethiopian IT sector maturing, allowing clients to benefit from experienced tech experts and investors to count on a good mix of tech talent on the labor market.

Almost all companies operate in the capital or capital region of Addis Ababa.

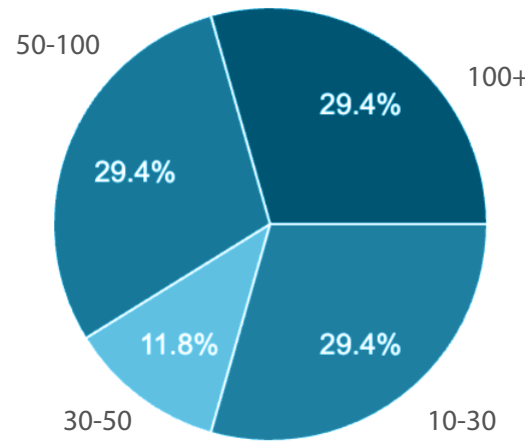
Ca. 20% of the companies employ more than 100 people and another 29% between 50 and 100 people. About 12% of the companies have between 20 and 50 people employed and ca. 29% between 10 and 30.

About 40% have 1 office, 30% have 2 offices and about 30% have 3 offices or more. More than half of the companies have at least 1 international subsidiary, about 46% have no physical international representation.

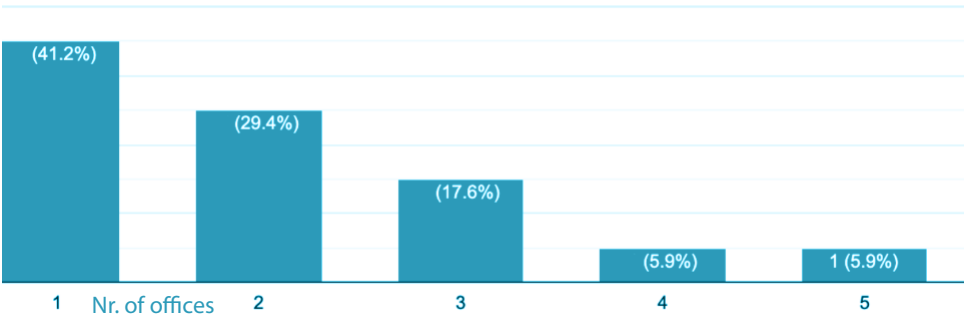
When was your company established?



How many people work in your company?



How many offices does your company have?



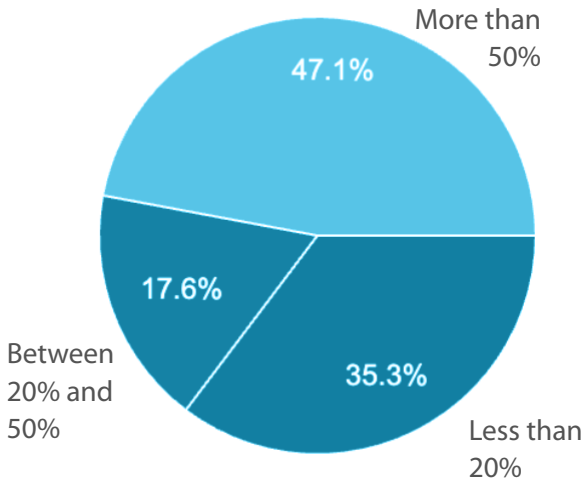
Talent

Growth

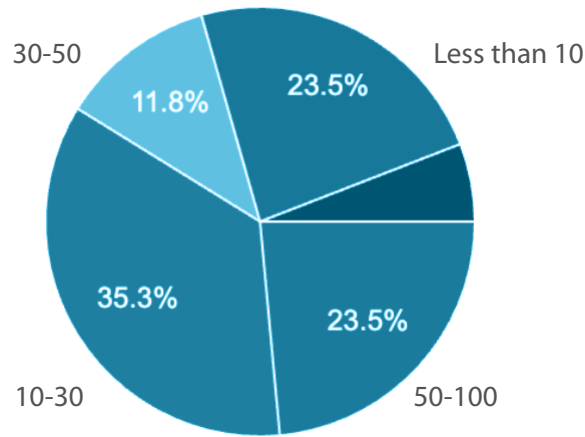
Even the majority of the companies are SME's, Ethiopian IT companies are growing. The rapid increase of demand from the domestic market due to digitization and the establishment of new businesses as well as the increase in export of IT services ensure a steady growth for Ethiopian IT companies.

A large part of the companies (35%) have hired between 10 and 30 people over the last 12 months, followed by 23,5% of the companies that hired between 50 and 100 people, 12% 30 and 50 people and another 23% have hired less than 10 people. A small part hired more than 100 people within the last 12 months.

