

ICT & ITES Industry Statistics & Yearbook

2013

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Information and Communications
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وزارة الإتصالات وتكنولوجيا المعلومات

Ministry of Information and
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Frequently Used Acronyms and Abbreviations

ICT	Information and Communications Technology
IT	Information Technology
ITES	IT Enabled Services
int@j	Information and Communications Technology Association – Jordan
MoICT	Ministry of Information & Communications Technology
ISIC	International Standard Industrial Classification
OECD	Organization for Economic Co-operation and Development
UNSTATS	United Nations Statistics Division
NEC	Not Elsewhere Classified
FDI	Foreign Direct Investment

Introduction

Jordan's ICT and IT Enabled Services (ITES)¹ sector has come a long way in the past years and has achieved a great deal of accomplishments in which we can all take great pride. ICT and ITES are listed amongst the government's highest priorities, and are expected to continue to contribute to the Jordanian economy.

To demonstrate the sector's growth in terms of numbers and to determine the growth in market size, exports, investments, and employment, the Information and Communications Technology Association of Jordan (int@j) and the Ministry of Information and Communications Technology (MoICT) have completed the ICT and ITES Sector Classification and Statistics for 2013 aiming to provide clear and accurate references on Jordan's ICT and ITES sector size and magnitude.

Classification Framework

The International Standard Industrial Classification of All Economic Activities (ISIC) is the international reference classification of productive activities. Its main purpose is to provide a set of activity categories that can be utilized for the collection and reporting of statistics according to such activities.

ISIC is a classification according to kind of productive activity, and not a classification of goods and services. It is distinctively different in nature and purpose from the classifications of goods and services, ownership, institutional units or other types of classifications.

All the ICT and ITES Sector classifications in this report were mapped to the fourth revision of ISIC (ISIC, Rev.4) which is the outcome of a review process that spanned several years and involved contributions from many classifications experts and users around the world. The fourth revision of ISIC provides substantially more detail at all levels than the previous versions of the classification. This increased detail responds to requests by both producers and users of statistics.

Methodology

The 2013 ICT and IT Enabled Services (ITES) Sector Classification and Statistics Survey conducted between February and August 2014 represents a holistic assessment of Jordan's Information and Communications Technology (ICT) and IT Enabled Services (ITES) industry.

The Survey was designed based on the International Standard Industrial Classification, Version 4.0 (ISIC 4.0) to provide information on the following topics:

- IT and ITES revenue domestic and export

¹ IT enabled services are the services that make extensive use of information and communication technologies.

- IT and ITES employment
- IT and ITES investments

The survey followed a secure mechanism that ensured data confidentiality, by using an online custom application to aggregate the data provided by companies. The online application was developed in a way to allow system administrators only to access aggregate numbers and not the specific numbers provided by each company for confidentiality purposes. Entered data is split automatically into two separate databases once the application is submitted, making it impossible to link companies' information to their numbers. While it is acknowledged that this approach may increase the margin of error, it was adopted to ensure the confidentiality of data and numbers and to encourage companies to participate in the survey.

Survey Methodology:

- The survey followed the Organization for Economic Co-operation and Development (OECD) definition of the ICT Sector, according to which the guiding principal for what constitutes an ICT enterprise is: "The production (goods and services) of a candidate industry must primarily be intended to fulfill or enable the function of information processing and communication by electronic means, including transmission and display"
- Based on the OECD definition of an ICT enterprise, ICT and ITES sector segments have been mapped to ISIC 4.0 sections.
- To ensure that the survey covers all ICT and ITES companies in Jordan (100% of the sector), comprehensive lists of companies with ICT and ITES related activities were obtained from the Ministry of Industry and Trade and all Industry and Trade Chambers in Jordan in order to identify ICT and ITES companies in Jordan (including int@j and non-int@j member companies)
- The initial consolidated list of companies was verified through phone calls to identify the companies to undertake the survey.
- The survey was then launched and verified companies with ICT and ITES activities were invited to fill the online questionnaire.
- During the survey, companies confirmed whether they are actually ICT and/or ITES related companies by examining a detailed list of activities and answering specific questions.
- The survey outcomes identified the companies who should be considered as ICT and/or ITES companies.
- Companies are classified as part of the ICT and ITES Sector if their "principal" activities belong to ISIC 4.0 ICT and ITES classes, i.e. are within the ICT and ITES classification domain.

- According to UNSTATS "An activity that contributes most to the value added of the unit, or the activity the value added of which exceeds that of any other activity undertaken by the unit is called its "principal" activity. It is not necessary that the principal activity account for 50% or more of the total value added of a unit".
- Remaining companies, which did not complete the online questionnaire, were approached individually, and asked questions, in order to identify their activities based on (ISIC 4.0) classification and provide actual number of employees.
- The revenues for companies which did not fill the survey were estimated based on the actual average revenue of companies with the same "principal" ICT or ITES activity. Only the data of companies that were identified or identified themselves as carrying a "principal" activity that falls within the ICT and ITES Sector, according to a pre-defined list, were considered in the 2013 survey. Although this approach may yield a margin of error, it's statically valid and is more accurate than pro-rating total numbers based on the number of companies who filled the survey compared to the total number of companies.
- The companies that filled the survey represent 46% of total int@j member companies in 2013 as well as 56% of total employment, and according to historical data for the past 5 years, int@j member companies represented 83% of total sector revenue. These percentages match the average of past years.
- Based on the fact that the 2013 survey adopted the ISIC 4.0 classification in identifying ICT and ITES activities and recognizing various industries, some of the identified activities and industries were different than the ones used in previous years' surveys.
- For accuracy purposes, statistics of Telecommunications companies were obtained from the Telecommunications Regulatory Commission (TRC), the official organization in Jordan responsible for gathering and publishing Telecom Companies statistics. IT & ITES numbers presented in this report are the results of analyzing the figures obtained from the 2013 survey.
- All monetary values expressed in this report are in US Dollars. USD 1 = JD 0.708 is the official conversion rate when publishing this report.

Survey Sample Population

Summary of Participants

Survey Participants Summary	
Category	Total
Initial Identified Companies	680
Suspended or Closed businesses Identified Companies	83
Non-ICT/ITES or Not in Jordan Identified Companies	57
Total Targeted Companies to fill the Survey	540
Total ICT/ITES Identified Companies	540
Total Companies Completed the Survey	124
Total Companies Did Not Fill the Survey	416

Table 1: Survey Participants Summary

Participants by Economic Activities

Companies Activities				
ISIC Code	ISIC Activity	Group A	Group B	Total
4651	Wholesale of computers, computer peripheral equipment and software	24	47	71
5820	Software publishing	11	13	24
6201	Computer programming activities	66	179	245
6202	Computer consultancy and computer facilities management activities	5	11	16
6209	Other information technology and computer service activities	12	4	16
6311	Data processing, hosting and related activities	20	80	100
6312	Web portals	12	35	47
8220	Activities of call centers	4	3	7
9511	Repair of computers and peripheral equipment	17	8	25
332001	Installation of communications equipment	0	21	21
332002	Installation of mainframe and similar computers	5	3	8
465201	Wholesale of telephone and communications equipment	0	9	9
951202	Repair of communications transmission equipment (e.g. routers, bridges, modems)	7	2	9
Training	ICT Training	3	6	9
Total		186	421	607

Table 2: Companies Activities

Group A: Companies that completed the survey & carried out this activity

Group B: Companies that did not complete the survey & carried out this activity

Note: Number of total activities is higher than total participating companies, since companies have more than one activity.

2013 IT/ITES Sector Statistics

IT & ITES Sector Statistics 2013			
	Domestic (USD)	Export (USD)	Total (USD)
Total Revenue	\$316,817,411	\$332,546,436	\$649,363,847
IT Revenue	\$313,499,003	\$324,441,323	\$637,940,326
ITES Revenue	\$2,425,779	\$7,886,341	\$10,312,120
ICT Training Revenue	\$892,628	\$218,772	\$1,111,400
IT and ITES Sector Employment			11,637
IT Employment			10,331
ITES Employment			1,306

Table 3: IT & ITES Sector Statistics 2013

Note: Numbers presented in the table above for the IT & ITES Sector based on the results of the 2013 Survey.

IT Growth (2000 – 2013)

Summary 2000 - 2004					
	2000	2001	2002	2003	2004
IT Export Revenue	\$12,000,000	\$40,000,000	\$40,038,000	\$69,728,000	\$79,410,743
Change %	NA	233.33%	0.10%	74.16%	13.89%
% of Total Revenues	20.00%	23.53%	17.52%	24%	18%
IT Domestic Revenue	\$48,000,000	\$130,000,000	\$188,448,000	\$226,183,000	\$361,103,905
Change %	NA	170.83%	44.96%	20.02%	59.65%
% of Total Revenues	80.00%	76.47%	82.48%	76%	82%
IT Total Revenue	\$60,000,000	\$170,000,000	\$228,486,000	\$295,910,000	\$440,514,648
Change %	NA	183.33%	34.40%	29.51%	48.87%
IT Foreign Direct Invest. (FDI) Yearly	NA	NA	\$8,005,500	\$11,594,500	\$2,900,000
IT FDI Cumuli.	NA	\$60,000,000	\$68,005,500	\$79,600,000	\$82,500,000
IT & ITES Emp.	1,250	6,000	8,000	8,117	8,523

Table 4: IT Growth Summary 2000-2004

Summary 2005 - 2009					
	2005	2006	2007	2008	2009
IT Export Revenue	\$162,619,518	\$191,520,379	\$196,907,691	\$226,863,277	\$209,526,864
Change %	105%	17.80%	2.81%	15.21%	-7.64%
% of Total Revenues	28%	25.00%	22.30%	23.57%	23.41%
IT Domestic Revenue	\$418,254,125	\$578,554,212	\$686,063,063	\$735,571,817	\$685,461,382
Change %	15.80%	38.33%	18.58%	7.22%	-6.81%
% of Total Revenues	72%	75.00%	77.70%	76.43%	76.59%

IT Total Revenue	\$580,873,643	\$770,074,591	\$882,970,754	\$962,435,094	\$894,988,247
Change %	31.86%	32.57%	14.66%	9.00%	-7.01%
IT Foreign Direct Invest. (FDI) Yearly	\$10,524,761	\$13,569,656	\$3,070,791	\$1,690,141	\$16,231,326
IT FDI Cumuli.	\$93,024,761	\$106,594,417	\$109,665,208	\$111,355,349	\$127,586,675
IT & ITES Emp.	10,032	10,712	11,034	10,294	11,334

Table 5: IT Growth Summary 2005-2009

Summary 2010 - 2013				
	2010	2011	2012	2013
IT Export Revenue	\$202,275,754	\$230,528,961	\$299,915,978	\$324,441,323
Change %	-3.46%	13.97%	30.10%	8.18%
% of Total Revenues	27.64%	31.23%	48.61%	50.86%
IT Domestic Revenue	\$529,571,537	\$507,526,322	\$317,110,284	\$313,499,003
Change %	-22.74%	-4.16%	-37.52%	-1.14%
% of Total Revenues	72.36%	68.77%	51.39%	49.14%
IT Total Revenue	\$731,847,291	\$738,055,284	\$617,026,263	\$637,940,326
Change %	-18.23%	0.85%	-16.40%	3.39%
IT Foreign Direct Invest. (FDI) Yearly	\$14,944,209	\$1,384,181	\$2,468,435	\$4,175,000
IT FDI Cumuli.	\$142,530,884	\$143,915,065	\$146,383,500	\$150,558,500
IT & ITES Emp.	9,858	11,235	11,360	11,637

