



BPO, KPO AND ITO — OPPORTUNITIES IN BELIZE

BPO, KPO and ITO Opportunities in Belize

Belize has experienced rapid growth in BPO investments over the past decade. With a young population, a competitive business environment, world class telecoms infrastructure and a supportive government, the country is fast becoming a recognised location for the global outsourcing industry. English is the official language of Belize but over half of the population also speak Spanish making it a truly bilingual destination for serving multiple markets. The country is also highly cost effective for BPO operations. Salaries are 60% to 80% lower than US locations. Call centre wages are as low as US\$2.25 for entry level staff and US\$5 to US\$6 for employees at supervisory level.

Outsourced services in Belize have primarily been in the area of inbound and outbound call centre operations, but companies located in the country have been diversifying into a wide range of areas including information technology outsourcing (ITO) and knowledge process outsourcing (KPO). IT services currently offered by Belize based companies include technical support, software development, programming, web design, data processing and e-marketing. Professional services are also offered including legal, financial accounting, auditing, taxation, architectural, engineering, virtual management, business consulting and research and development.

Belize City is the primary centre for BPO operations, but other locations in Belize are emerging, such as Ladyville, Belmopan, San Ignacio, Corozal and Orange Walk. One such facility outside Belize City is the Benque Viejo Free Zone BPO Building. Located in Western Belize, close to the Guatemala border, this 26,000 sq. ft. purpose built facility can accommodate up to 1,500 agents. The developer is currently offering this facility for purchase, lease or rent.

BPO Advantages in Belize

- ❖ Belize is situated in an ideal location to provide BPO services for international companies. It is connected to key US cities with 2 to 4 hour, direct flights and is located in the Central Time Zone. It also has easy access to Central America and the Caribbean.
- ❖ The country offers a skilled workforce with a track record in providing high quality staff to BPO operations. Almost 3,000 people work in the BPO sector in Belize and previous operations have experienced less than a 5% attrition rate of employees¹. The country's workforce is English speaking with a neutral accent; well suited to dealing with international clients. With a large Spanish speaking population, it is the only Caribbean location which is truly bilingual. Belize is also highly open to bringing in outside talent with no visa requirement for US, Canadian, EU or Caribbean citizens and easy availability of work permits and visas where required.
- ❖ Belize has a modern telecom infrastructure with two main fibre optic hubs (ARCOS and TELMAX) and a third in development, with high redundancy rates nationally.



Investor Testimonials

"In our experience, Belize has been a great place to find candidates, and we are excited about what the future will bring. Belizeans tend to have impressive skills in a number of key areas, as well as complete fluency in English, which is also a major benefit."

Dr Linda West, President of Actyl Group

¹ Beltraide

Incentives

Belize offers a wide range of incentives to assist investors in BPO operations. These include:

- ❖ 20 year tax holiday with option to deduct loss from profits - Ease of offsetting initial losses incurred after operations turn profitable
- ❖ Import/export duty exemptions - Exemptions on import of equipment related to operations
- ❖ Full repatriation of funds - Full repartition of both capital and profits thus ensuring high degree of investment safety
- ❖ Exemption on property and land taxes, excise, sales, consumption taxes, taxes on trade turnover, foreign exchange and transfer tax - Exemption from local taxes/levies lowering operational costs and further improving service competitiveness
- ❖ Dividend tax exemption in perpetuity - No tax on dividends paid out
- ❖ No restriction on operating foreign currency bank accounts in Belize and abroad - Ease in foreign exchange and overseas transactions
- ❖ No Import and export licensing requirements - Less paper work resulting in faster operationalization of projects
- ❖ No trade licenses - No trade licenses required to commence operations lowering time to market
- ❖ Assistance with recruitment - Assistance in recruiting BPO staff and agents through BELTARIDE
- ❖ Government training programs - Ensuring high availability of trained BPO professionals
- ❖ Investment and start up facilitation through application fast tracking, real estate assistance - BELTRAIDE through a dedicated BPO cell assists investors at every stage of the investment process ensuring smooth initiation of operations.

Contact Beltraide

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