How many people have received training over the past 12 months?



How many people has your company hired over the past 12 months?



Trainings

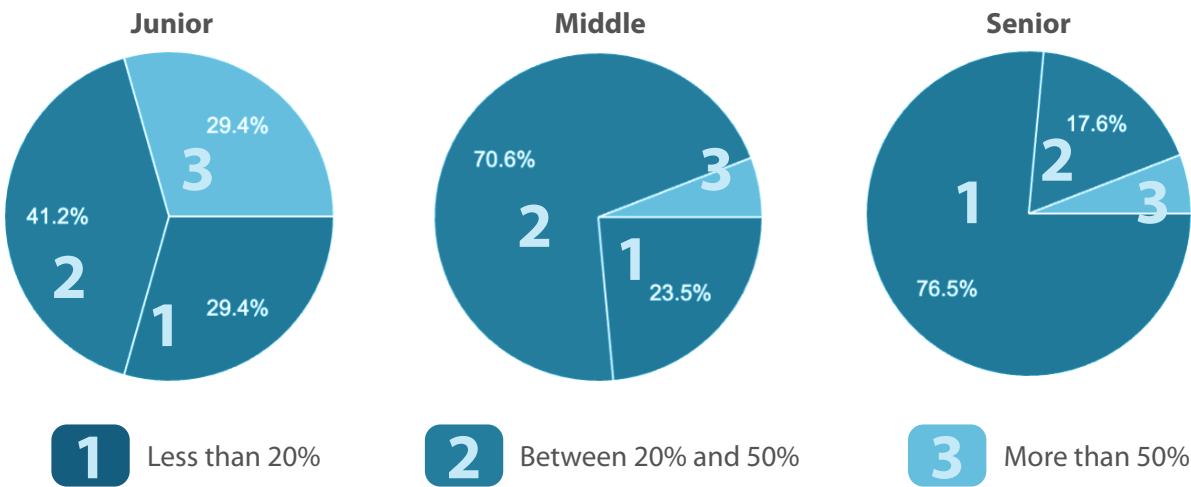
Training employees has a high importance among Ethiopian IT-leaders. Almost half of the compnies say that they trained more than 50% of their staff in the last 12 months, 17% trained between 20 and 50% and 35% trained less than 20% of their staff.

Among the trainings, that employees received are technical trainings, marketing and management trainings and coachings, as well as compliance such as GDPR.

Experience

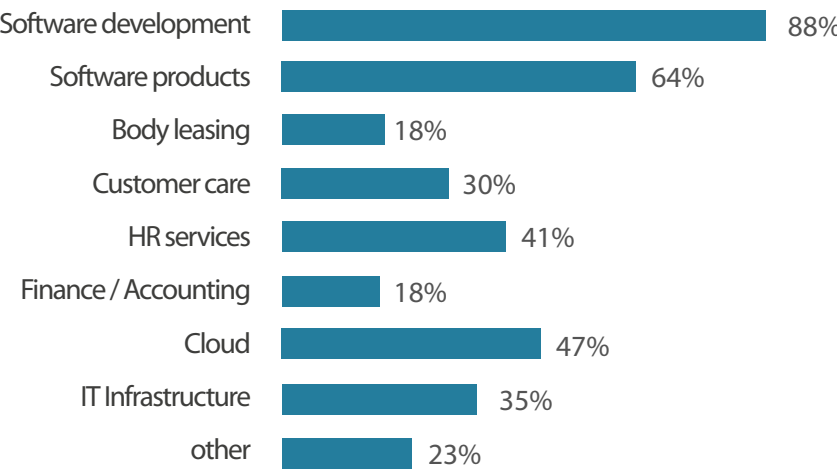
Most of the developers in Ethiopian IT companies are with the middle experienced level of 3-7 years working experineices. About 18% of the developers are senior level with an experience of 7 and more years. This will

change over the next three years when a large portion of the junior developers will reach more than 3 years experineices (then middle level) and a large part of the today middle level developers will have more than 7 years of working experiences.