Table 6: IT Growth Summary 2010-2013

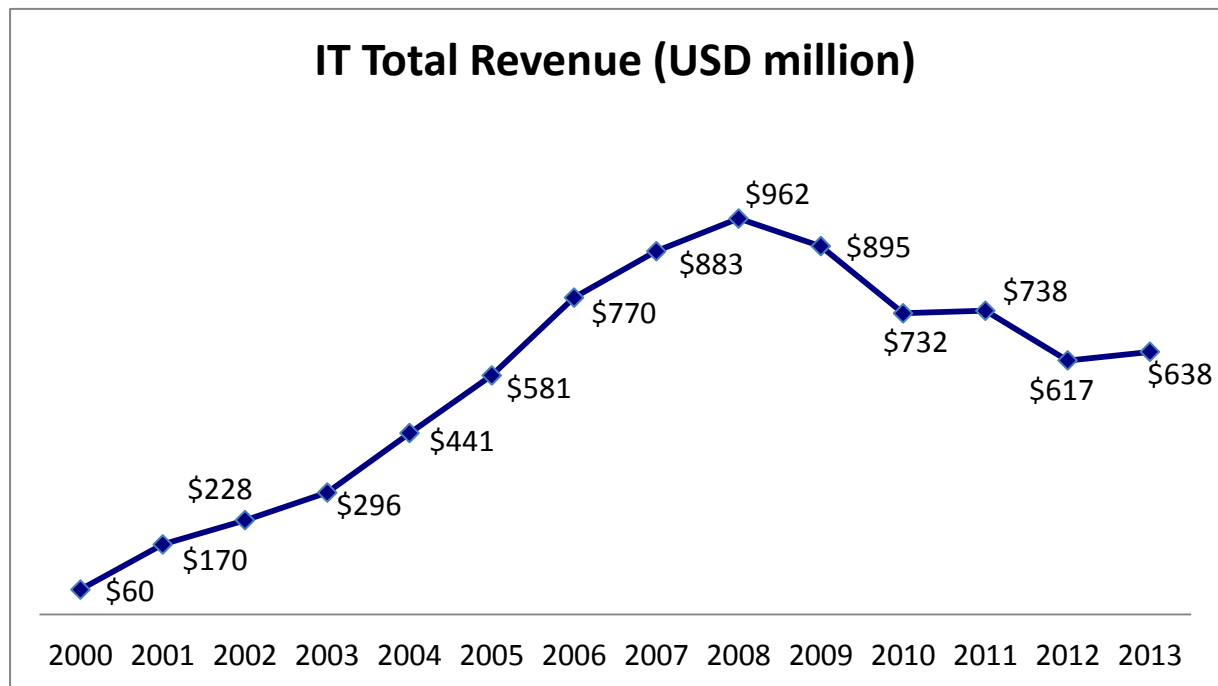


Figure 1: IT Total Revenue

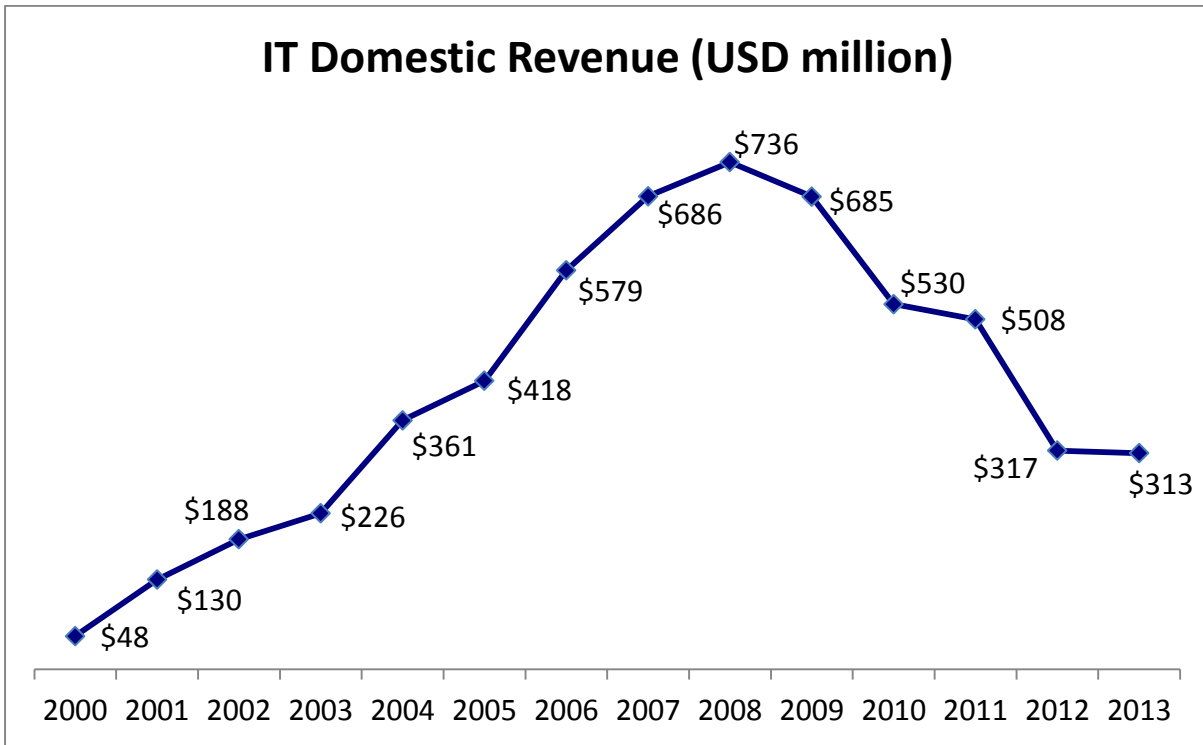


Figure 2: IT Domestic Revenue

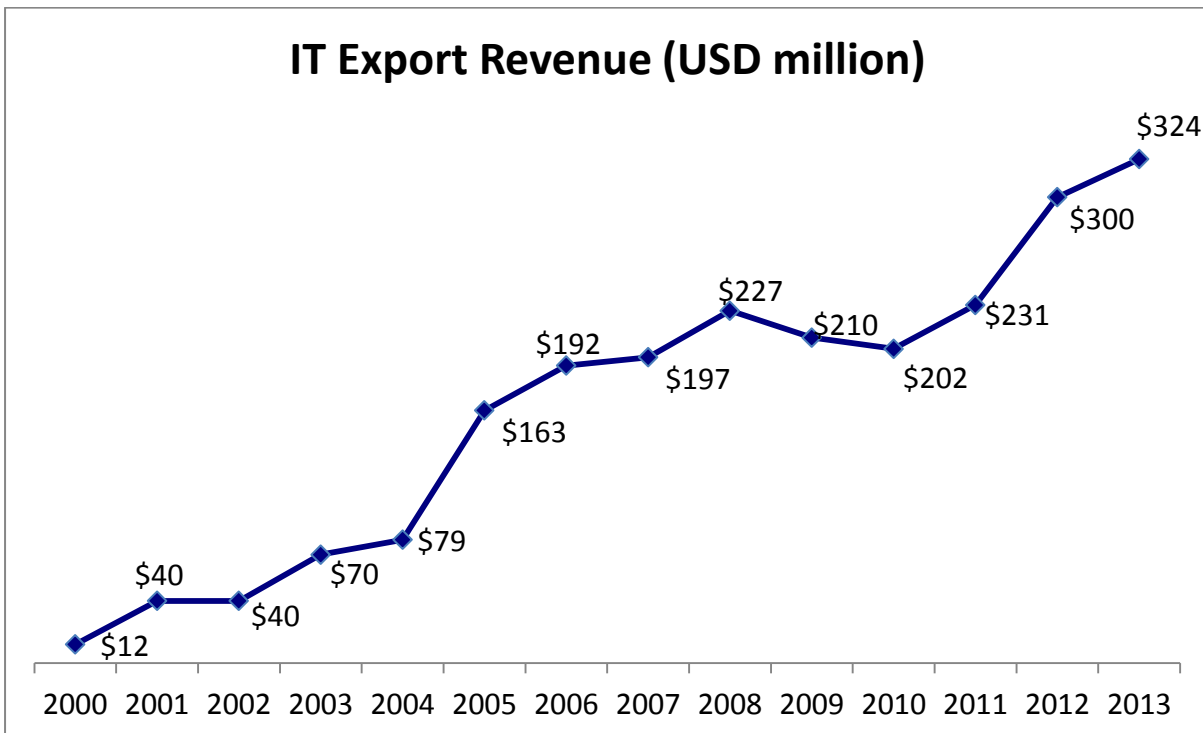


Figure 3: IT Export Revenue

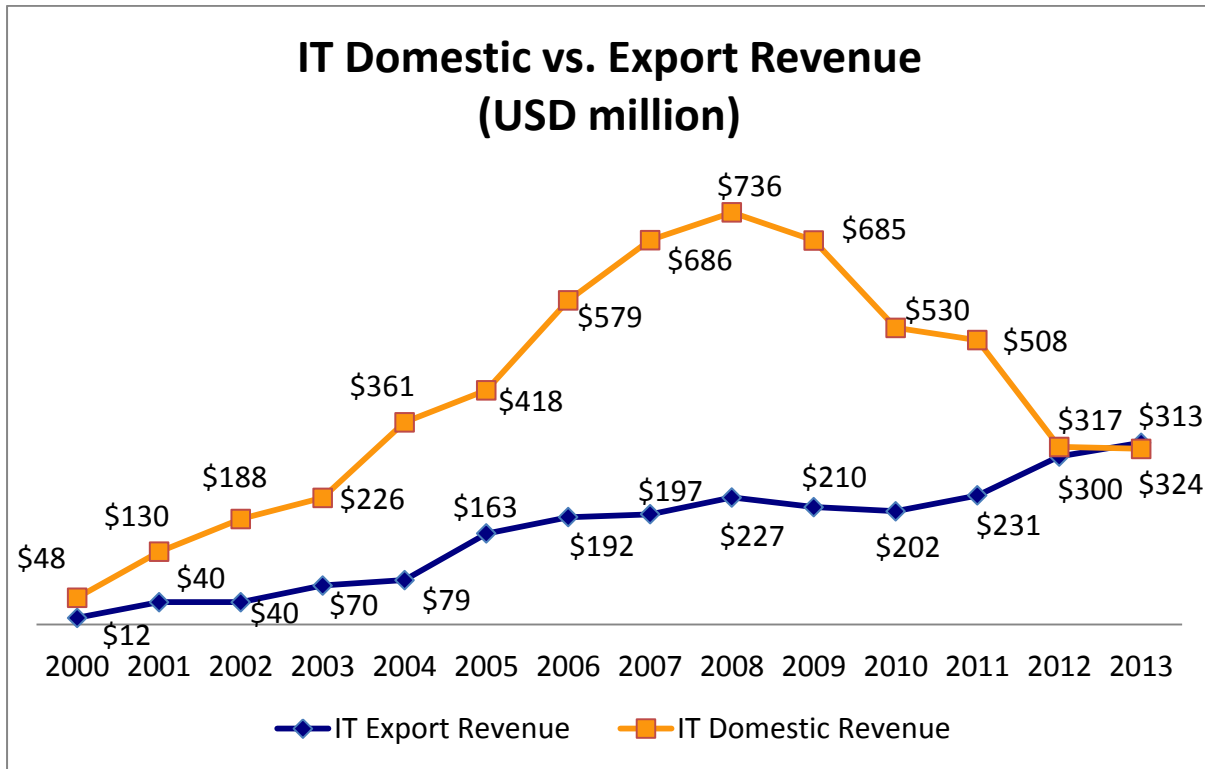


Figure 4: IT Domestic vs. Export Revenue

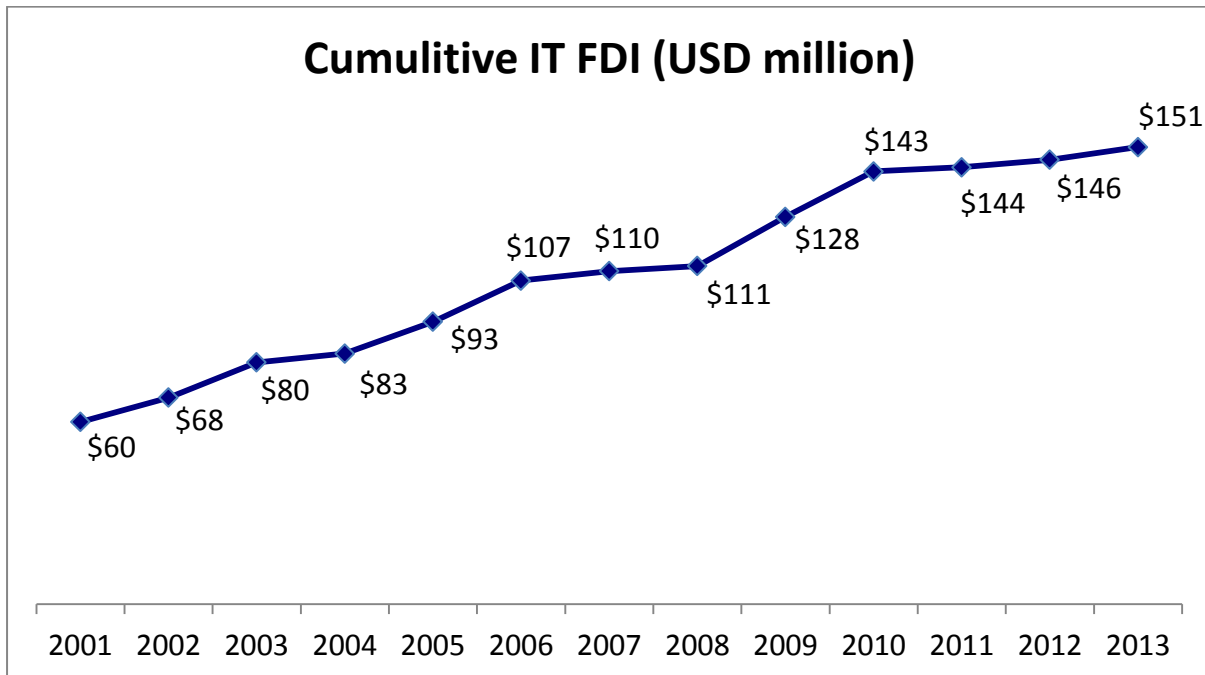


Figure 5: Cumulative IT FDI

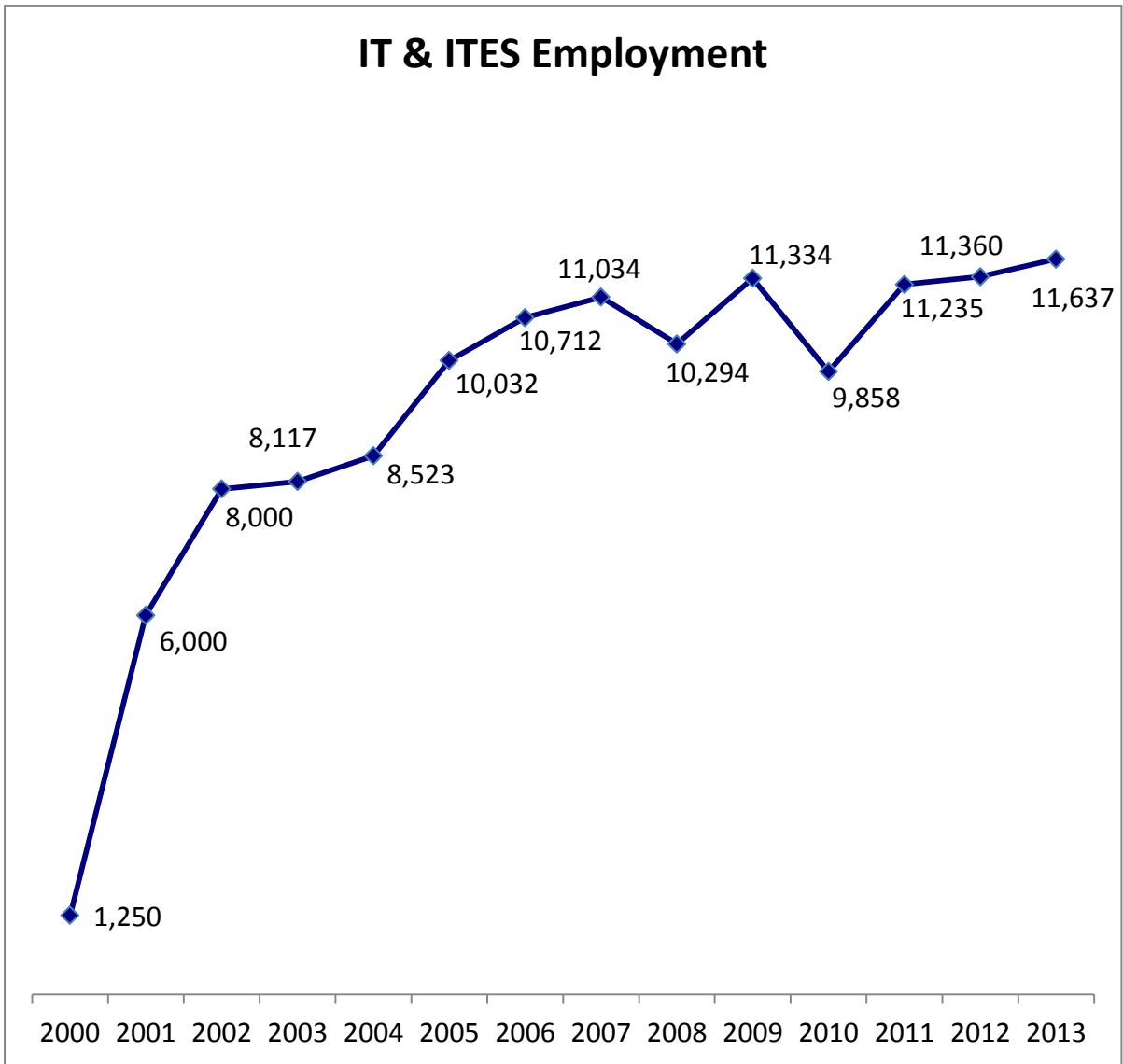


Figure 6: IT & ITES Employment

2013 Telecom Sector Statistics

Telecom Sector Statistics					
Activity	2009	2010	2011	2012	2013
Revenue (*)	\$1,538,317,022	\$1,636,808,211	\$1,721,063,429	\$1,691,129,148	\$1,581,700,082
PSTN (USD)	\$335,344,589	\$340,388,418	\$334,974,809	\$344,308,705	\$322,846,869
Mobile (USD)	\$915,837,733	\$972,942,576	\$985,790,842	\$1,010,855,114	\$938,445,317
Internet (USD)	\$161,060,016	\$170,385,942	\$196,582,767	\$181,978,109	\$175,527,124
Other	\$126,074,684	\$153,091,275	\$203,715,011	\$153,987,220	\$144,880,772
Penetration (*)					
Fixed Line Subscribers	501,000	485,000	424,000	400,082	378,411
Fixed Line Penetration	8.40%	8%	6.80%	6.30%	5%
Mobile Subscribers	6,014,000	6,620,000	7,483,000	8,984,252	10,313,976
Mobile Penetration	101%	108%	120%	140%	156%
Internet Users	1,742,000	2,324,000	3,137,000	4,259,948	5,320,248
Internet Penetration	29%	38%	50.50%	67%	73%
Annual Investment (*)	\$247,881,356	\$310,451,977	\$200,564,972	\$202,816,901	\$194,366,197
Employment (*)	5,756	4,739	4,600	4,596	4,212

