

Expand your BPO operations now in

Trinidad and Tobago

invest^{TT}
TRINIDAD AND TOBAGO





We are
ideally located
at the crossroads of
the Americas



Trinidad and Tobago **is a twin-island**

Republic at the southern end of the Caribbean island chain, ideally located below the hurricane belt.

The country consists of a mix of domestic players, many of whom serve the Caribbean, and internationally recognized, global service providers, serving North America.



Trinidad and Tobago:

An attractive, secondary nearshore location for your regional expansion solution in BPO within the English-speaking

Caribbean

Local companies such

as **DirecOne** operate customer interaction centres serving local clients while iQor, a Florida-based company, recently expanded its contact centre in Trinidad to service major US telecom and online retail clients.

The country's Canadian-based banks (Scotiabank, RBC) use shared services centres domiciled in Trinidad to service the Caribbean region and most recently, Evolve Mortgage Services relocated a section of its operations focused on financial services to Trinidad and Tobago.



Trinidad and Tobago

Offers businesses
and financial institutions
a range of competitive BPO

advantages



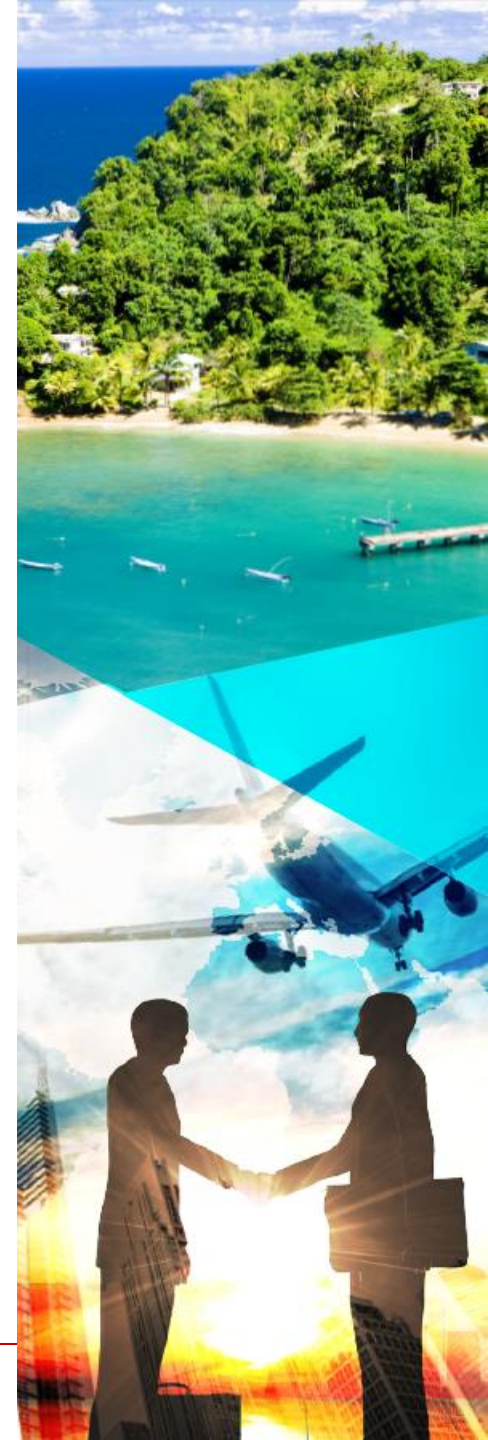
1| Hurricane Safety

Most named storms and hurricanes progress north of Trinidad and Tobago, which lies just within the fringes of the Atlantic Hurricane Belt. Resident businesses therefore benefit from greater cost savings and fewer operational disruptions.

2| Native English-Speaking, Highly Skilled Talent Pool

The A.T. Kearney GSI 2017 report highlighted Trinidad and Tobago as having one of the largest pools of English-speaking talent in the Western Hemisphere outside of North America. Primary and secondary education are free to all citizens while tertiary education is subsidised by the Government, thus providing investors with access to a wealth of process-oriented labour resources.