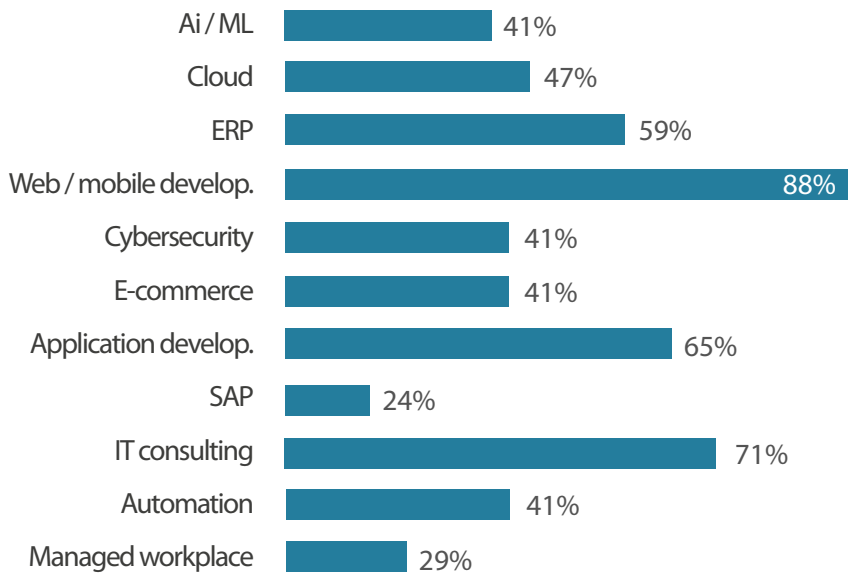


Services

The majority of the companies offer software development services (88,2%), followed by software products (64%), and cloud services (47%), HR-services and IT-infrastructure services are popular too, with 41% and 35% of the companies offering them.



What specific services does your company offer?



Nearly 90% of the companies offer some form of web or mobile app development, followed by IT consulting, which is offered by 71% of the companies and application development with 65% of the companies offering it. Ethiopian companies follow current market trends by increasingly focussing on Ai, cloud and cyber security services.

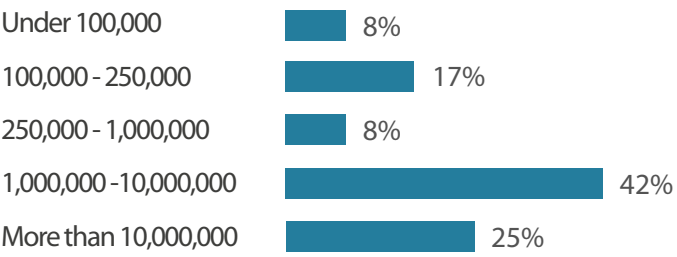
What other services does your company offer?



Business

The majority of the participating companies have a revenue between 1 and 10 million USD in 2024 (42%), while 25% of the companies have had a revenue of more than 10 million USD.

What was the last revenue (2024) of your company?



Export

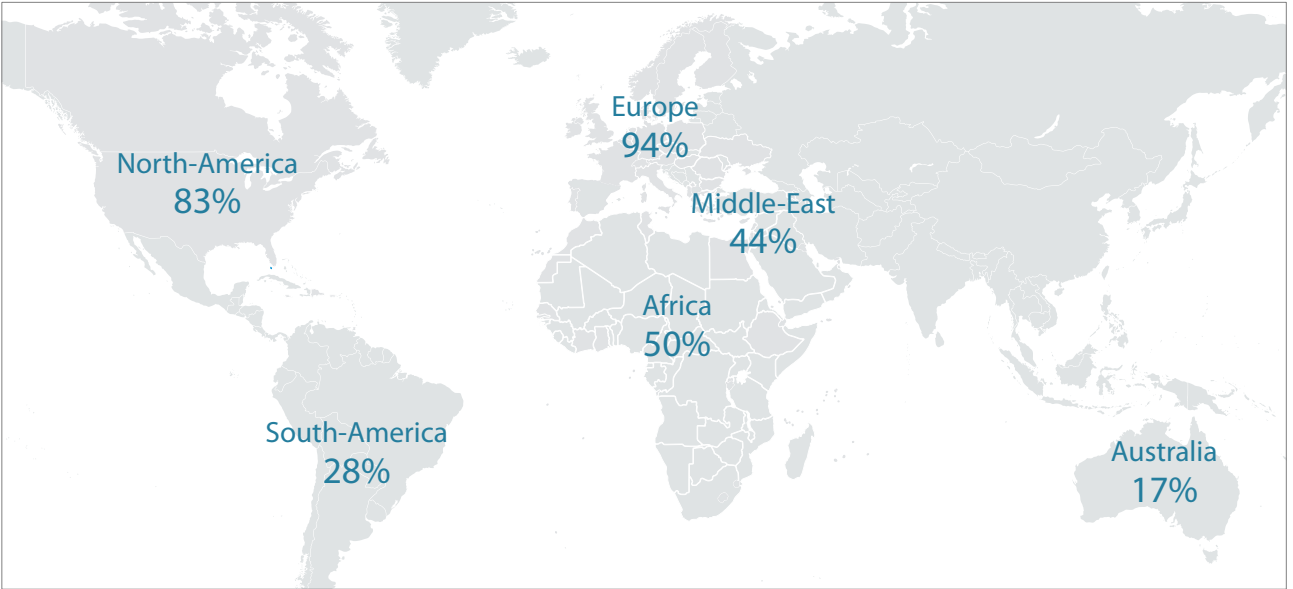
While a large number of companies are very export orientatded (47%), the same number of companies export less than 20% of their services. This makes sense as the domestic economy is growing rapidly which also increases the demand for IT and digital services exponentially.