Table 7: Telecom Sector Statistics 2013

Sources:

(*) The Telecommunications Regulatory Commission - TRC

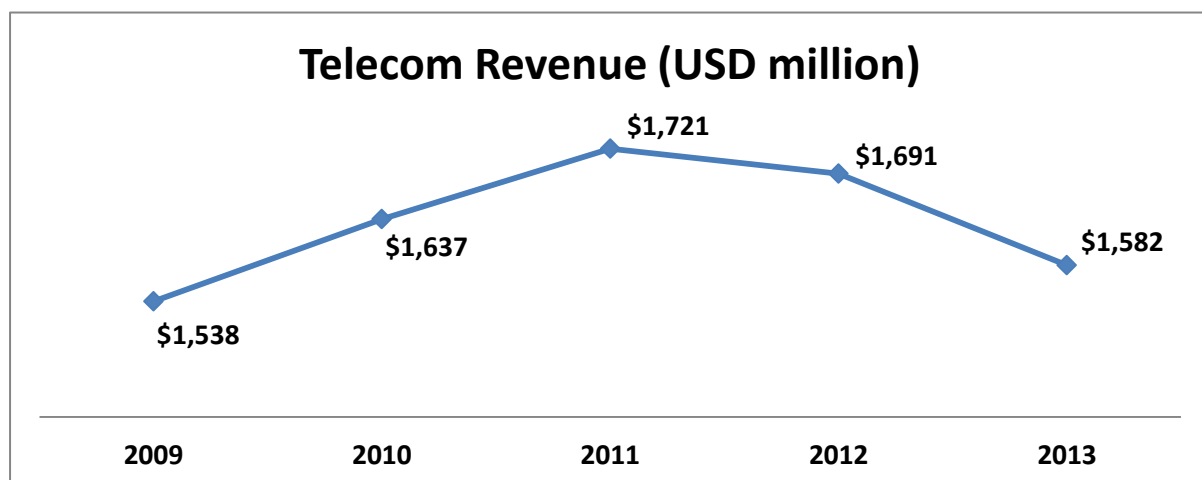


Figure 7: Telecom Sector Statistics 2013

Revenue by Economic Activities

IT & ITES

IT & ITES Revenue 2013							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
Wholesale of computers, computer peripheral equipment and software	4651	\$242,133,104	37.29%	144,647,923	45.66%	97,485,182	29.31%
Software publishing	5820	\$83,457,805	12.85%	67,454,963	21.29%	16,002,842	4.81%
Computer programming activities	6201	\$129,739,399	19.98%	31,973,315	10.09%	97,766,084	29.40%
Computer consultancy and computer facilities management activities	6202	\$3,410,655	0.53%	1,787,925	0.56%	1,622,730	0.49%
Other information technology and computer service activities	6209	\$22,148,718	3.41%	3,630,024	1.15%	18,518,694	5.57%
Data processing, hosting and related activities	6311	\$65,887,757	10.15%	30,673,777	9.68%	35,213,980	10.59%
Web portals	6312	\$2,101,011	0.32%	876,575	0.28%	1,224,437	0.37%
Activities of call centers	8220	\$10,312,120	1.59%	2,425,779	0.77%	7,886,341	2.37%
Repair of computers and peripheral equipment	9511	\$44,285,529	6.82%	16,633,612	5.25%	27,651,917	8.32%
Installation of mainframe and similar computers	332002	\$19,690,972	3.03%	9,137,247	2.88%	10,553,725	3.17%
Repair of communications transmission equipment (e.g. routers, bridges, modems)	951202	\$25,085,376	3.86%	6,683,644	2.11%	18,401,732	5.53%
ICT Training	ICT Training	\$1,111,400	0.17%	892,628	0.28%	218,772	0.07%
Total		\$649,363,847	100%	316,817,411	100%	332,546,436	100%

Table 8: IT & ITES Revenue 2013

IT

IT Revenue 2013							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
Wholesale of computers, computer peripheral equipment and software	4651	\$242,133,104	37.96%	144,647,923	46.14%	97,485,182	30.05%
Software publishing	5820	\$83,457,805	13.08%	67,454,963	21.52%	16,002,842	4.93%
Computer programming activities	6201	\$129,739,399	20.34%	31,973,315	10.20%	97,766,084	30.13%
Computer consultancy and computer facilities management activities	6202	\$3,410,655	0.53%	1,787,925	0.57%	1,622,730	0.50%
Other information technology and computer service activities	6209	\$22,148,718	3.47%	3,630,024	1.16%	18,518,694	5.71%
Data processing, hosting and related activities	6311	\$65,887,757	10.33%	30,673,777	9.78%	35,213,980	10.85%
Web portals	6312	\$2,101,011	0.33%	876,575	0.28%	1,224,437	0.38%
Repair of computers and peripheral equipment	9511	\$44,285,529	6.94%	16,633,612	5.31%	27,651,917	8.52%
Installation of mainframe and similar computers	332002	\$19,690,972	3.09%	9,137,247	2.91%	10,553,725	3.25%
Repair of communications transmission equipment (e.g. routers, bridges, modems)	951202	\$25,085,376	3.93%	6,683,644	2.13%	18,401,732	5.67%
Total		\$637,940,326	100%	313,499,003	100%	324,441,323	100%

Table 9: IT Revenue 2013

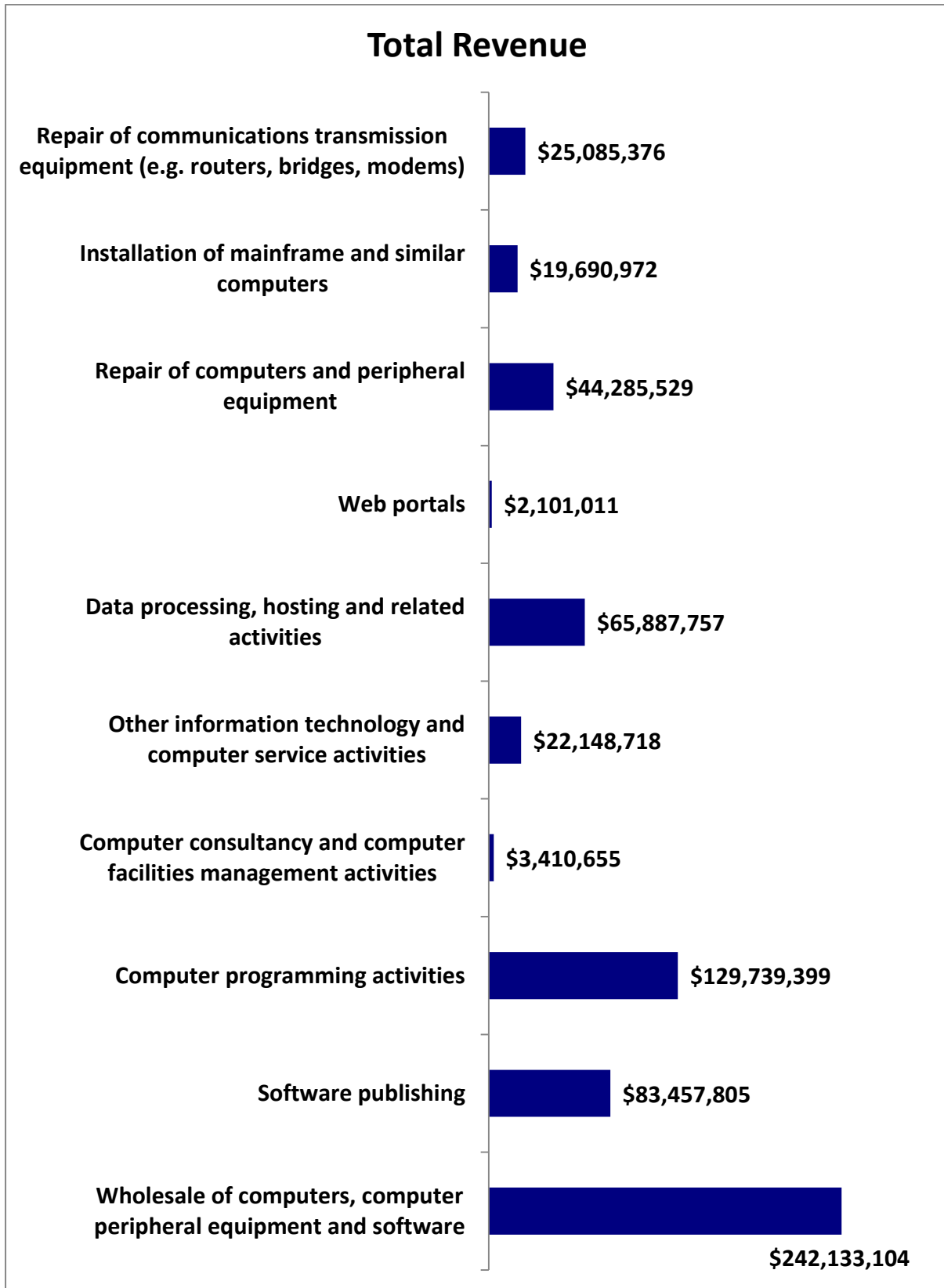


Figure 8: Total IT Revenue 2013

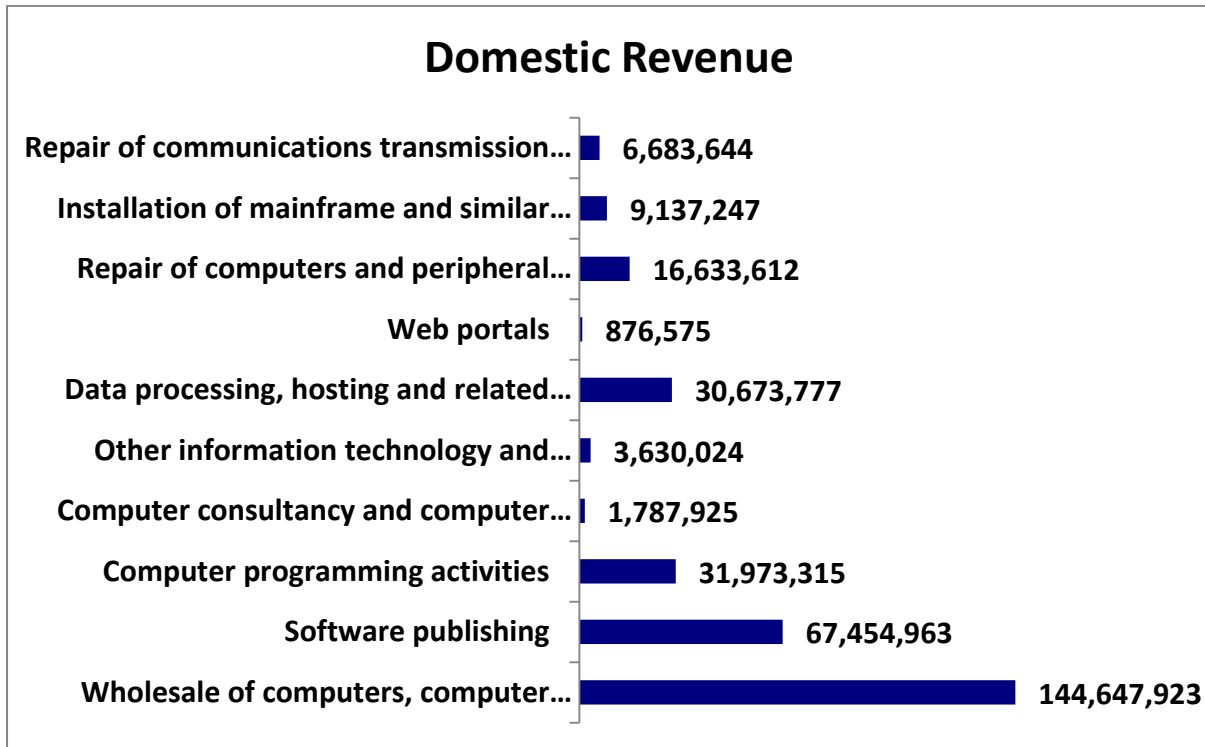


Figure 9: Domestic IT Revenue 2013

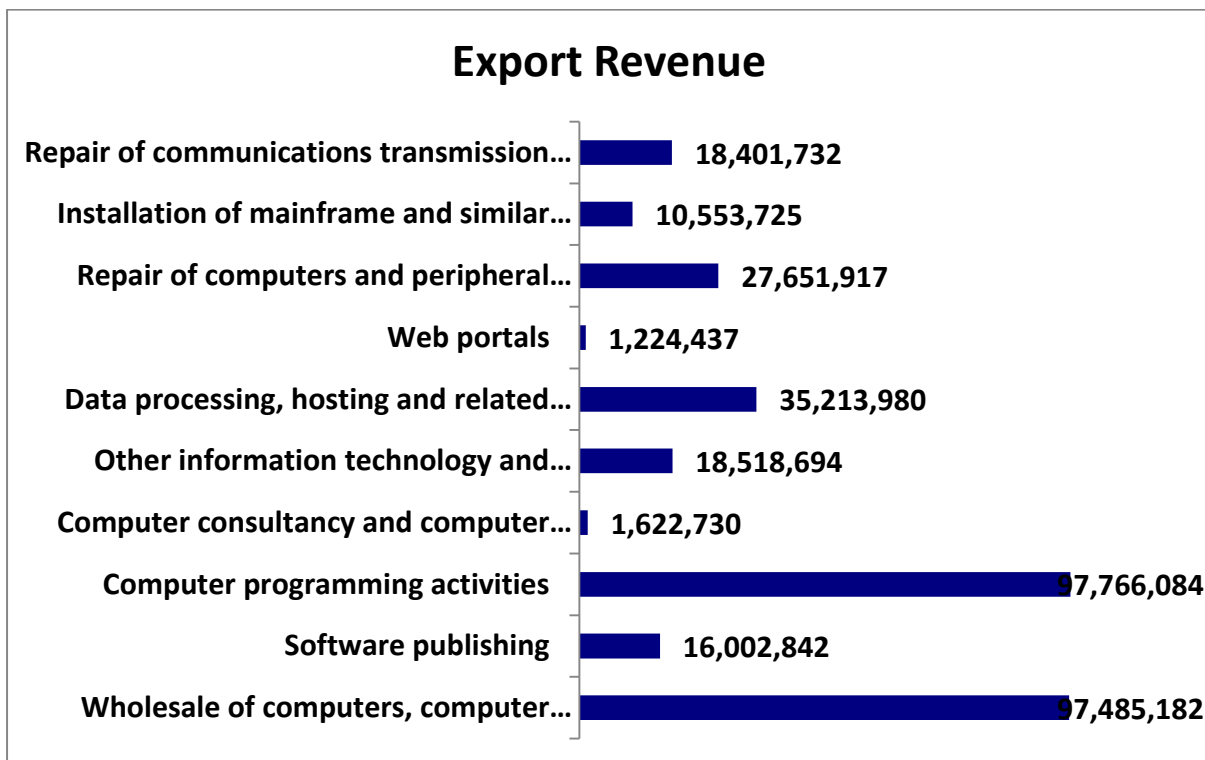


Figure 10: Export IT Revenue 2013

IT Value Added Revenue

A simple approach was followed to calculate the IT revenue generated from “value-added” activities. While most of the services under IT were considered “high value-added” activities, activities associated with “significant import input” and “slight domestic processing” were considered “low value-added” activities. Accordingly, the activities identified in table (9) below were excluded from calculating the IT revenue generated from “high value-added” activities.