The country has over 81 tertiary level institutions, including three universities, some of which are developing skills for industry-focused BPO, such as Banking, Financial Services, Insurance (BFSI), healthcare, and Finance and Accounting (F&A).



“ The benefit of our Trinidad location is that it is newer to the BPO dynamics which allows us to develop local talent to be **next level leaders in a global market**. Also, Trinidad’s location below the hurricane belt allows for less downtime which is a huge benefit to the organisation. With the help of InvestTT we were able to set up operations within a short time frame. ”

CRISTIAN REYES,
FORMER DIRECTOR OF OPERATIONS,
iQor

“ Our time-to-market in Trinidad and Tobago was shortened through the facilitation support of the T&T IFC and **our clients are receiving high-quality service from the local financial services talent**, which supports our growth opportunities. ”

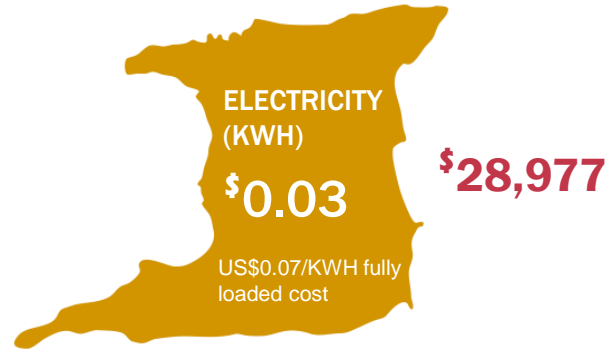
RACHAEL MASON,
VP OPERATIONS, Evolve Mortgage Services



3| Cost-Effective Business Climate

Trinidad and Tobago is one of the most cost-effective countries within Latin America and the Caribbean.

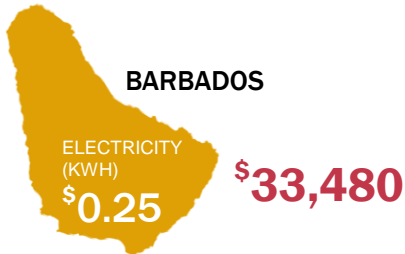
TRINIDAD AND TOBAGO



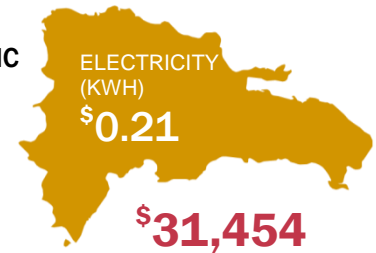
▶ **AVERAGE (MEAN) ANNUAL F&A BPO SALARY LEVELS**

ALL FIGURES ARE STATED IN USD

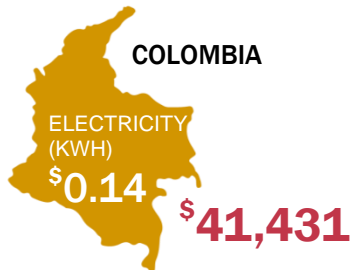
BARBADOS



DOMINICAN REPUBLIC



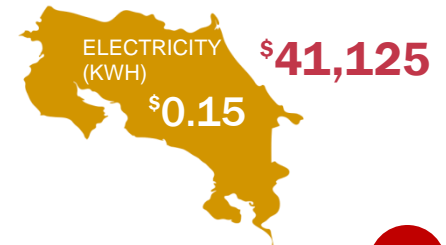
COLOMBIA



MEXICO



COSTA RICA



4| **Advanced Infrastructure**

Trinidad and Tobago has a modern telecommunications infrastructure, high-quality real estate, well-serviced transportation, an extensive network of roads, convenient air connectivity, reliable power and utility systems.

International information technology providers have invested in undersea cables, on-island fibre connectivity and MPLS networks. Five (5) undersea fibre connections provide a robust and redundant core infrastructure.

Available ICT services include traditional broadband, WiMax mobile broadband, dedicated internet access, advanced and next generation IP networks and satellite backup among other services.