Larger companies work for the governmnet and public sector organizations in an effort to digitize citizen services, such as citizen ID. Same applies to the private sector, where companies request web services, application, cloud and infrastructure services.

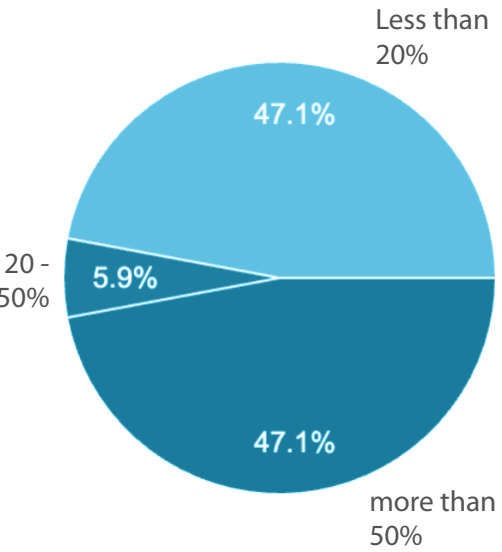
Other companies take advantage of their capabilities to offer very competitive prices on the global market and export their services.

Almost all companies export or target markets in Europe (94%), followed by the US and Canada with 83% combined, other African countries with 50% and the Middle-East with 44%. The diverse society of Ethiopia results in a good compatibility with a lot of different cultures and regions, which make Ethiopian companies very good players on international markets.

What are your export target markets?



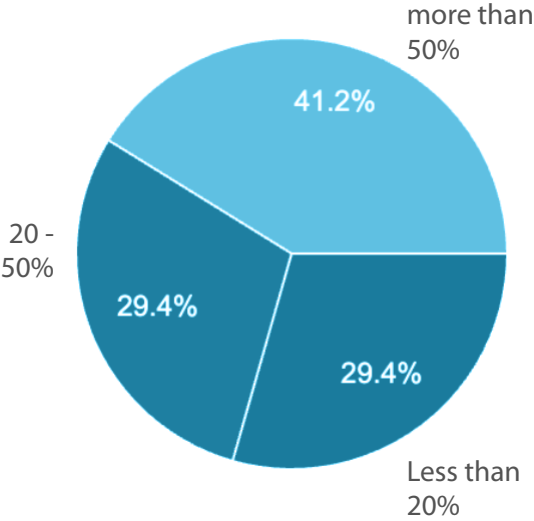
What was the ratio of your revenue from export markets?



Software products

Following global trends many companies invest in building own software products, which they then offer on the Ethiopian, regional, but als on the global market. Ca. 41% of the companies answered that their revenue form software products exceeds 50%. Though almost 30% say that their revenue from own software products is less then 20% and the same accounts for companies that say their revenue in this segment is between 20 and 50%. A mixed picture that is similar to developments we observe e.g. in Ukraine.

What was the ratio of your revenue from software products?

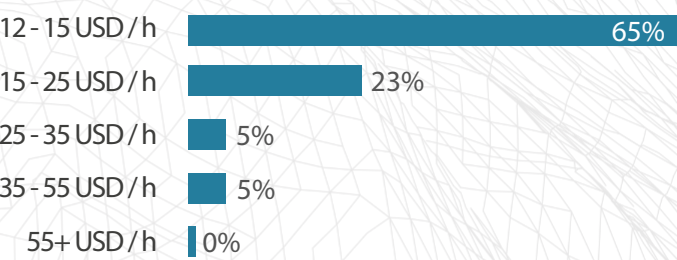


Range of sales prices for junior to senior software developers

Ethiopian salaries are among the lowest worldwide. Marketing mangers can be paid between 120 and 300 EUR/month. Software developers can be on a similar level, but can slo make significantly more. This depends on the company and the industry.

The participating companies reported the following rates they are offering software developers for locally and on the global market.

What's the range of sales prices for software developers (junior - senior)?