IT Revenue – Low Value Added Activities	
ISIC Activity	ISIC
Wholesale of computers, computer peripheral equipment and software	4651
Software publishing	5820

Table 10: IT Revenue – Low Value Added Activities

Table (10) below, shows the contribution of “high value-added” and “low value-added” activities to Total, Domestic, and Export IT Revenues.

	High Value Add	%	Low Value Add	%
Total IT Revenue (USD)	\$312,349,417	49%	\$325,590,909	51%
Domestic IT Revenue (USD)	\$101,396,118	32%	\$212,102,885	68%
Export IT Revenue (USD)	\$210,953,299	65%	\$113,488,024	35%

Table 11: IT Revenue Value Add Breakdown

According to the figures above, while more than half (49%) of the total IT sector revenue is generated from “high value-added” activities, 65% of exports revenue results from “high value-added” IT activities, demonstrating that the IT industry brings high value to the Jordanian economy mainly in exports

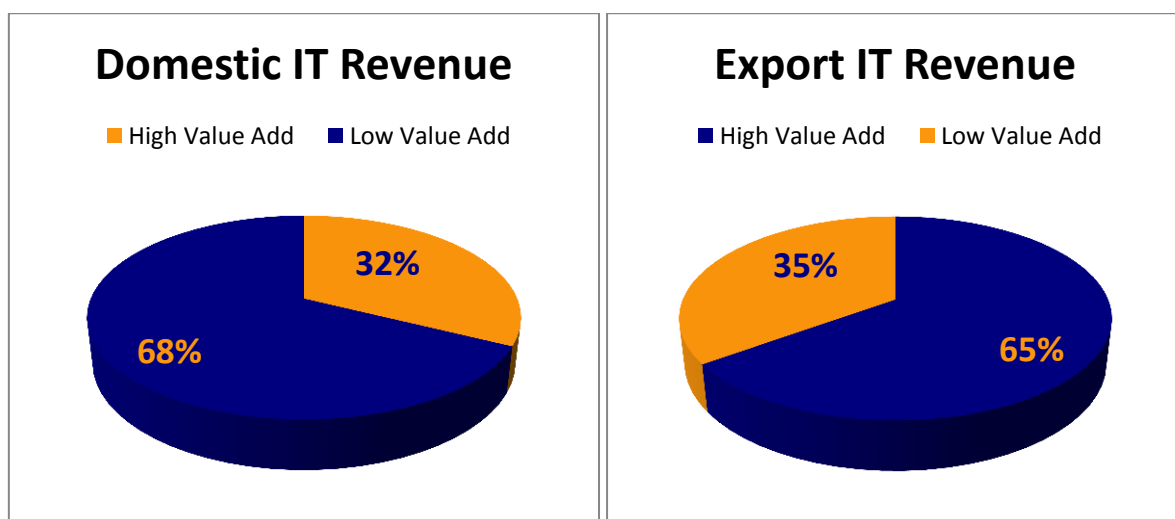


Figure 11: Contribution of Value-Added IT activities to Domestic and Export IT Revenues

ITES

ITES Revenue 2013							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
Activities of call centers	8220	\$10,312,120	100%	2,425,779	100%	7,886,341	100%
Total		\$10,312,120	100%	2,425,779	100%	7,886,341	100%

Table 12: ITES Revenue 2013

ICT Training

ICT Training Revenue 2013							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
ICT Training	ICT Training	\$1,111,400	100%	892,628	100%	218,772	100%
Total		\$1,111,400	100%	892,628	100%	218,772	100%

Table 13: ICT & ICTES Training Revenue 2013

IT and ITES Exports

IT & ITES Export Volumes by Country

IT & ITES Export Revenue by Country		
Country	Export Revenue	%
Saudi Arabia	\$86,312,711	25.96%
United States of America	\$69,738,618	20.97%
Iraq	\$41,136,039	12.37%
Nigeria	\$23,131,838	6.96%
United Arab Emirates	\$20,573,795	6.19%
Virgin Islands, British	\$17,137,874	5.15%
Palestine	\$14,626,339	4.40%
Qatar	\$6,951,903	2.09%
Morocco	\$6,521,976	1.96%
Lebanon	\$5,177,857	1.56%
Egypt	\$5,151,317	1.55%
Greece	\$4,436,485	1.33%
Kuwait	\$4,236,540	1.27%
Oman	\$4,809,955	1.45%
Sudan	\$3,546,159	1.07%
Yemen	\$2,588,371	0.78%
Bahrain	\$2,665,364	0.80%
Pakistan	\$2,071,567	0.62%
South Africa	\$1,822,979	0.55%
Armenia	\$1,381,045	0.42%
Tunisia	\$966,731	0.29%
India	\$856,275	0.26%
Syria	\$790,041	0.24%
Sweden	\$663,261	0.20%
Canada	\$630,999	0.19%
Cyprus	\$579,710	0.17%
United Kingdom	\$544,016	0.16%
Other Countries	\$3,496,670	1.05%
Total	\$332,546,436	100%

Table 14: IT & ITES Export Revenue by Country

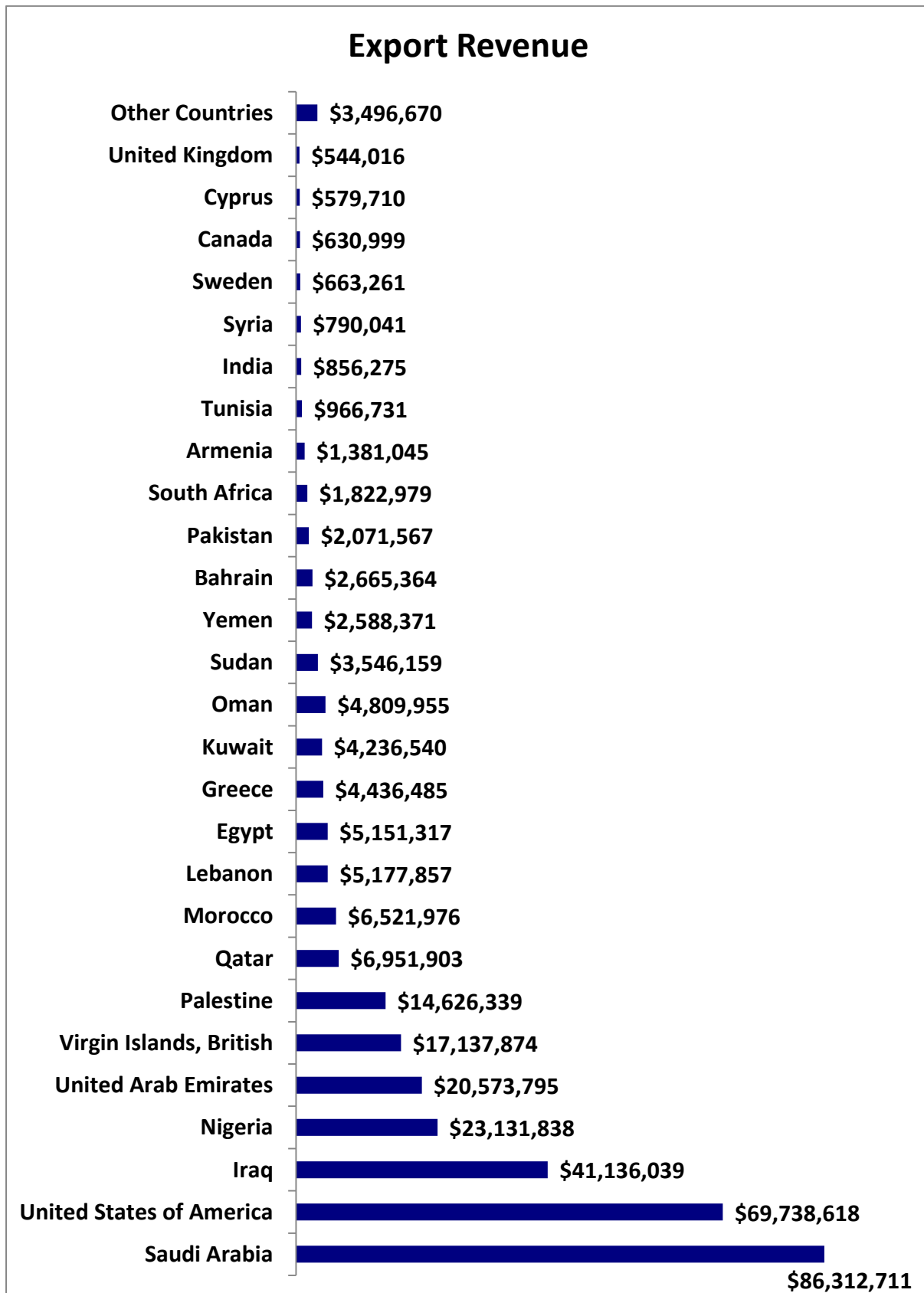


Figure 12: IT & ITES Export Revenue by Country

Revenue by Economic Section

IT and ITES Sector Revenue by ISIC Section							
Section	Activity Sector	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
A	Agriculture, forestry and fishing	\$0	0.00%	\$0	0.00%	\$0	0.00%
B	Mining and quarrying	\$299,087	0.05%	\$299,087	0.09%	\$0	0.00%
C	Manufacturing	\$7,203,782	1.11%	\$1,082,236	0.34%	\$6,121,546	1.84%
D	Electricity, gas, steam and air conditioning supply	\$2,271,259	0.35%	\$1,675,841	0.53%	\$595,417	0.18%
E	Water supply; sewerage, waste management and remediation	\$1,140,274	0.18%	\$418,960	0.13%	\$721,314	0.22%
F	Construction	\$351,608	0.05%	\$279,307	0.09%	\$72,301	0.02%
G	Wholesale and retail trade	\$138,443,122	21.32%	\$62,962,287	19.87%	\$75,480,835	22.70%
H	Transportation and storage	\$55,861	0.01%	\$55,861	0.02%	\$0	0.00%
I	Accommodation and food service	\$1,713,002	0.26%	\$670,337	0.21%	\$1,042,666	0.31%
J	Information and communication	\$293,194,073	45.15%	\$141,695,181	44.72%	\$151,498,892	45.56%
K	Finance and insurance	\$91,107,101	14.03%	\$55,038,534	17.37%	\$36,068,567	10.85%
L	Real estate	\$0	0.00%	\$0	0.00%	\$0	0.00%
M	Professional, scientific and technical activities	\$937,565	0.14%	\$474,822	0.15%	\$462,743	0.14%
N	Administrative and support service activities	\$5,934,606	0.91%	\$446,891	0.14%	\$5,487,715	1.65%
O	Public administration and defense; compulsory social security	\$43,924,773	6.76%	\$37,119,532	11.72%	\$6,805,241	2.05%
P	Education	\$54,289,989	8.36%	\$7,596,201	2.40%	\$46,693,788	14.04%
Q	Human health and social work activities	\$6,139,383	0.95%	\$5,522,007	1.74%	\$617,376	0.19%
R	Arts, entertainment and recreation	\$828,078	0.13%	\$279,307	0.09%	\$548,772	0.17%
S	Other service activities	\$0	0.00%	\$0	0.00%	\$0	0.00%

IT and ITES Sector Revenue by ISIC Section							
Section	Activity Sector	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
T	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use	\$0	0.00%	\$0	0.00%	\$0	0.00%
U	Activities of extraterritorial organizations and bodies	\$1,530,283	0.24%	\$1,201,020	0.38%	\$329,263	0.10%
Total		\$649,363,847	100%	\$316,817,411	100%	\$332,546,436	100%

Table 15: IT & ITES Sector Revenue by ISIC Section

Notes:

1. According to ISIC 4.0, Sections represent economic sectors or major economic activities that generate domestic and export IT & ITES revenues.
2. Table (15) below includes the revenues generated from each division within the “Information and Communications” Section, since Information and Communication is the Economic Sector that generates the highest IT and ITES revenues

Breakdown of Section J - Information and Communication							
Division No.	Activity Sector	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
58	Publishing Activities	\$3,403,469	1.16%	\$399,409	0.28%	\$3,004,060	1.98%
59	Motion Picture , Video and Television Program Production, Sound Recording and Music Publishing Activities	\$19,429,228	6.63%	\$593,807	0.42%	\$18,835,421	12.43%
60	Programming and Broadcasting Activities (Radio and TV)	\$1,620,940	0.55%	\$940,161	0.66%	\$680,778	0.45%
61	Telecommunications	\$52,295,888	17.84%	\$33,863,388	23.90%	\$18,432,500	12.17%
62	Computer Programming, Consultancy, and Related Activities.	\$121,633,274	41.49%	\$76,387,299	53.91%	\$45,245,975	29.87%
63	Information Service Activities.	\$94,811,274	32.34%	\$29,511,116	20.83%	\$65,300,158	43.10%
Total		\$293,194,073	100%	\$141,695,181	100%	\$151,498,892	100%

Table 16: Breakdown of revenue generated from Section J - Information and Communication

