

Leveraging Jamaica as a nearshore BPO delivery location

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Abstracts

Jamaica's government's efforts to develop a strong BPO and IT services sector on the island nation have become more aggressive of late. In Ovum's view there is significant value that outsourcers can derive from a pool of relatively sophisticated labor and good incentives. However, vendors need to be mindful of a small workforce that could tighten quickly, as well as ongoing worries around excessive bureaucracy and corruption.

Contents

Summary

Impact

The Ovum view

Key messages

Why BPO investors should be looking at Jamaica

Established BPO sector

Cost

Proximity

Travel time

Time zone harmony

An educated and diverse graduate pool

Vertical and horizontal sweet spots

Government support

Training incentives

Free trade zones

Cultural/linguistic alignment

Things to watch when using a Jamaican BPO strategy

Limited labor pool over long term

Inflationary pressure

Natural disasters

Corruption and crime perceptions

“Red tape”

RECOMMENDATIONS FOR VENDORS

Develop a viable business outsourcing model for Jamaica

Attack the nearshore English opportunity

Identify niche value-add BPO and IT service opportunities

Take advantage of strong government support to offset costs

APPENDIX

Further reading

Methodology

List Of Tables

LIST OF TABLES

Table 1: Jamaica annual rental prices per square foot

Table 2: Minimum direct flight time

Table 3: Total time difference

Table 4: Concentration of graduating Jamaican students: NCU, U-Tech and UWI

Table 5: Corruption perception global rankings

Table 6: Ease of Doing Business rank 2010

List Of Figures

LIST OF FIGURES

- Figure 1: Horizontal functions delivered from Jamaica
- Figure 2: Cost comparison: US versus Jamaica (per square foot)
- Figure 3: Labor force comparison

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