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The Freelancing, Outsourcing, Gigs (FROG) Economy in Ethiopia - <https://www.laurendeauassoc.com/articles/the-freelancing-outsourcing-gigs-frog-economy-in-ethiopia>

Contacts and company profiles

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The Ethiopian Outsourcing Association
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The Ethiopian Outsourcing Association (EOA) is a non-profit organization established in 2010 to promote the outsourcing industry in Ethiopia. The EOA has a vision of making Ethiopia a globally recognized and competitive outsourcing destination with these strategic objectives:

- Influencing the government to build a conducive business environment for outsourcing
- Delivering effective specialist business support to members
- Growing the competence and capacity of the outsourcing sector as a whole through effective networks
- Promoting Ethiopia globally as an attractive outsourcing destination

One of the primary objectives of the EOA is to enhance Ethiopia's competitiveness as a global services hub. Through strategic initiatives and partnerships, the Association works towards creating a favorable business

environment, attracting foreign direct investment, and fostering the growth of local service providers. The Association also focuses on talent development, aiming to strengthen the Ethiopian workforce's skills and capabilities to meet the industry's evolving demands. By nurturing a vibrant ecosystem of global services, the Association contributes

significantly to the country's economic diversification, job creation, and overall socio-economic development.

The EOA takes a proactive approach to ensure the sustainability and continuous improvement of the outsourcing sector in Ethiopia. The Association actively engages in research and analysis to identify emerging trends, market opportunities, and potential challenges. By staying abreast of industry developments, the EOA can provide valuable insights and guidance to its members, enabling them to make informed business de-

cisions and adapt to evolving market dynamics.

Additionally, the EOA aims to work closely with educational institutions and training providers to develop relevant programs and curricula that equip individuals with the necessary skills to excel in the global services industry.

Ethiopia is a compelling outsourcing destination with a strong value proposition for businesses seeking cost-effective, high-quality services.

The country's value proposition is built on the following key factors that make it an attractive choice for outsourcing: availability of a massive number of graduates, affordable talent, fast-growing telecom sector, better overlapping hours with Major outsourcers, very short time to ramp up employment, very low attrition rate, multilingual, and support from the government.



ICT-ET
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ICT-ET has been in operation since 2010 and is registered at the Ministry of Trade as a non-profit sectoral association. The association's purpose is to Expose, Engage and Enable the private sector within the tech industry in Ethiopia.

The association provides support services to private sector tech companies. Some of the services it offers include the Public/Private Sector Forum, ICT

Expo and Conferences, facilitating innovation competitions, Research, Studies and Policy Proposal, Diaspora Mentorship Program, and Technology Innovation series to connect and expose the Ethiopian tech sector to companies from outside and vice versa. ICT-ET has more than 80 member companies.

The association aims to help improve the development of human resources,

education, and skill capacity of member companies. They would like to invite members and private companies for the development of ICT and tech. ICT-ET represents and facilitates ICT companies' participation in national dialogue as responsible stakeholders to provide inputs, and commonly shared ideas and forward proposals/policy recommendations to support the sector.



The Ethiopian Association for Startup Ecosystem
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The Ethiopian Association for Startup Ecosystem (EASE) is pivotal in Ethiopia's burgeoning startup scene. Our focus is to enable, support, and promote the growth and success of startups across a broad range of industries. By acting as a conduit for ideas, innovation, and investment, we are helping to usher in a new era of economic development and job creation.

As an association, EASE provides a platform for startups to connect, collaborate, and innovate. Our work involves liaising with investors, accelerators, government agencies, and other stakeholders to create an environment conducive to startup growth. We facilitate the sharing of resources, provide mentorship, and organize networking events, all while advocating for policies that encourage innovation and entrepreneurship.

In our commitment to fostering a robust startup ecosystem, we also recognize the importance of international collaboration. As Ethiopia emerges as a promising destination for outsourcing, EASE is ready to bridge the gap between local startups and international investors, buyers, and influencers.



Afriwork
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Afriwork, originally Freelance Ethiopia, was established in 2018 as a tech company specializing in job postings. We stand out from competitors by being data-driven. Our platform facilitates seamless communication between employers and job seekers, offering an accessible and cost-effective solution for both. Utilizing Telegram as our primary platform, we have over 225K subscribers. Our Telegram channel provides job list-

ings, while our Telegram bot allows users to apply for jobs, post jobs, and connect employers with potential employees.

We are currently developing a website and mobile application featuring innovative elements tailored to the needs and preferences of our target audience. Additionally, we have a freelancing marketplace platform designed to seamlessly connect freelan-

cers with employers seeking to outsource tasks. Initially, we are focusing on Ethiopian freelancers, but we plan to expand our services to Tanzania, Uganda, and Kenya soon.

We aim to become Africa's leading job-matching platform, provide an optimal product for our users, and foster growth in the freelance marketplace.