IT and ITES Revenue by ISIC Section

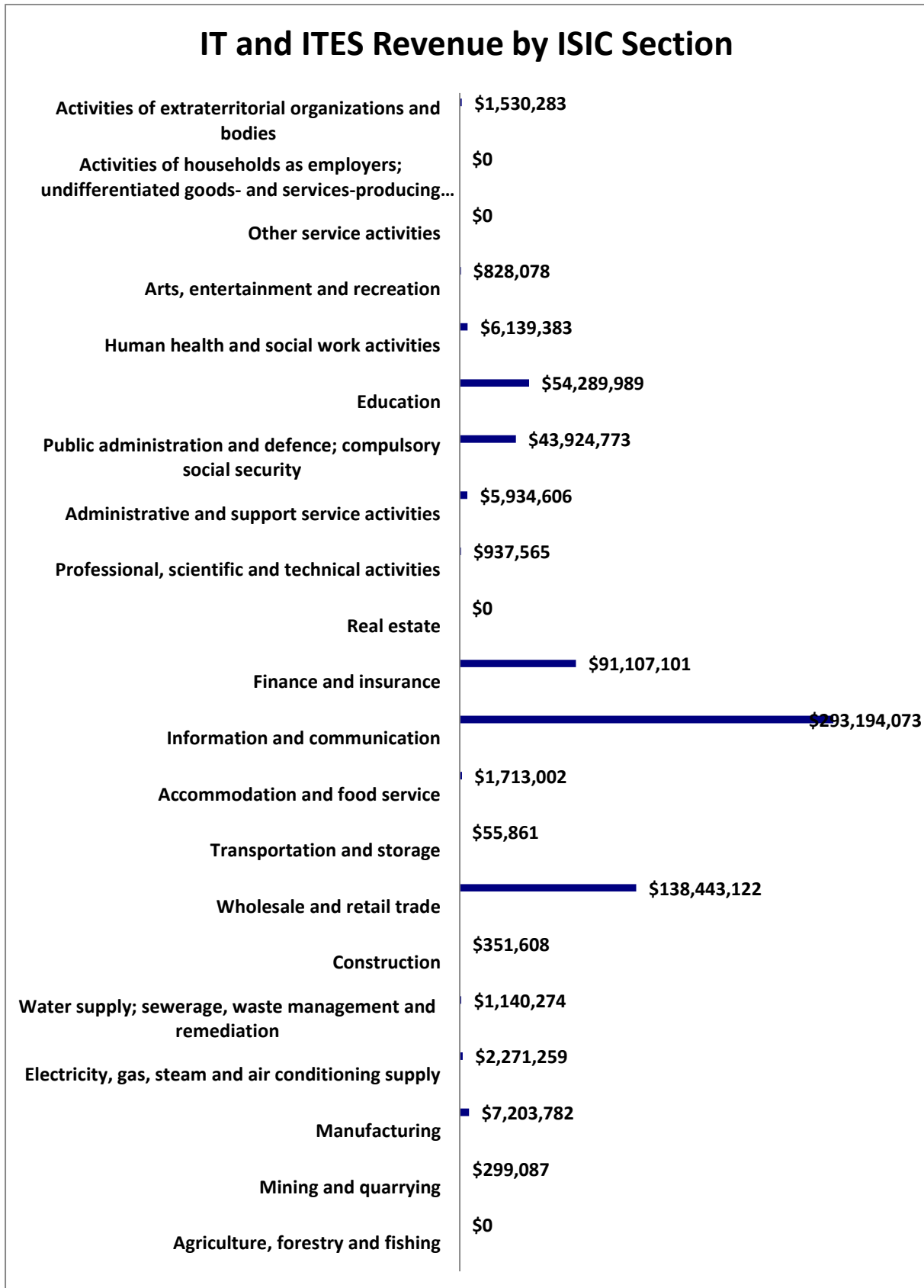


Figure 13: IT & ITES Sector Revenue by ISIC Section

IT and ITES Domestic Revenue by ISIC Section

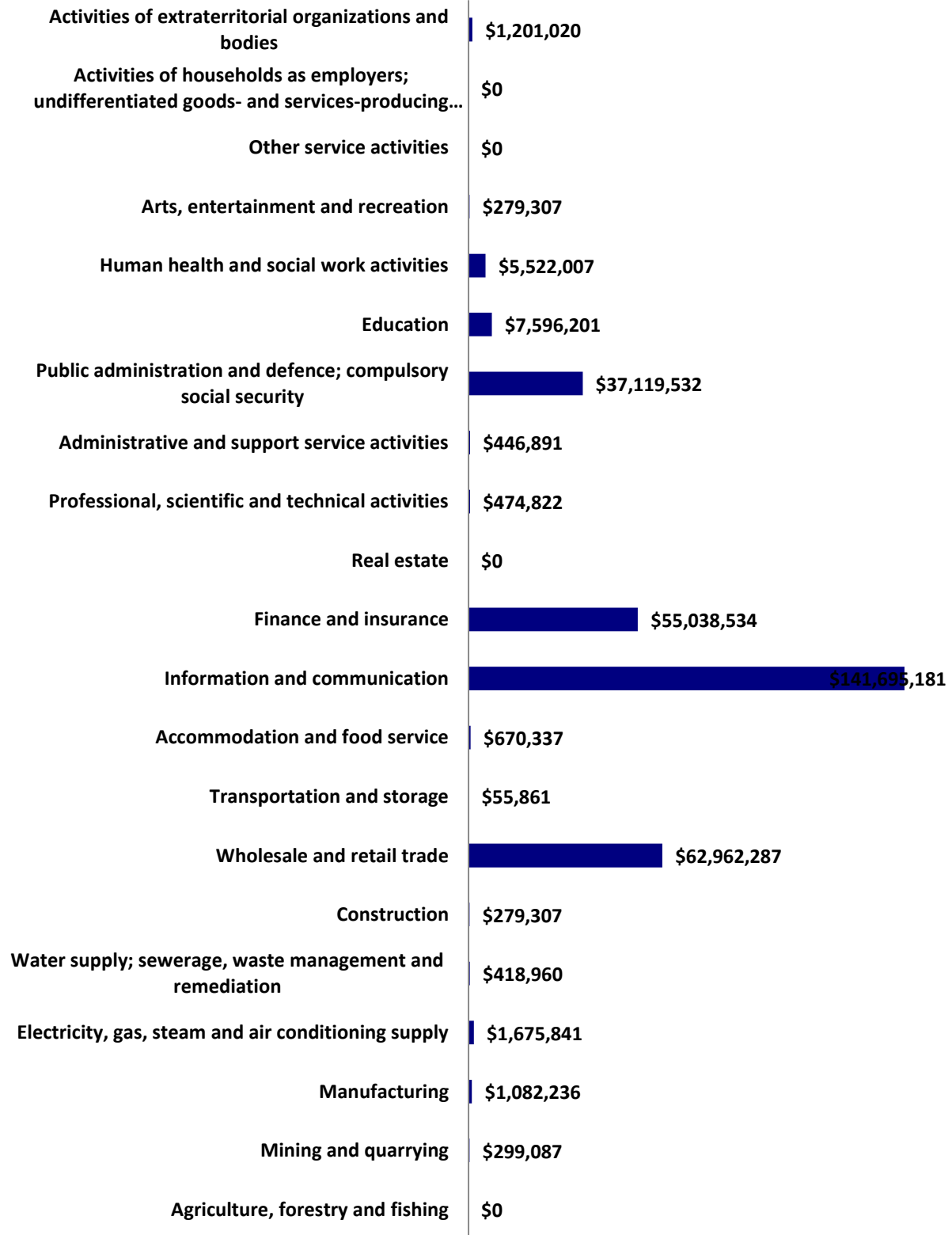


Figure 14: IT & ITES Domestic Revenue by ISIC Section

IT and ITES Export Revenue by ISIC Section

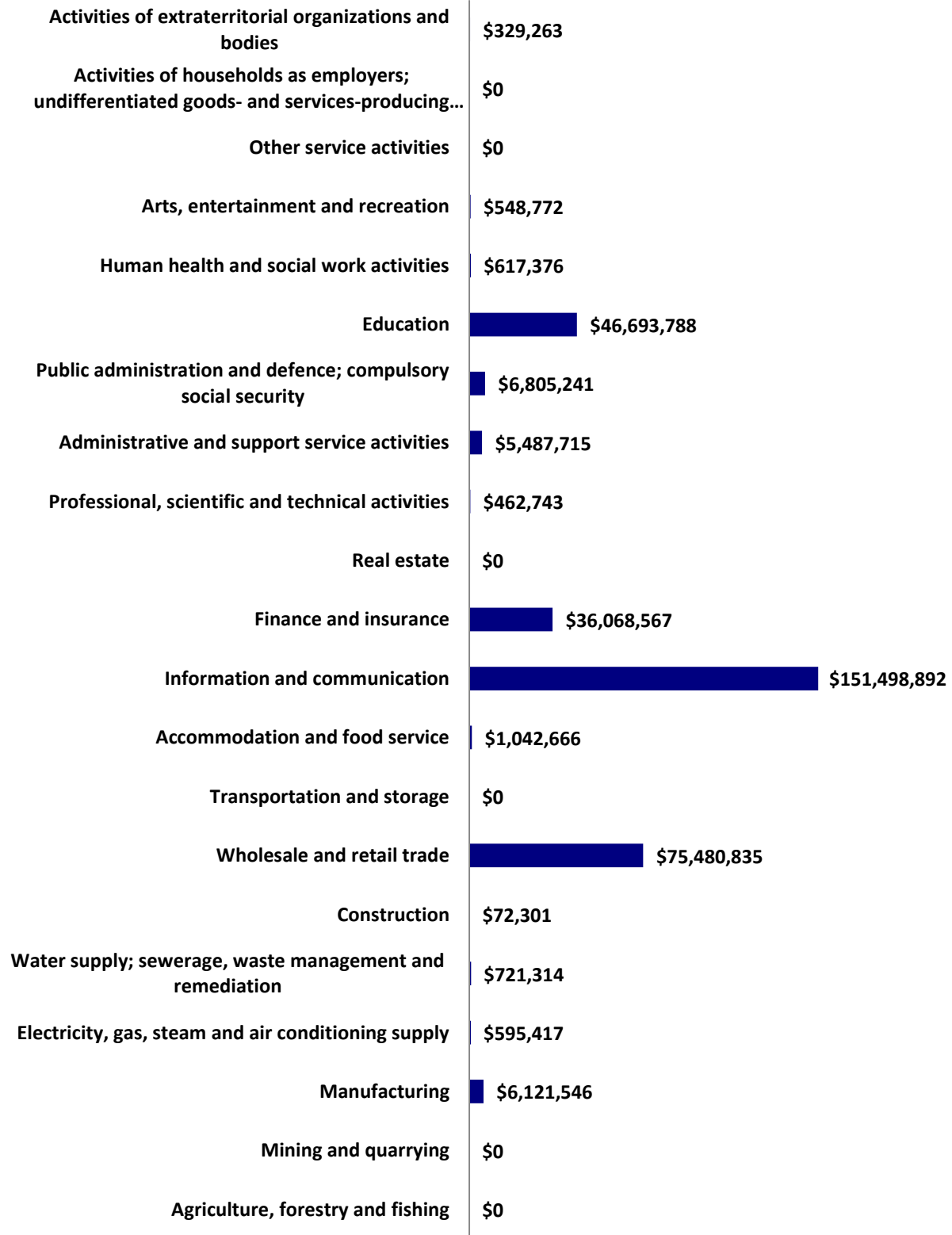


Figure 15: IT & ITES Export Revenue by ISIC Section

IT and ITES Employment

IT & ITES Employment for Companies Completed/did not Complete the Survey			
Group	Total	IT	ITES
Employment of Companies who Completed the Survey	4,566	3,896	670
Employment of Companies who did not Complete the Survey	7,071	6,435	636
Total	11,637	10,331	1,306

Table 17: IT & ITES Employment for Companies Completed/did not Complete the Survey

Employment Breakdown

Employment in the IT and ITES Sector					
Category	Jordanian/Foreign	Local/Abroad	Male/Female	Total	%
Management	Jordanian Employees	Local	Male	690	5.93%
Management	Jordanian Employees	Local	Female	156	1.34%
Management	Foreign Employees	Local	Male	27	0.23%
Management	Foreign Employees	Local	Female	14	0.12%
Management	Jordanian Employees	Abroad	Male	41	0.35%
Management	Jordanian Employees	Abroad	Female	5	0.05%
Management	Foreign Employees	Abroad	Male	11	0.09%
Management	Foreign Employees	Abroad	Female	3	0.02%
HR & Admin	Jordanian Employees	Local	Male	398	3.42%
HR & Admin	Jordanian Employees	Local	Female	357	3.07%
HR & Admin	Foreign Employees	Local	Male	52	0.45%
HR & Admin	Foreign Employees	Local	Female	11	0.09%
HR & Admin	Jordanian Employees	Abroad	Male	5	0.05%
HR & Admin	Jordanian Employees	Abroad	Female	3	0.02%
HR & Admin	Foreign Employees	Abroad	Male	22	0.19%
HR & Admin	Foreign Employees	Abroad	Female	8	0.07%
Marketing	Jordanian Employees	Local	Male	161	1.38%
Marketing	Jordanian Employees	Local	Female	74	0.63%
Marketing	Foreign Employees	Local	Male	3	0.02%
Marketing	Foreign Employees	Local	Female	-	0.00%
Marketing	Jordanian Employees	Abroad	Male	5	0.05%
Marketing	Jordanian Employees	Abroad	Female	5	0.05%
Marketing	Foreign Employees	Abroad	Male	3	0.02%
Marketing	Foreign Employees	Abroad	Female	-	0.00%
Sales	Jordanian Employees	Local	Male	458	3.94%
Sales	Jordanian Employees	Local	Female	145	1.24%
Sales	Foreign Employees	Local	Male	3	0.02%
Sales	Foreign Employees	Local	Female	3	0.02%
Sales	Jordanian Employees	Abroad	Male	55	0.47%
Sales	Jordanian Employees	Abroad	Female	5	0.05%
Sales	Foreign Employees	Abroad	Male	35	0.30%
Sales	Foreign Employees	Abroad	Female	-	0.00%
Technical	Jordanian Employees	Local	Male	3,743	32.17%
Technical	Jordanian Employees	Local	Female	1,533	13.18%
Technical	Foreign Employees	Local	Male	33	0.28%

Employment in the IT and ITES Sector					
Category	Jordanian/Foreign	Local/Abroad	Male/Female	Total	%
Technical	Foreign Employees	Local	Female	5	0.05%
Technical	Jordanian Employees	Abroad	Male	175	1.50%
Technical	Jordanian Employees	Abroad	Female	11	0.09%
Technical	Foreign Employees	Abroad	Male	93	0.80%
Technical	Foreign Employees	Abroad	Female	8	0.07%
Operations	Jordanian Employees	Local	Male	1,277	10.97%
Operations	Jordanian Employees	Local	Female	578	4.97%
Operations	Foreign Employees	Local	Male	57	0.49%
Operations	Foreign Employees	Local	Female	14	0.12%
Operations	Jordanian Employees	Abroad	Male	38	0.33%
Operations	Jordanian Employees	Abroad	Female	5	0.05%
Operations	Foreign Employees	Abroad	Male	22	0.19%
Operations	Foreign Employees	Abroad	Female	-	0.00%
Customer Care	Jordanian Employees	Local	Male	578	4.97%
Customer Care	Jordanian Employees	Local	Female	682	5.86%
Customer Care	Foreign Employees	Local	Male	3	0.02%
Customer Care	Foreign Employees	Local	Female	-	0.00%
Customer Care	Jordanian Employees	Abroad	Male	16	0.14%
Customer Care	Jordanian Employees	Abroad	Female	-	0.00%
Customer Care	Foreign Employees	Abroad	Male	5	0.05%
Customer Care	Foreign Employees	Abroad	Female	-	0.00%
Total				11,637	100%

Table 18: Employment in the IT and ITES Sector

IT and ITES Employment by Category

IT and ITES Employment by Category		
Category		Total
Employment by Function	Management	947
	Marketing	251
	Technical	5,602
	HR & Admin	857
	Sales	704
	Operations	1,992
	Customer Care	1,285
Employment by Nationality	Jordanian Employees	11,203
	Foreign Employees	434
Employment by Location	Local	11,056
	Abroad	581
Employment by Gender	Male	8,011
	Female	3,626

