

THE OUTSOURCING GUIDE TO JAMAICA

A resilient location for Global
Digital Services



OVERVIEW OF JAMAICA'S GLOBAL SERVICES SECTOR

Jamaica continues to be a leading destination for Outsourcing in the Caribbean because of its location, talent pool and business-friendly environment.

Over the years, the Outsourcing industry has seen the entrance of new BPO companies, expansion of existing companies, and has enjoyed the highest employment growth rate of any sector in the last decade.

With the implementation of many sector development measures, including the Global Services Skills project which will upskill thousands of Jamaicans in areas such as robotics and ICT Tech, the country is apt for progression towards higher value-added outsourcing services.

Quick Facts about Outsourcing in Jamaica



Over **65 companies** offer call centre and BPO services in Jamaica.



Multiple industries including telecoms, banking, insurance, hospitality and healthcare are serviced from Jamaica.



Services include customer service, sales, tech support, gaming, finance and accounting.



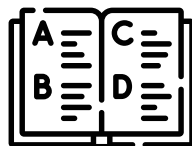
Over **40,000 jobs** across the island.

WHY JAMAICA – Diverse and Skilled Talent

Native English-speaking Talent

3rd largest native English-speaking country in the western hemisphere, after the USA and Canada.

Largest native English-speaking country in the Caribbean



Quality Workforce

The World Economic Forum Global Competitiveness Rankings:

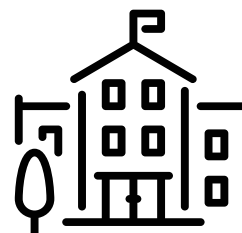
- Skillsets of Graduates: # 1 in the Caribbean
- Critical thinking in teaching: #1 in the Caribbean

Home to The University of the West Indies (Mona, Jamaica), the only Caribbean University ranked amongst the best universities globally, since 2018 - Times Higher Education

Over 75,000 individuals enrolled in tertiary-level institutions in Jamaica

Strong connection to North American market

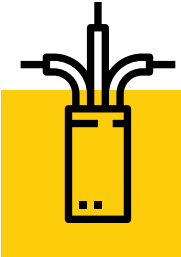
More than 80 US firms have offices in Jamaica.



WHY JAMAICA – Prime business environment

Stable Connectivity

High capacity, low latency, scalable internet infrastructure delivered over fully fiber deployed terrestrial and subsea networks.



Pro-Business Government & Regulations

Tax relief via double taxation agreements with Canada USA, UK and others. Free movement of capital, profits and dividends.



Special Economic Zone Act provides several tax benefits.



Data Protection Act & Cybercrime Act protect your clients' data.



Supportive Business Eco-System

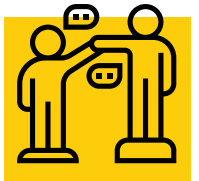
Industry is represented by the Global Services Association of Jamaica (GSAJ).



National Outsourcing Coordinator creates good outsourcing ecosystem via Policy, labour and infrastructure development.



JAMPRO navigates the business landscape for speedy on-boarding and expansion plans.



WHY JAMAICA – A rising Outsourcing location

Strong track record and good reputation

Jamaica is a leading location for BPO services in the Caribbean:

20%
exponential
growth in past
5 years

Employs over
40,000
persons servicing international
clients and customers across
North America.



Strategic & accessible location with favourable time zones

- Jamaica is in proximity of North America, Caribbean, and Latin America. (less than 2hrs to Miami).



- Easy access to client operations with shorter travel time and less work travel fatigue.



- Eastern Time Zone location facilitating service to eastern USA, eastern Canada and LAC.



Opportunities for Higher Valued Services

Jamaica has several opportunities to develop Knowledge Process Outsourcing (KPO), Shared Service Centres and Information Technology Outsourcing (ITO) on the island.



Shared Services Centers:

- There is Jamaican talent ready to work in Shared Services Centers in areas like iF&A, HR, Marketing, and related fields.
- Currently providing services in HR, Accounting, Marketing Research.



Legal Processing outsourcing (LPO):

Jamaica is home to the award-winning Norman Manley Law School (and other law programmes) producing graduates each year. The island is in an excellent position to attract niche legal outsourcing contracts.

Information Technology Outsourcing ITO

Currently providing services like software development & testing, front and back end development, network management.



Adapting to Sector Trends

Jamaica is equipped with the talent, modern telecom infrastructure, pro-active Government support and Legal & Cybersecurity Regulations that enables adaptability to global sector trends. These include:

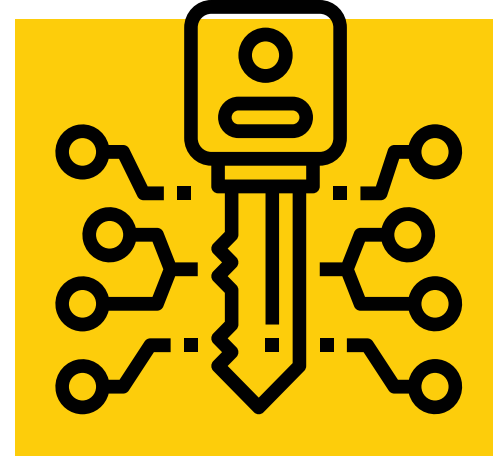
- Alternative Business Model such as Work from Home



- ITO, KPO & High-valued services



- Talent sustainability plans for digital skills



- Adaptability to Emerging Technologies



Your Jamaican investment partner

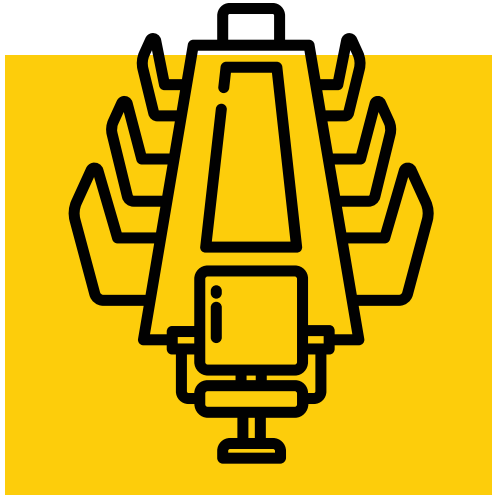
JAMPRO is your gateway to connecting to amazing opportunities in the Outsourcing sector, and more. We remain committed to promoting, stimulating and facilitating the development of industry and trade and improving the nation's business climate.

Our services include:

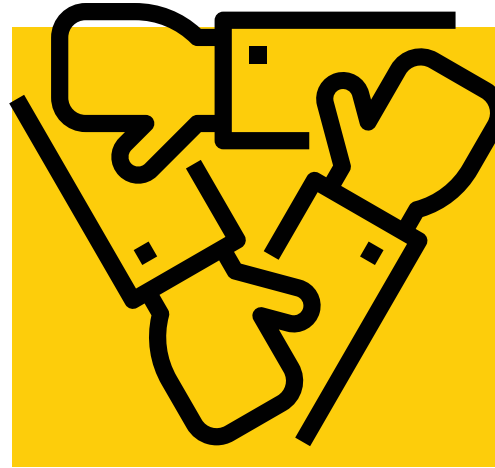
- Provision of market Intelligence.



- Facilitating site selection for business operation or accommodations.



- Facilitating introductions to key stakeholders & service providers such as Real Estate agents, HR Consultants, Legal & Accounting firms.



- Aftercare facilitation which includes assistance with expansion plans, work permits, approvals.



Global Players



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