HaHu Jobs
Web: www.hahu.jobs

HaHuJobs Primary services are deployments targeting the needs of the Ethiopian jobseeker, with both online and assisted models the platform is tool intended to assist the process of looking for a job at all levels of employment.

It features vacancy aggregation and posting from various sources as well as enterprises, builds career profiles, apply for jobs, and subscribe to cus-

tomized alerts for each user via a channel of their choice. HaHuJobs primary also offers standardized classification of all vacancies both sourced from HaHuJobs enterprise services and other manual and digital vacancy platforms.

Our vacancy classification follows a combination of ILOs ISCO 8 and the O*Net occupation classification with modifications to the Ethiopian labor

market trend. Each vacancy will be given a four-digit occupation taxonomy identification code to determine it's overall standard requirements in terms of skill, knowledge, ability, and expected activities.



360Ground
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360Ground, based in Addis Ababa, Ethiopia, offers state-of-the-art tech solutions tailored to outsourcing needs. With over 13 years of experience, we provide high-quality services to private companies, government agencies, financial institutions, and enterprises globally. Our expertise offers Full Stack Software Development and Support, including mobile app development, custom software development, MIS, software

customization, integration, e-learning, data lakes, web design and development, ERP systems, e-commerce, DevOps, cybersecurity, and UI/UX design.

We leverage cutting-edge technologies and frameworks to deliver scalable, robust, and innovative solutions. Our skills span both front-end and back-end development, including popular technology stacks like

MERN and MEAN, frameworks like Django, Flask, Spring Boot, ASP.NET, and cloud platforms such as AWS and Google Cloud. We develop and manage technologies that handle millions of users and facilitate transactions worth millions of dollars.

360Ground is available to engage with outsourcing partners on a project basis or through team augmentation.



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AFRICOM is an IT services company providing cutting-edge solutions since 2004, founded by young entrepreneurs with industry certifications and years of experience in IT. The firm is one of the first ISO-certified IT services companies in the Horn of Africa. The company's mission is to revolutionize digital transformation.

The company offers a comprehensive suite of services to meet the diverse needs of businesses, including MIS

consultancy, Software Development, Business Process Outsourcing (BPO), Single Window Projects, IT auditing, Telecom, Banking, Fintech, and E-commerce solutions. AFRICOM also offers various value-added services to help businesses maximize their investment in technology. These services include Talent sourcing, Staff Augmentation, Managed IT Services, training and support, project management, and ongoing maintenance and support.

AFRICOM has built a strong reputation for delivering high-quality services, building long-term relationships with clients, and providing the highest level of service. We are also strongly devoted to social responsibility and have implemented several initiatives related to education, startups, women empowerment, disabled & Refugees, Media & journalism, and environmental sustainability.



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Ethiopia and Scandinavia meet in Ethioden ICT Consultancy, founded in 2021 as a joint venture between Ethiopian and Icelandic investors.

While still a small company, we have grown fast, not least because of our clients' positive experiences working with us. Our teams are composed of highly motivated individuals with good education who are eager to learn and have shown themselves

fully capable of thinking independently, making collaboration easier.

Successful outsourcing depends on total commitment on both sides. Good communication is vital, and long-term collaboration rather than short-term project work is the key to success for both sides.

We emphasize providing a good working environment for our staff

and ensuring long-term commitment by paying good salaries and providing benefits above and beyond what is common in Ethiopia. Gender equality is of great importance to us, and we believe strongly in female empowerment and providing meaningful work for our young and well-educated workforce. We aim to create maximum value for our clients, staff, and Ethiopia.



Etech S.C.
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In 2020, Etech was created to enable businesses to focus on their core competencies while we manage their IT needs with precision and excellence. We pride ourselves on our commitment to integrity, customer satisfaction, and continuous improvement. By leveraging cutting-edge technologies and best practices, we ensure that our clients receive

the highest level of service and support.

The company's ITO department creates connections with different countries. Currently, the firm mainly targets American and European countries by accepting various projects such as website development, Mobile App development, Quality Assurance, DevOps, and Cyber Security

services where the company works and provides solutions with native experts.

This department was conceptualized a year ago. By participating in the startup competition organized by MinT, it was able to introduce itself at GITEX in Morocco as one of the winners.



Excellerent
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Excellerent is a global IT services company headquartered in Pittsburgh, with delivery centers in Pittsburgh, Ethiopia, and India. Founded in 2012, Excellerent has grown organically every year since inception and now has over 200 employees and has 30+ software product company clients. We work with our clients across the entire product lifecycle, which includes new product development, managed services, migration of leg-

acy systems, re-engineering, reverse-engineering, QA automation, DevOps, Big Data and AI/Machine learning.