Table 19: IT and ITES Employment by Category

Employment by Function

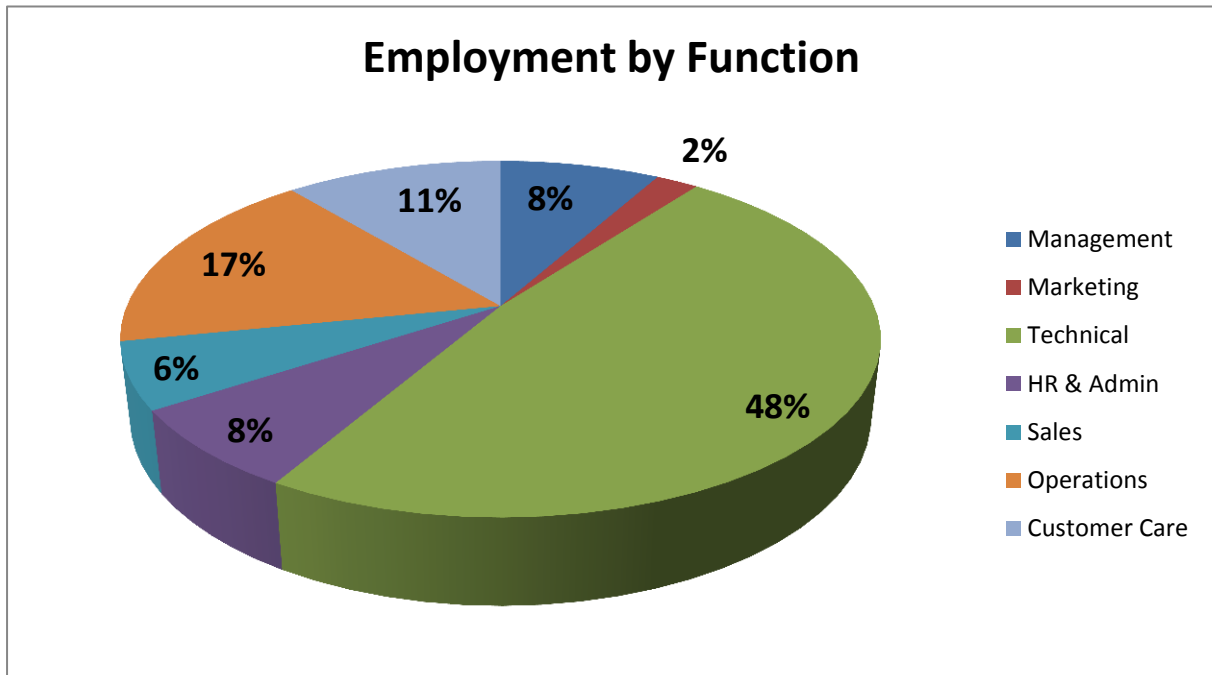


Figure 16: IT & ITES Employment by Function

Employment by Nationality

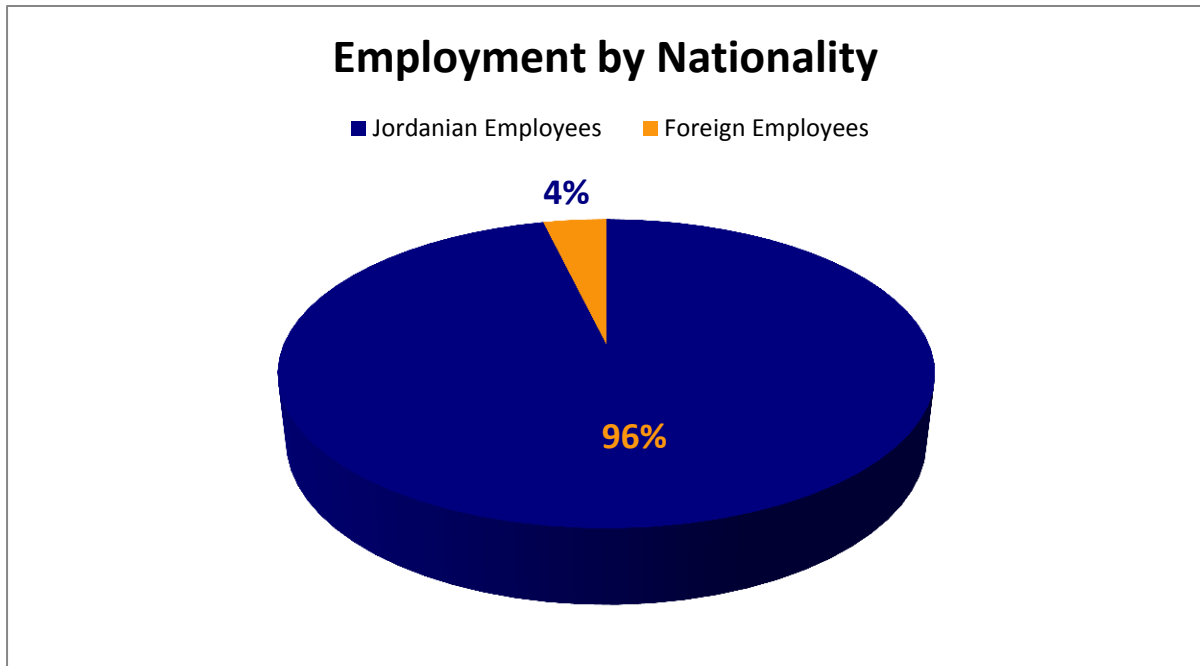


Figure 17: IT & ITES Employment by Nationality

Employment by Location

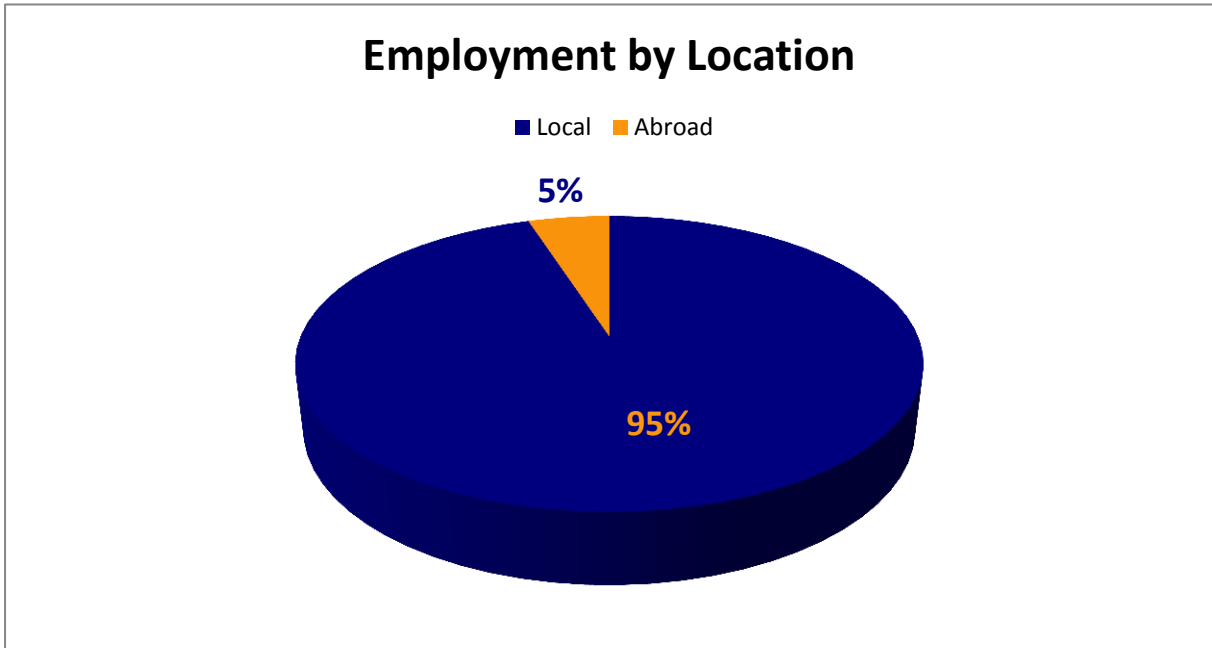


Figure 18: IT & ITES Employment by Location

Employment by Gender

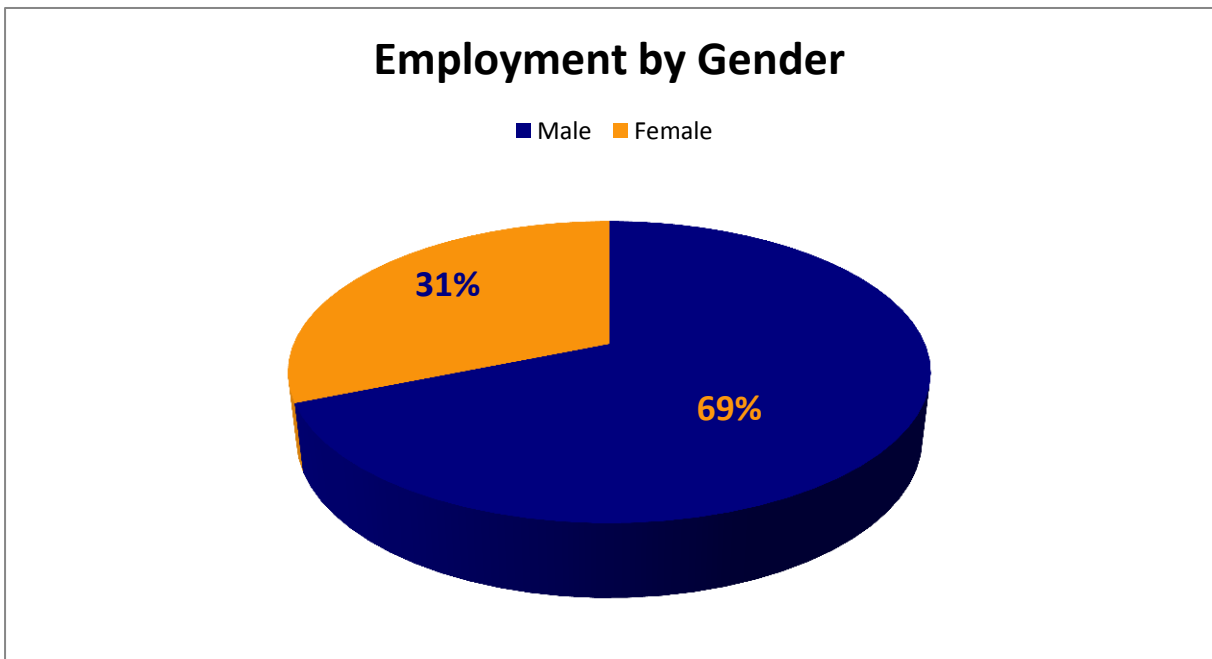


Figure 19: IT & ITES Employment by Gender

Direct Investment

All investment numbers in this section are based on actual numbers provided by the companies who participated in the ICT and ITES survey.

Investment		
Investment in IT		
Country	Number of Companies	Amount (USD)
Local	6	\$677,550
Foreign	7	\$4,175,000
Total	13	\$4,852,550

Table 20: Investment in IT

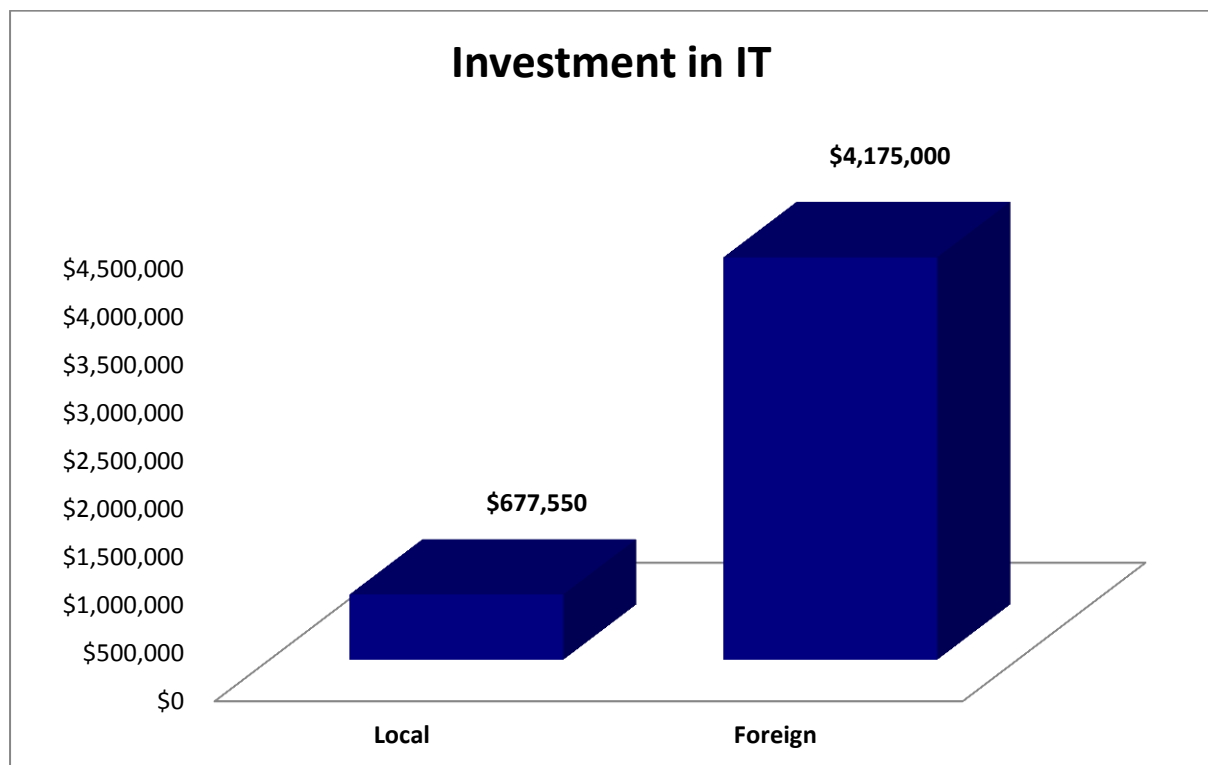


Figure 20: Investment in IT

Appendices

Appendix (A): ISIC 4 ICT & ITES Economic Activities

ICT and ITES ISIC Definition		
Section	Code	Description
Section C - Manufacturing:	182001	Reproduction of recorded media from master copies of software and data on discs and tapes
	2610	Manufacture of electronic components and boards
	2620	Manufacture of computers and peripheral equipment
	263001	Manufacture of data communications equipment, such as bridges, routers, and gateways
	268001	Manufacture of hard drive media
	2731	Manufacture of fiber optic cables
	332002	Installation of communications equipment
	332002	Installation of mainframe and similar computers
Section G – Wholesale & retail trade:	4651	Wholesale of computers, computer peripheral equipment and software
	465201	Wholesale of telephone and communications equipment
Section J – Information & Communication:	5820	Software publishing
	6110	Wired telecommunications activities
	6120	Wireless telecommunications activities
Section J – Information & Communication:	6130	Satellite telecommunications activities
	6190	Other telecommunications activities
	6201	Computer programming activities
	6202	Computer consultancy and computer facilities management activities
	6209	Other information technology and computer service activities
	6311	Data processing, hosting and related activities
	6312	Web portals
Section N – Administrative & support service activities:	8220	Activities of call centers
Section S – Other services activities:	9511	Repair of computers and peripheral equipment
	951201	Repair of carrier equipment modems
	951202	Repair of communications transmission equipment (e.g. routers, bridges, modems)

Table 21: ICT & ITES Economic Activities According to ISIC 4

Appendix (B): ISIC 4 Economic Sections – Activity Sectors

ISIC Sections – (Activity Sectors)		
Section	Divisions	Activity Sector
A	01-03	Agriculture, forestry and fishing
B	05-09	Mining and quarrying
C	10-33	Manufacturing
D	35	Electricity, gas, steam and air conditioning supply
E	36-39	Water supply; sewerage, waste management and remediation
F	41-43	Construction
G	45-47	Wholesale and retail trade
H	49-53	Transportation and storage
I	55-56	Accommodation and food service
J	58-63	Information and communication
K	64-66	Finance and insurance
L	68	Real estate
M	69-75	Professional, scientific and technical activities
N	77-82	Administrative and support service activities
O	84	Public administration and defense; compulsory social security
P	85	Education
Q	86-88	Human health and social work activities
R	90-93	Arts, entertainment and recreation
S	94-96	Other service activities
T	97-98	Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use
U	99	Activities of extraterritorial organizations and bodies

Table 22: ISIC 4 Economic Activity Sectors

Appendix (C): ISIC 4 Economic Sections Description

This section includes a brief description of ISIC 4 Economic Sections, further details on ISIC rev 4 can be access on <http://unstats.un.org/unsd/cr/registry/isic-4.asp>

Section A: Agriculture, forestry and fishing

This section includes the exploitation of vegetal and animal natural resources, comprising the activities of growing of crops, raising and breeding of animals, harvesting of timber and other plants, animals or animal products from a farm or their natural habitats.