There are two (2) mobile providers offering 4G and 4G LTE services.

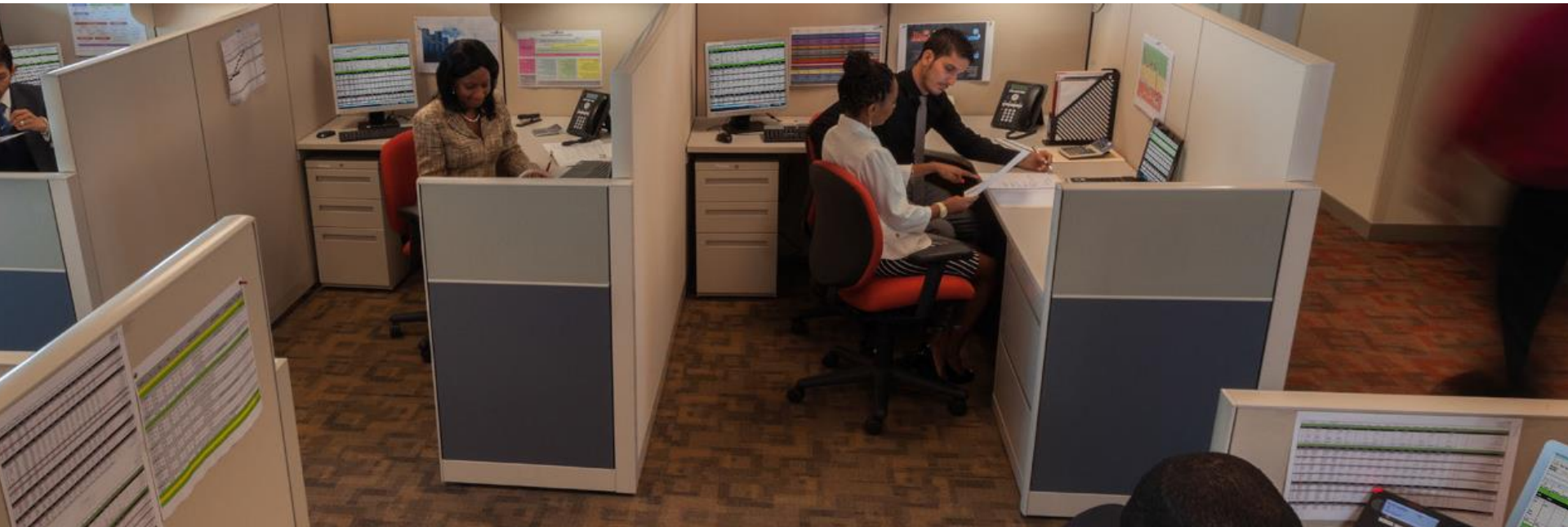


5| Excellent Facilitation Services

InvesTT is the country's investment promotion agency which targets BPO providers seeking to set up nearshore operations, then partners with them from beginning to end to help them in the process.

This includes:

- (i) providing information on the local market;
- (ii) setting up meetings;
- (iii) site visit facilitation;
- (iv) real estate advisory; and
- (v) access to incentives.



7| Available Real Estate

Available real estate for the establishment of BPO operations in Trinidad and Tobago includes:

- A-class office space available in the centrally located city of Chaguanas and other locations across the country



Top Reasons

WHY YOU SHOULD EXPAND YOUR BPO SERVICES IN TRINIDAD AND TOBAGO

GEOGRAPHIC PROXIMITY TO THE NORTH AMERICAN MARKET

ATLANTIC STANDARD TIME AST.-4 HOURS BEHIND COORDINATED UNIVERSAL TIME UTC. DAYLIGHT SAVING TIME IS NOT OBSERVED.

LOCATION BELOW THE HURRICANE BELT

EXTENSIVE INFRASTRUCTURE TO SUPPORT BPO OPERATIONS WITH LOW ENERGY COSTS

HIGHLY SKILLED YET AFFORDABLE TALENT POOL



Contact us

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