Excellerent's clients come from a range of verticals/industries such as financial services, telecom, manufacturing, supply chain, distribution, healthcare, media/entertainment, and recognition and loyalty. Our clients include firms such as Walmart

Labs, Caliber Home Loans, Security Finance, Global Payment Systems, Engage2Excel, The Gordian Group, Xenial, Mylan Labs, Bosch, iHeart Media, Teletracking, Xenex, Atheon, Digital Guardian, Athene USA, OmniCell, Safaricom Telecommunication and Ethio Telecom.



IE Network Solutions
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IE Network Solutions, an Ethiopian-owned IT service provider with over 16 years of experience, is dedicated to transforming businesses with innovation. With 200+ certified professionals and 200+ successful project executions, we excel in Enterprise Network Solutions, Business Automation and Intelligence, Data Center Facilities, SaaS, Cybersecurity, System and Cloud, Smart Infrastructure, and IT Outsourcing (ITO). Our experience

in the IT sector has empowered us to deliver superior market solutions, providing reliable and cost-effective services that cater to the diverse needs of our clients.

Our Tech Talent Academy nurtures the next generation of IT leaders and feeds trained, disciplined resources to our ITO business. Guided by a vision to revolutionize business operations in Africa and a mission to enhance

lives through disciplined work culture and systems thinking, we pride ourselves on a strong work ethic, extreme ownership, and continuous improvement. Through our IT Outsourcing services, we offer infrastructure management, application development, cybersecurity, and cloud services. Our commitment to excellence and customer satisfaction has established us as a trusted partner in the IT outsourcing market.



iCog Labs Software Consultancy is a private research and development-company founded in 2013 as an international and outsourcing software-consultancy with a team of visionary software professionals dedicated to advancing the frontier of AI research and applications and delivering quality products to customers.

iCog Labs has been working on several local projects in collaboration with stakeholders such as interna-

tional organizations, governmental bodies, educational institutions, and technology-focused companies with clients and partners in the USA, Hong Kong, Japan, Canada, Sweden, and Germany. Headquartered in Addis Ababa, Cog Labs has a team of visionary software professionals dedicated to advancing the frontier of AI research and delivering quality products to customers all around the globe.

iCog Labs
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iCog Labs also runs several other local and international projects that focus on using AI and technology to tackle different issues within the country and provide short-term and long-term solutions in sectors such as health, education, unemployment, and agriculture. iCog carries out its work in partnership with several international organizations.



Mereb Dev is a prominent IT outsourcing company based in Ethiopia dedicated to providing developer outsourcing services globally. Our name, "Mereb," is derived from the Amharic term for "web," symbolizing our commitment to utilizing local expertise to serve the global market. Our mission is to deliver top-quality talents while providing comprehensive training to young Ethiopian developers.

With a management team that has extensive international experience and decades in the IT industry, we are committed to maintain the highest standards for the benefits of our clients. At Mereb, we are dedicated to delivering world-class developers at competitive rates to our clients. We recognize the significance of securing the right talent for your project, and our goal is to streamline the process while making it more cost-effective.

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Our developers have undergone a comprehensive screening program that classifies them based on their expertise, ensuring that we only provide you with highly skilled professionals. Our devs are in the field of AI, web3, devops, 3D design, frontend/backend developers & mobile apps.



Minab IT Solutions is a reputable technology solutions provider that was established in Addis Ababa in 2014. We are a leading technology consulting and cloud platforms development firm in Ethiopia. Our portfolio boasts successful collaborations with government and international development organizations in Ethiopia, Nigeria, Mali, Morocco, Ghana, and other countries. Minab takes excellent pride in its unwavering commitment to resolving tech-

nical issues, regardless of the effort or time required. Our proven track record demonstrates our ability to take ownership of issue analysis and resolution efforts, ensuring a seamless experience for our clients.

Our team is comprised of highly skilled professionals, including full-stack web and mobile developers, system solution designers, and business experts. We apply cutting-edge software development methodolo-

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gies and technologies with international proficiency in using the latest cloud computing frameworks, hosted storage, etc., and we uphold quality assurance values. Automated functional, load, performance, unit, and security testing are as crucial as the development process itself. Both the management and the core team can demonstrate an outstanding understanding of information technology and processes.



Mereb Technologies is a dynamic technology solutions provider with offices in Sheridan, Wyoming, USA, and Addis Ababa, Ethiopia. The company specializes in software development, talent outsourcing, custom solutions, and IT maintenance and support, serving clients across diverse industries. By combining technical expertise with innovative approaches, Mereb Technologies delivers scalable, reliable, and cost-

effective digital solutions tailored to meet the unique needs of businesses

With a strong emphasis on quality and collaboration, the company supports organizations in building robust applications, streamlining processes, and enhancing customer experiences. Its outsourcing services connect clients with skilled professionals who bring efficiency and value to projects of any scale. Backed

by a global outlook and local presence, Mereb Technologies is committed to helping businesses embrace digital transformation, improve productivity, and achieve sustainable growth.