Section B: Mining and quarrying

This section includes the extraction of minerals occurring naturally as solids (coal and ores), liquids (petroleum) or gases (natural gas). Extraction can be achieved by different methods such as underground or surface mining, well operation, seabed mining etc.

This section also includes supplementary activities aimed at preparing the crude materials for marketing, for example, crushing, grinding, cleaning, drying, sorting, concentrating ores, liquefaction of natural gas and agglomeration of solid fuels. These operations are often carried out by the units that extracted the resource and/or others located nearby.

Mining activities are classified into divisions, groups and classes on the basis of the principal mineral produced. Divisions 05, 06 are concerned with mining and quarrying of fossil fuels (coal, lignite, petroleum, gas); divisions 07, 08 concern metal ores, various minerals and quarry products.

Some of the technical operations of this section, particularly related to the extraction of hydrocarbons, may also be carried out for third parties by specialized units as an industrial service, which is reflected in division 09.

This section excludes the processing of the extracted materials (see section C—Manufacturing), which also covers the bottling of natural spring and mineral waters at springs and wells (see class 1104) or the crushing, grinding or otherwise treating certain earths, rocks and minerals not carried out in conjunction with mining and quarrying (see class 2399). This section also excludes the usage of the extracted materials without a further transformation for construction purposes (see section F—Construction), the collection, purification and distribution of water (see class 3600), separate site preparation activities for mining (see class 4312) and geophysical, geologic and seismic surveying activities (see class 7110).

Section C: Manufacturing

This section includes the physical or chemical transformation of materials, substances, or components into new products, although this cannot be used as the single universal criterion for defining manufacturing (see remark on processing of waste below). The materials, substances, or components transformed are raw materials that are products of agriculture, forestry, fishing, mining or quarrying as well as products of other manufacturing activities. Substantial alteration, renovation or reconstruction of goods is generally considered to be manufacturing.

Units engaged in manufacturing are often described as plants, factories or mills and characteristically use power-driven machines and materials-handling equipment. However, units that transform materials or substances into new products by hand or in the worker's home and those engaged in selling to the general public of products made on the same premises from which they are sold, such as bakeries and custom tailors, are also included in this section. Manufacturing units may process materials or may contract with other units to process their materials for them. Both types of units are included in manufacturing.

The output of a manufacturing process may be finished in the sense that it is ready for utilization or consumption, or it may be semi-finished in the sense that it is to become an input for further manufacturing. For example, the output of alumina refining is the input used in the primary production of aluminium; primary aluminium is the input to aluminium wire drawing; and aluminium wire is the input for the manufacture of fabricated wire products.

Manufacture of specialized components and parts of, and accessories and attachments to, machinery and equipment is, as a general rule, classified in the same class as the manufacture of the machinery and equipment for which the parts and accessories are intended. Manufacture of unspecialized components and parts of machinery and equipment, e.g. engines, pistons, electric motors, electrical assemblies, valves, gears, roller bearings, is classified in the appropriate class of manufacturing, without regard to the machinery and equipment in which these items may be included. However, making specialized components and accessories by moulding or extruding plastics materials is included in class 2220.

Assembly of the component parts of manufactured products is considered manufacturing. This includes the assembly of manufactured products from either self-produced or purchased components. The recovery of waste, i.e. the processing of waste into secondary raw materials is classified in class 3830 (Materials recovery). While this may involve physical or chemical transformations, this is not considered to be a part of manufacturing. The primary purpose of these activities is considered to be the treatment or processing of waste and they are therefore classified in Section E (Water supply; sewerage, waste management and remediation activities). However, the manufacture of new final products (as opposed to secondary raw materials) is classified in manufacturing, even if these processes use waste as an input. For example, the production of silver from film waste is considered to be a manufacturing process.

Specialized maintenance and repair of industrial, commercial and similar machinery and equipment is, in general, classified in division 33 (Repair, maintenance and installation of machinery and equipment). However, the repair of computers and personal and household goods is classified in division 95 (Repair of computers and personal and household goods), while the repair of motor vehicles is classified in division 45 (Wholesale and retail trade and repair of motor vehicles and motorcycles).

The installation of machinery and equipment, when carried out as a specialized activity, is classified in 3320.

Remark: The boundaries of manufacturing and the other sectors of the classification system can be somewhat blurry. As a general rule, the activities in the manufacturing section involve the transformation of materials into new products. Their output is a new product. However, the definition of what constitutes a new product can be somewhat subjective.

Section D: Electricity, gas, steam and air conditioning supply

This section includes the activity of providing electric power, natural gas, steam, hot water and the like through a permanent infrastructure (network) of lines, mains and pipes. The dimension of the network is not decisive; also included are the distribution of electricity, gas, steam, hot water and the like in industrial parks or residential buildings.

This section therefore includes the operation of electric and gas utilities, which generate, control and distribute electric power or gas. Also included is the provision of steam and air-conditioning supply.

This section excludes the operation of water and sewerage utilities, see 36, 37. This section also excludes the (typically long-distance) transport of gas through pipelines.

Section E: Water supply; sewerage, waste management and remediation activities

This section includes activities related to the management (including collection, treatment and disposal) of various forms of waste, such as solid or non-solid industrial or household waste, as well as contaminated sites. The output of the waste or sewage treatment process can either be disposed of or become an input into other

production processes. Activities of water supply are also grouped in this section, since they are often carried out in connection with, or by units also engaged in, the treatment of sewage.

Section F: Construction

This section includes general construction and specialized construction activities for buildings and civil engineering works. It includes new work, repair, additions and alterations, the erection of prefabricated buildings or structures on the site and also construction of a temporary nature.

General construction is the construction of entire dwellings, office buildings, stores and other public and utility buildings, farm buildings etc., or the construction of civil engineering works such as motorways, streets, bridges, tunnels, railways, airfields, harbours and other water projects, irrigation systems, sewerage systems, industrial facilities, pipelines and electric lines, sports facilities etc.

This work can be carried out on own account or on a fee or contract basis. Portions of the work and sometimes even the whole practical work can be subcontracted out. A unit that carries the overall responsibility for a construction project is classified here. Also included is the repair of buildings and engineering works.

This section includes the complete construction of buildings (division 41), the complete construction of civil engineering works (division 42), as well as specialized construction activities, if carried out only as a part of the construction process (division 43). The renting of construction equipment with operator is classified with the specific construction activity carried out with this equipment.

This section also includes the development of building projects for buildings or civil engineering works by bringing together financial, technical and physical means to realize the construction projects for later sale. If these activities are carried out not for later sale of the construction projects, but for their operation (e.g. renting of space in these buildings, manufacturing activities in these plants), the unit would not be classified here, but according to its operational activity, i.e. real estate, manufacturing etc.

Section G: Wholesale and retail trade; repair of motor vehicles and motorcycles

This section includes wholesale and retail sale (i.e. sale without transformation) of any type of goods and the rendering of services incidental to the sale of these goods. Wholesaling and retailing are the final steps in the distribution of goods. Goods bought and sold are also referred to as merchandise. Also included in this section are the repair of motor vehicles and motorcycles.

Sale without transformation is considered to include the usual operations (or manipulations) associated with trade, for example sorting, grading and assembling of goods, mixing (blending) of goods (for example sand), bottling (with or without preceding bottle cleaning), packing, breaking bulk and repacking for distribution in smaller lots, storage (whether or not frozen or chilled), cleaning and drying of agricultural products, cutting out of wood fibreboards or metal sheets as secondary activities.

Division 45 includes all activities related to the sale and repair of motor vehicles and motorcycles, while divisions 46 and 47 include all other sale activities. The distinction between division 46 (wholesale) and division 47 (retail sale) is based on the predominant type of customer.

Wholesale is the resale (sale without transformation) of new and used goods to retailers, to industrial, commercial, institutional or professional users, or to other wholesalers, or involves acting as an agent or broker in buying goods for, or selling goods to, such persons or companies. The principal types of businesses included are merchant wholesalers, i.e. wholesalers who take title to the goods they sell, such as wholesale merchants or jobbers, industrial distributors, exporters, importers, and cooperative buying associations, sales branches and sales offices (but not retail stores) that are maintained by manufacturing or mining units apart from their plants or mines for the purpose of marketing their products and that do not merely take orders to be filled by direct shipments from the plants or mines. Also included are merchandise brokers, commission merchants and agents and assemblers, buyers and cooperative associations engaged in the marketing of farm

products. Wholesalers frequently physically assemble, sort and grade goods in large lots, break bulk, repack and redistribute in smaller lots, for example pharmaceuticals; store, refrigerate, deliver and install goods, engage in sales promotion for their customers and label design.

Retailing is the resale (sale without transformation) of new and used goods mainly to the general public for personal or household consumption or utilization, by shops, department stores, stalls, mail-order houses, door-to-door sales persons, hawkers and peddlers, consumer cooperatives, auction houses etc. Most retailers take title to the goods they sell, but some act as agents for a principal and sell either on consignment or on a commission basis.

Section H: Transportation and storage

This section includes the provision of passenger or freight transport, whether scheduled or not, by rail, pipeline, road, water or air and associated activities such as terminal and parking facilities, cargo handling, storage etc. Included in this section is the renting of transport equipment with driver or operator. Also included are postal and courier activities.

This section excludes maintenance and repair of motor vehicles and other transportation equipment (see classes 4520 and 3315, respectively), the construction, maintenance and repair of roads, railroads, harbours, airfields (see classes 4210 and 4290), as well as the renting of transport equipment without driver or operator (see classes 7710 and 7730).

Section I: Accommodation and food service activities

This section includes the provision of short-stay accommodation for visitors and other travelers and the provision of complete meals and drinks fit for immediate consumption. The amount and type of supplementary services provided within this section can vary widely.

This section excludes the provision of long-term accommodation as primary residences, which is classified in Real estate activities (section L). Also excluded is the preparation of food or drinks that are either not fit for immediate consumption or that are sold through independent distribution channels, i.e. through wholesale or retail trade activities. The preparation of these foods is classified in Manufacturing (section C).

Section J: Information and communication

This section includes the production and distribution of information and cultural products, the provision of the means to transmit or distribute these products, as well as data or communications, information technology activities and the processing of data and other information service activities.

The main components of this section are publishing activities (division 58), including software publishing, motion picture and sound recording activities (division 59), radio and TV broadcasting and programming activities (division 60), telecommunications activities (division 61) and information technology activities (division 62) and other information service activities (division 63).

Publishing includes the acquisition of copyrights to content (information products) and making this content available to the general public by engaging in (or arranging for) the reproduction and distribution of this content in various forms. All the feasible forms of publishing (in print, electronic or audio form, on the internet, as multimedia products such as CD-ROM reference books etc.) are included in this section.

Activities related to production and distribution of TV programming span divisions 59, 60 and 61, reflecting different stages in this process. Individual components, such as movies, television series etc. are produced by activities in division 59, while the creation of a complete television channel programme, from components produced in division 59 or other components (such as live news programming) is included in division 60. Division 60 also includes the broadcasting of this programme by the producer. The distribution of the complete

television programme by third parties, i.e. without any alteration of the content, is included in division 61. This distribution in division 61 can be done through broadcasting, satellite or cable systems.

Section K: Financial and insurance activities

This section includes financial service activities, including insurance, reinsurance and pension funding activities and activities to support financial services.

This section also includes the activities of holding assets, such as activities of holding companies and the activities of trusts, funds and similar financial entities.

Section L: Real estate activities

This section includes acting as lessors, agents and/or brokers in one or more of the following: selling or buying real estate, renting real estate, providing other real estate services such as appraising real estate or acting as real estate escrow agents. Activities in this section may be carried out on own or leased property and may be done on a fee or contract basis. Also included is the building of structures, combined with maintaining ownership or leasing of such structures. This section includes real estate property managers.

Section M: Professional, scientific and technical activities

This section includes specialized professional, scientific and technical activities. These activities require a high degree of training, and make specialized knowledge and skills available to users, such as Legal and accounting activities, Activities of head offices; management consultancy activities, and Architectural and engineering activities; technical testing and analysis.

Section N: Administrative and support service activities

This section includes a variety of activities that support general business operations. These activities differ from those in section M, since their primary purpose is not the transfer of specialized knowledge, such as Rental and leasing activities, Employment activities, and Travel agency, tour operator, reservation service and related activities.

Section O: Public administration and defence; compulsory social security

This section includes activities of a governmental nature, normally carried out by the public administration. This includes the enactment and judicial interpretation of laws and their pursuant regulation, as well as the administration of programmes based on them, legislative activities, taxation, national defence, public order and safety, immigration services, foreign affairs and the administration of government programmes. This section also includes compulsory social security activities.

The legal or institutional status is not, in itself, the determining factor for an activity to belong in this section, rather than the activity being of a nature specified in the previous paragraph. This means that activities classified elsewhere in ISIC do not fall under this section, even if carried out by public entities. For example, administration of the school system (i.e. regulations, checks, curricula) falls under this section, but teaching itself does not (see section P), and a prison or military hospital is classified to health (see section Q). Similarly, some activities described in this section may be carried out by non-government units.

Section P: Education

This section includes education at any level or for any profession, oral or written as well as by radio and television or other means of communication. It includes education by the different institutions in the regular school system at its different levels as well as adult education, literacy programmes etc. Also included are military schools and academies, prison schools etc. at their respective levels. The section includes public as well as private education.

For each level of initial education, the classes include special education for physically or mentally handicapped pupils.

The breakdown of the categories in this section is based on the level of education offered as defined by the levels of ISCED 1997. The activities of educational institutions providing education at ISCED levels 0 and 1 are classified in group 851, those at ISCED levels 2 and 3 in group 852 and those at ISCED levels 4, 5 and 6 in group 853.

This section also includes instruction primarily concerned with sport and recreational activities such as bridge or golf and education support activities.

Section Q: Human health and social work activities

This section includes the provision of health and social work activities. Activities include a wide range of activities, starting from health care provided by trained medical professionals in hospitals and other facilities, over residential care activities that still involve a degree of health care activities to social work activities without any involvement of health care professionals.

Section R: Arts, entertainment and recreation

This section includes a wide range of activities to meet varied cultural, entertainment and recreational interests of the general public, including live performances, operation of museum sites, gambling, sports and recreation activities.

Section S: Other service activities

This section (as a residual category) includes the activities of membership organizations, the repair of computers and personal and household goods and a variety of personal service activities not covered elsewhere in the classification.

Section T: Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use

Activities of households as employers of domestic personnel, undifferentiated goods- and services-producing activities of private households for own use

Section U: Activities of extraterritorial organizations and bodies

Activities of extraterritorial organizations and bodies

Appendix (D): ISIC 4 Section J (Information and Communication) Divisions

Division No.	Division Description
58	Publishing Activities
59	Motion Picture , Video and Television Program Production, Sound Recording and Music Publishing Activities
60	Programming and Broadcasting Activities (Radio and TV)
61	Telecommunications
62	Computer Programming, Consultancy, and Related Activities.
63	Information Service Activities.

