

Expand your BPO operations now in

Trinidad and Tobago



Trinidad &
Tobago IFC

Financial Sector Development

investTT
TRINIDAD AND TOBAGO



We are

ideally located
at the crossroads of
the Americas

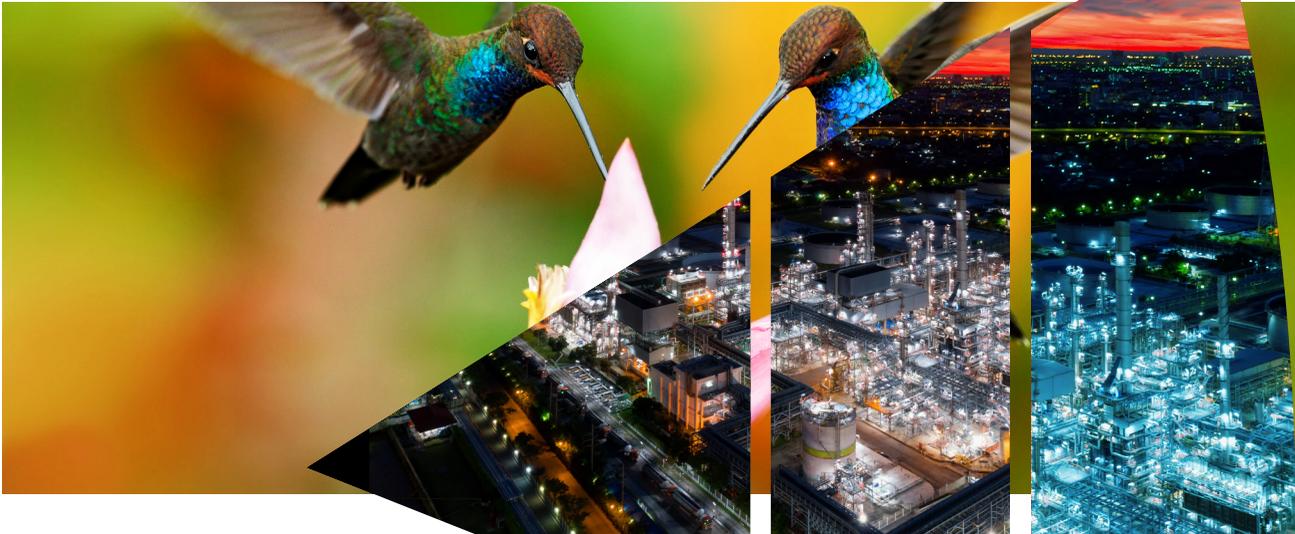
An aerial photograph of a city in Trinidad and Tobago, showing a mix of modern high-rise buildings and older, lower-rise structures. In the foreground, there is a large, modern building with a distinctive curved, metallic roof. The background shows a dense urban area extending to the coast, with a large crane visible in the distance. A large, semi-transparent blue text box is overlaid on the center of the image, containing the text.

Trinidad and Tobago
is a twin-island Republic at the southern end of the Caribbean island chain, ideally located below the hurricane belt. We support organisations seeking nearshoring advantages for Business Process Outsourcing (BPO) and we act as a transshipment hub for exporters.

Trinidad and Tobago

An attractive,
nearshore location for
BPO within the English-speaking

Caribbean



The BPO Industry in Trinidad and Tobago consists of a healthy mix of global service providers and domestic players, many of whom serve the Caribbean and North America from the twin-island base.

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.

In 2017, Trinidad and Tobago jumped two places in the A.T. Kearney's Global Services Location Index (GSLI) and is now ranked at 40 out of 55 countries for providing BPO Services, ahead of legacy players such as Jamaica and Canada.



Trinidad and Tobago

Offers businesses
and financial institutions
a range of competitive BPO

advantages



1 | Nearshore Location

Port of Spain, Trinidad and Tobago's capital, is located within the Atlantic Standard Time (AST) zone making communication between head offices and satellite operations simple, effortless and timely. This allows for in-person executive oversight in only a few hours of travel in beautiful Trinidad and Tobago.

Additionally, our location below the hurricane belt significantly reduces the risk of business disruption during the hurricane season.



**3.5-
5.5
HOURS**

AIR TRAVEL TIME TO
MAJOR CITIES SUCH
AS **MIAMI, NEW YORK,**
AND **TORONTO**

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 InvesTT we were able to set up operations within a short time frame.



CRISTIAN REYES,
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.

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

ALL FIGURES ARE STATED IN USD

TRINIDAD AND TOBAGO



BARBADOS



JAMAICA



DOMINICAN REPUBLIC



COLOMBIA



MEXICO



COSTA RICA



SOURCES: WWW.COSTTOTRAVEL.COM | WWW.DOINGBUSINESS.ORG | WWW.ENERGYPEDIA.INFO | WWW.KPMG.COM | WWW.MYJPS.CO.COM | WWW.REUTERS.COM | WWW.TTEC.CO.TT | FINANCIAL TIMES FDI DATABASE | GLASSDOOR.COM | PAYSCALE.COM

TRINIDAD AND TOBAGO HIGHLY SKILLED SERVICE SECTOR



Diversity of
workforce

34 out of 140.