Through its customer-first philosophy, the company continues to position itself as a trusted partner for organizations seeking cutting-edge technology solutions

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MMCY Tech is an experienced talent company that provides dedicated resources to help businesses grow and augment their team. With over 15 years of experience, our growing team of 500+ professionals work with world-renowned companies such as CCI, McDonald’s, INTERNOVA, and more.

Our mission is to provide excellent service and cost-effective resources

that take your business to the next level—fostering change, inspiring efficiencies, and resolving issues that may have been holding you back. We provide Call center agents, Level 1 IT Technicians, and Software Developers. As a trusted certified Cvent partner, we also offer Cvent support, including Flex, Cvent Attendee Hub, CrowdCompass, and Live Event Support for virtual events.

Our clients trust us for our expertise, cost efficiency, and rapid delivery. But above all, we connect them with talented people that meet their business targets and grow their revenue.

When you do business with us, we are more than your partners. We are an extension of your team. So let us take your business to new heights!



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R&D Group is a private limited company committed to empowering businesses to enhance efficiency and overall performance through a comprehensive range of outsourcing services, management training, business development, and consulting solutions. With a global vision, R&D has emerged as a pioneering organization in Ethiopia, capable of collecting, analysing, and developing data and ICT systems/software to serve clients worldwide.

R&D has built a strong reputation by recruiting, training, and employing over 1000 young graduates skilled in data analysis and software development. Additionally, R&D has established itself as a leading HR outsourcing firm in Ethiopia, serving as the employer of record for more than 100 executives and senior management professionals of global firms operating within Ethiopia.

Through its expertise in data analysis, software development, HR outsourcing, and other critical domains, R&D Group remains at the forefront of the industry, poised to meet the evolving needs of businesses. With an unwavering dedication to providing exceptional services, R&D Group is a trusted partner for organizations seeking to optimize their operations, leverage data insights, and achieve their strategic objectives.

List of other Ethiopian ICT companies



Net & Com PLC / Bekes Group
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Net & Com PLC Information Technology Center, a private limited company, is part of Group Company Bekdes Group and was established in 1997. Net & Com is widely involved in Information Technology solutions, specifically Intelligent Infrastructure, Software Solutions, Security Solutions, Learning Management Systems, Consultancy as well as Professional Services, through direct communication or reliable partners to deploy

solutions to different verticals such as Government, Non-Government, Financial Services (banks and Insurance), telecommunication, education and healthcare.

Net & Com specializes in providing technical support for hardware and software and has a fully equipped workshop with qualified personnel. To enhance customer service, Net & Com

sends engineers for training abroad and invites international partners to train and support them in the maintenance and setup of various equipment. This enables us to provide technical support for all types of information technology products. We are a partner with Imperva, Checkpoint, Microfocus(now it is OpenText), Microsoft, Fortinet, and more vendors.

Company	Website URL
Bilih Digital	www.bilih.digital
Potomac Outreach	www.potomacoutreach.com
FenanPay	www.fenanpay.com
Weyra Tech	www.veytech.et
ThePlus Technologies	www.theplus-tech.et
RCNDC	www.rcndc.com
Okta Technology	www.oktatechnology.com
Nedamco Africa	www.nedamcoafrika.com
Kuraz Technologies	www.kuraztech.com
Kazana Group	www.kazangroup.com
Excellerent	www.excellerentsolutions.com
Gebeya Inc.	www.gebeya.com
CCI Global	www.cciglobal.com
Ablaze Labs	www.ablazelabs.com

Company	Website URL
SciTech Valley	www.scitechvalley.com
Alpha IT Solution	www.alphaitsolution.com
eHealth IT Services	www.orbithealth.co
ZalaTech	www.zalatechs.com
Arise Technology	
BeSingularity	www.besingularity.com
Elihu IT Solutions	www.elihutech.com
Reboot Consult	www.rebootconsult.com
WideTech IT Solution	www.witsoln.com
Zowi Tech	www.zowitech.com
Infomoby / Africa118	www.africa118.com
Brana Software Solution	www.branass.com
Dunyatech Technology	www.dunyatech.com



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More information, advisory and services at:

Ethiopian Outsourcing Association: www.etoutsourcing.com

ICT Ethiopia Prospect and Investor Info Service: www.ict-ethiopia.com