Table 23: Section J Divisions

Appendix (E): ICT & ITES Companies Directory by ISIC 4.0 Activity²

Company Name	Tel.	Fax.	Company Website
IT Hardware & infrastructure wholesale (4651)			
Advanced Technologies - Ad-Tech	+96265539388	+96265539278	www.ad-tech.com.jo
DELL	+9626580 5378	+9626580 5375	www.dell.com
General Computers & Electronics Company - GCE	+96265513879	+96265513509	www.gce.com.jo
Jordan Business Systems - JBS	+96265000999	+96265000990	www.jbs.com.jo
Optimiza	+96265629999	+96265629988	www.optimizasolutions.com
Specialized Technical Services - STS	+96265802626	+96265829213	www.sts.com.jo
Engineering Sense for Technology	+96265159906	+96265159908	www.engsense.com
AL-JOB for computer	+962788876475	+962788876475	NA
Software licenses sale (4651)			
Aman Information Systems	+96265338565	+96265338534	www.aman-me.com
Fourth Dimension systems	+96265532900	+96265522401	www.fdsme.com
General Computers & Electronics Company - GCE	+96265513879	+96265513509	www.gce.com.jo
Global Modern Telecom Solutions - Globitel	+96265300130	+96265300144	www.globitel.com
Grapheast Jordan	+96265852101	+96265829476	www.grapheastjordan.com
ICS Financial Systems	+96265344088	+9626565332651	www.icsfs.com
Information & Graphics Systems Consultants - INFOGRAPH	+96265603546	+96265602891	www.infograph.com.jo
INTRASOFT Jordan	+96264693333	+96264603333	www.intrasoft.com.jo
Jordan Business Systems - JBS	+96265000999	+96265000990	www.jbs.com.jo
Optimiza	+96265629999	+96265629988	www.optimizasolutions.com
PALCO	+96265826602	+96265826601	www.palco-me.com
Pioneers IT & Business Consulting	+96265850727	+96265850161	www.pioneersconsult.com
Pioneers Information Technologies	+96265516115	+96265523249	www.pio-tech.com
Specialized Technical Services - STS	+96265802626	+96265829213	www.sts.com.jo
Modern Ideal Solutions & Consultating (MISC)	+96265523698	+96265523698	www.misc.jo
Electronic File for Software - E-FILE	+96265655327	+96265655328	www.electronic-file.com
Software deployment (5820)			
Dima Solutions	+96265561234	+96265561233	www.dima.com.jo

² Only companies that completed the survey are included.

Company Name	Tel.	Fax.	Company Website
Electronic Health Solutions - EHS	+96265800 461	+96265800 464	www.ehs.com.jo
ESKADENIA Software	+96265510717	+96265510719	www.eskadenia.com
Optimiza	+96265629999	+96265629988	www.optimizasolutions.com
Pioneers IT & Business Consulting	+96265850727	+96265850161	www.pioneersconsult.com
Savvytek	+962776851804	+96265816640	www.savvytek.com
Al Rajeh	+962795878472	+962795878472	www.rct-jo.com
BankCube	+96265670400	+96265670399	www.bankcubes.com
Software licenses publishing (5820)			
Fourth Dimension Systems	+96265532900	+96265522401	www.fdsme.com
SEDCO	+96265533832	+96265533831	www.sedco.com
Focus Solutions	+96265544978	+96265543978	www.focuskm.com
Mobile applications development (6201)			
Seventh Dimension for system development - applixya	+96265857720	+96265857725	www.applixya.com
dot.jo	+96265544889	+96265544895	www.dot.jo
Felix Interactive	+962775600665	+96265527629	www.felix-interactive.com
MOBISOFT Mobility	+96265377090	+96265377092	www.mobisoft-me.com
RedTroops	+962795609190		www.redtroops.com
Websity Electronic Solutions	+962776868228	+96200000000	www.websity.me
Modern Ideal Solutions & Consultating - MISC	+96265523698	+96265523698	www.misc.jo
Spring Technologies	+96264622536	+96264622536	www.hellospring.net
Online applications development (6201)			
Katib Technologies	+96265534642	+96265537386	www.katibtech.com
Beladcom	+96265543143	+96265543144	www.beladcom.com
The Orbit Company - PremalIT	+96265818929	+96265818928	www.premait.com
Bidaya for Telecommunications and Information Technology - ArabiaCell	+96265806080	+96265810689	www.arabiacell.com
dot.jo	+96265544889	+96265544895	www.dot.jo
Media Plus	+96265522826	+96265522836	www.mediaplus.com.jo
trevx	+962796803253	+962796803253	www.trevx.com
Allied Applications Group - AAGroup	+96265413170	+96265413170	www.aagroup-co.com
Atomkit	+96265930991	+96265930991	www.atomkit.com
Spring Technologies	+96264622536	+96264622536	www.hellospring.net
Digital Colors Design	+96265512057	+96265512058	www.digital-colors.com
Software development (6201)			
General Computers & Electronics Company - GCE	+96265513879	+96265513509	www.gce.com.jo
01Tracks	+96265514959	+96265513536	www.01tracks.com
access2arabia	+96265686588	+96265650261	www.access2arabia.com

Company Name	Tel.	Fax.	Company Website
Alm New Way	+962788176145	+962788176145	www.eBardy.com
Adaptive TechSoft - ATS	+96265162001	+96265162005	www.ats-ware.com
Ayla Software Solutions	+962788308563	+962788308563	www.azprofile.com
Blessed Tree for Information Technology - Business++	+962796390420	+96265685094	www.businessplusplus.com
Computer & Communications System - CCS	+96265344088	+96265346494	www.ccs.com.jo
dot.jo	+96265544889	+96265544895	www.dot.jo
Estarta Solutions	+96265330751	+96265330752	www.estartasolutions.com
e-Tech Systems	+96265152172	+96265160725	www.etech-systems.com
Fourth Dimension systems	+96265532900	+96265522401	www.fdsme.com
The Orbit Company	+96265818929	+96265818928	www.premait.com
GCESoft	+96265536608	+96265536607	www.gcesoft.com.jo
Global Modern Telecom Solutions - Globitel	+96265300130	+96265300144	www.globitel.com
iniment	+962799719989	+96265858007	www.iniment-me.com
INTRASOFT Jordan	+96264693333	+96264603333	www.intrasoft.com.jo
Integrated Technology Group - ITG	+96264618133	+96264618115	www.itgsolutions.com
Javna wireless software Soluion	+96265858193	+96265821460	www.javna.com
JValley Software Solutions	+96265866707	+96265866706	www.JValley.net
Kindi Software	+96265333821	+96265333824	www.kindi.com
LEADING POINT SOFTWARE	+96265349980	+9626534 9180	www.leading-point.com
Madfoo3atCom for ePayments	+96265548483	+96265528057	www.madfoo3at.com
Fast Order Programming - Maria Soft	+96265540806	+96265540709	www.maria-soft.com
Meayar IT	+962786991100		www.meayar.com
MenalTech	+96265545314	+96265545319	www.menaitech.com
Principle Advanced Communication Technology - PACT	+96265658262	+96265696827	www.pactelecom.com
Pioneers IT & Business Consulting	+96265850727	+96265850161	www.pioneersconsult.com
Pioneers Information Technologies	+96265516115	+96265523249	www.pio-tech.com
Computer Networking Services - Primus	+96265535733	+96265535734	www.primus.com.jo
REALSOFT Advanced Applications	+96265877092	+96265877091	www.realsoft-me.com
RedTroops	+962795609190		www.redtroops.com
Savvytek	+962776851804	+96265816640	www.savvytek.com
Sky Software	+96265339616	+96265338138	www.skyits.com
Al Manhal Technologies	+9626 515 4294	+9626 516 2296	www.almanhal.com
B2B Telecom & Development	+96265854030	+96265851416	www.b2b.jo

Company Name	Tel.	Fax.	Company Website
Modern Ideal Solutions & Consulting - MISC	+96265523698	+96265523698	www.misc.jo
Delta Informatics	+96265160371	+96265160372	www.delta.com.jo
Engineering Sense for Technology	+96265159906	+96265159908	www.engsense.com
eSmart Ideas	+96265355574	+96265355574	www.eSmartIdeas.com
Katib Technologies	+96265534642	+96265537386	www.katibtech.com
Pencilo	+96265530131	+96265510709	www.pencilo.com
PROSYS Software Solutions	+96265601550	+96265602550	www.prosysjo.com
Shuaa AlMadarek For technology and human resources	+96265399165	+96265399165	www.shuaajo.com
UniTicker	+96265533267	+96265534547	www.tickerchart.com
TMZsoft Company	+962795573240	+96265159597	www.tnzsoft.com
Whats New IT	+962655335571	+96265535571	www.whatsnewit.com
ICT Consulting and Research (6202)			
Mena Apps	+96265682823	+96265682824	www.menaapps.com
Arab Advisors Group	+96265828849	+96265828809	arabadvisors.com
PALCO	+96265826602	+96265826601	www.palco-me.com
Computer Networking Services - Primus	+96265535733	+96265535734	www.primus.com.jo
Volt	+962799660000	+96265865467	www.volt.jo
Other IT activities (6209)			
Rubicon Group holding	+96265824953	+96265825043	www.rubiconholding.com
Sketch in Motion	+96265519467	+96265522836	www.sketchinmotion.com
Curl Stone Entertainment	+962795768191	+962796969285	www.curlstone.com
Advanced Technologies - Ad-Tech	+96265539388	+96265539278	www.ad-tech.com.jo
The Orbit Company - PremalIT	+96265818929	+96265818928	www.premait.com
Information & Graphics Systems Consultants - INFOGRAPH	+96265603546	+96265602891	www.infograph.com.jo
Image Technologies - ITEC	+96265540890	+96265540894	www.itec.com
Integrated Technology Group - ITG	+96264618133	+96264618115	www.itgsolutions.com
Alidama Electronics	+96265658018	+96265603394	www.alidama.com
Al Rajeh	+962795878472	+962795878472	www.rct-jo.com
dotSYS	+962799687555		www.dotsys.ae
Yadonia Group	+96265678245	+96265690130	www.yadonia.com
Data processing and hosting related services (6311)			
Information & Graphics Systems Consultants - INFOGRAPH	+96265603546	+96265602891	www.infograph.com.jo
Javna wireless software Soluion	+96265858193	+96265821460	www.javna.com
kinz for information technology	+96265603949	+96265601570	www.kinz.jo

Company Name	Tel.	Fax.	Company Website
Middle East Payment Sevcies - MEPS	+96265002250	+96265002251	www.mepspay.com
e-Commerce business (6311)			
eCommerce Arabia	+96264623550	+96264640526	www.erabia.com
Hijabik	+962795055074	+962795055074	www.hijabik.com
I3zif for Music	+962795207028	+962795207028	www.i3zif.com
Nibras.com	+96265939376	+96265939376	www.nibras.com
Al Manhal Technologies	+9626 515 4294	+9626 516 2296	www.almanhal.com
exxab.com	+96265522143	+96265522143	www.exxab.com
Harir.com	+96265652568	+96265652569	www.harir.com
Telecommunications value added services (VAS-6311)			
Bidaya for Telecommunications and Information Technology - ArabiaCell	+96265806080	+96265810689	www.arabiacell.com
Global Modern Telecom Solutions - Globitel	+96265300130	+96265300144	www.globitel.com
Telephoenic	+962799441001	+96265162163	www.telephoenic.com
Telecom Enterprise	+96265158840	+96265158840	www.tele-ent.com
B2B Telecom & Development	+96265854030	+96265851416	www.b2b.jo
Infoshake	+96265340268	+96265340274	www.infoshake.com
Bidaya for Telecommunications and Information Technology - ArabiaCell	+96265806080	+96265810689	www.arabiacell.com
Telecom Cube	+962795967080	+962795967080	www.telecomcube.com
Online applications customization (6312)			
DV8 Digital Marketing	+96265541558	+96265541558	www.dv8dm.com
Noqoush Mobile Media Group	+96265885813	+96265885814	www.adfalcon.com
Ayla Software Solutions	+962788308563	+962788308563	www.azprofile.com
Information & Graphics Systems Consultants - INFOGRAPH	+96265603546	+96265602891	www.infograph.com.jo
Web portals (6312)			
Sowt for Social Networking Services	+96264633340	+96264643340	www.sowt.com
Al Bawaba Middle East	+96265658322	+96265658324	www.albawaba.com
Altibbi	+96265868031	+96265868032	www.altibbi.com
Roznamti	+962799488500	+96265517210	www.roznamti.com
Tasmeem Middle East	+96279944230	+96266554321	www.tasmeemme.com
xyz2u.com	+96265868310	+96265868310	www.xyz2u.com
DV8 Digital Marketing	+96265541558	+96265541558	www.dv8dm.com
TenderJO	+962796064996	+96264205581	www.TenderJO.com
Call centers (8220)			
CrysTelCall	+96265001333	+96265001334	www.crystelcall.com

Company Name	Tel.	Fax.	Company Website
Estarta Solutions	+96265330751	+96265330752	www.estartasolutions.com
Fourth Dimension systems	+96265532900	+96265522401	www.fdsme.com
IT Maintenance and support (9511)			
General Computers & Electronics Company - GCE	+96265513879	+96265513509	www.gce.com.jo
Information & Graphics Systems Consultants - INFOGRAPH	+96265603546	+96265602891	www.infograph.com.jo
Jordan Business Systems - JBS	+96265000999	+96265000990	www.jbs.com.jo
Savvytek	+962776851804	+96265816640	www.savvytek.com
Specialized Technical Services - STS	+96265802626	+96265829213	www.sts.com.jo
Information Technology Systems - TechnoSys Group	+96265538110	+96265538039	www.technohome.net
Al Rajeh	+962795878472	+962795878472	www.rct-jo.com
Yazan for computer	+962796655119		NA
Electronic File for Software - E-FILE	+96265655327	+96265655328	www.electronic-file.com
Tira for IT	+962799106910	+96265304435	www.tiraforit.com
IT Outsourcing (9511)			
Aspire	+96265163046	+96265163049	www.aspire.jo
Fourth Dimension systems	+96265532900	+96265522401	www.fdsme.com
General Computers & Electronics Company - GCE	+96265513879	+96265513509	www.gce.com.jo
Modern Ideal Solutions & Consultating - MISC	+96265523698	+96265523698	www.misc.jo
Duroob Information Technology	+96264122245	+96264122245	www.dit-me.com
SBEEH Software	+962779846564	+96265805375	www.sbeeh.com
TenderJO	+962796064996	+96264205581	www.TenderJO.com
IT Hardware & infrastructure installation (332002)			
Advanced Technologies - Ad-Tech	+96265539388	+96265539278	www.ad-tech.com.jo
Aman Information Systems	+96265338565	+96265338534	www.aman-me.com
Hisham Mohammad Qattan Establishment	+96264659870	+96264659869	www.hq.jo
INTRASOFT Jordan	+96264693333	+96264603333	www.intrasoft.com.jo
Computer Networking Services - Primus	+96265535733	+96265535734	www.primus.com.jo
IT Networking equipment maintenance (951202)			
Advanced Technologies - Ad-Tech	+96265539388	+96265539278	www.ad-tech.com.jo
Jordan Business Systems - JBS	+96265000999	+96265000990	www.jbs.com.jo
Optimiza	+96265629999	+96265629988	www.optimizasolutions.com
Texum Jordan Total Network Solutions	+96265851777	+96265827608	www.texum-me.com
Citron Business Solutions and Technology	+96265544040	+96265543881	www.citrontech.net

Company Name	Tel.	Fax.	Company Website
Tira for IT	+962799106910	+96265304435	www.tiraforit.com
Data Consult Group	+96265652291	+96265652186	www.dcgroupp.com
ICT Training			
General Computers & Electronics Company - GCE	+96265513879	+96265513509	www.gce.com.jo
Information & Graphics Systems Consultants - INFOGRAPH	+96265603546	+96265602891	www.infograph.com.jo
Jordan Business Systems - JBS	+96265000999	+96265000990	www.jbs.com.jo

Table 24: ICT & ITES Companies Director by ISIC 4.0 Activity