30 verticals in F&A



Ease of finding
skilled
employees

49 out of 140



Skill-set of
graduates

57 out of 140



Quality of
vocational
training

55 out of 140



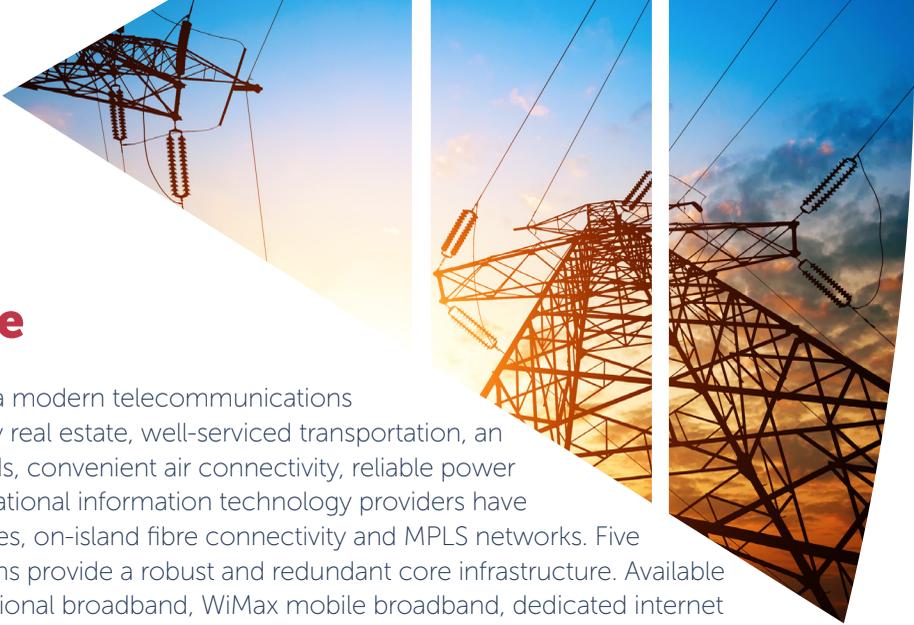
Students enrolled
in over 81
post-secondary
and tertiary
education
institutions

Over 70,000



Persons pursuing
various levels
of the ACCA
programme
which is IFRS
compliant

Over 4,000



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 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 mobile providers offering 4G and 4G LTE services.

5 | **Attractive Incentives**

The Government of the Republic of Trinidad and Tobago has also established agencies that provide special incentives to support middle and back-office processing for companies and their BPO providers.

Excellent Facilitation Services

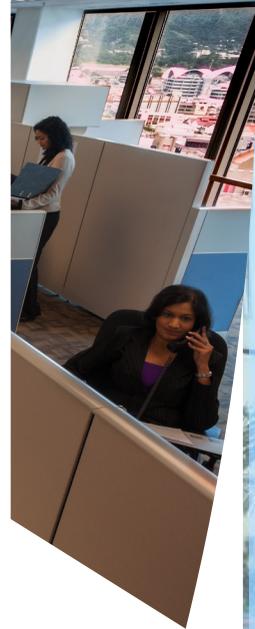
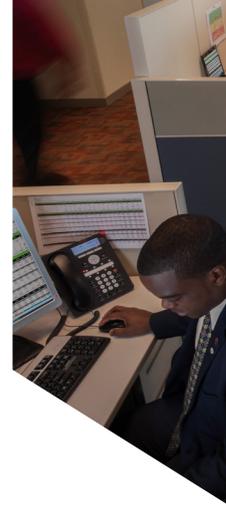
6 | **InvesTT** is the country's investment promotion agency which targets BPO providers that are seeking to set up nearshore operations, then partners with them from beginning to end to help them in the process. This includes:

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

The Trinidad & Tobago International Financial Centre (IFC) facilitates BPO investors specifically within the financial services sector which includes F&A as well as Insurance and Banking services. The Trinidad and Tobago IFC is also an

investment promotion agency providing the preceding (i)-(v) services to investors in the financial services sector. Additionally, the Trinidad and Tobago IFC offers:

- (vi) rent-free use of an 80-seat incubation facility in the capital city;
- (vii) subsidised F&A BPO educational programmes for staff; and
- (viii) recruitment assistance from a talent pool of trained F&A BPO professionals.



7 | Available Real Estate

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

- ▶ 80-seat, rent-free, A-class office space in the capital city of Port of Spain;
- ▶ the Tamana InTech Park;
- ▶ A-class office space also available in centrally located city of Chaguanas;
- ▶ and other locations across the country.



Top Reasons

WHY YOU SHOULD ESTABLISH 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

FOR MORE INFORMATION ON SETTING UP A BPO OPERATION
IN TRINIDAD & TOBAGO, CONTACT THE FOLLOWING AGENCIES:



**Trinidad &
Tobago IFC**

Financial Sector Development

**BPO
(Finance and Accounting,
Insurance and Banking)
Trinidad & Tobago International
Financial Centre (IFC)**

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