



## TAMANA INTECH PARK — BPO IN TRINIDAD & TOBAGO

### **BPO and English Voice Services Opportunities in Trinidad and Tobago**

Investment opportunities exist in Trinidad for BPO companies, with a large English Voice Service focus, seeking to provide high quality customer interaction services to their clients from a Nearshore location. Tamana InTech Park has recently completed its first phase of development and is positioned as a hub for BPO and English-language, Call Centre activity. The site offers turnkey solutions with over 11,000 sq m of office space in a sustainably designed, flagship office complex. There are also 21 market ready lots ranging from 2,800 to 83,700 sq m for Greenfield development. The competitively priced office space and sites are outfitted to meet the demands of companies, including excellent telecommunications infrastructure, low cost electrical power and natural gas, road and transport facilities, street lighting and fencing with controlled entry/exits. Located on the Island of Trinidad, Tamana InTech Park is highly accessible, only 18km away from Piarco International Airport and 38km from Trinidad and Tobago's Capital, Port of Spain. The Park is also set up to cater for investments in ICT, High Value Manufacturing, Clean Technologies and Agri-Processing and will house an onsite campus for the University of Trinidad and Tobago. This will provide talent development, partnership and business development opportunities.

Trinidad and Tobago is a highly cost effective location for BPO operations. The annual labour cost for a Customer Service Representative in Trinidad is USD \$7,739 per annum<sup>1</sup>. The total costs of operating a 200 seat customer contact centre including labour, facilities, telecommunications and energy costs, is USD \$13,449 per employee per annum<sup>2</sup>.

## BPO Advantages in Trinidad and Tobago

- ❖ A competitive cost base to provide nearshore contact centres and customer services in areas such as phone answering, telemarketing, customer retention and help desk functions. The country's strong services sector background and large English speaking talent pool make it an optimal location for contact centres. Cultural affinity and time zone location make it a particular advantageous location for North American based companies.
- ❖ High quality Workforce: Trinidad and Tobago has an educated, English speaking workforce with a neutral accent and a cultural affinity to North America.
- ❖ Advanced physical and ICT infrastructure: There is full telecommunication connectivity from two independent providers with the necessary bandwidth capacity, and seven fibre optic landing stations that ensure a high level of redundancy is provided.
- ❖ Efficient and cost effective power. The electricity network is very stable and reliable thus reducing backup requirements, while energy costs are the lowest in the region.



<sup>1</sup> fDi Intelligence from the Financial Times based on Towers Watson Global Remuneration Planning Report 2014/15 and national statistics

<sup>2</sup> InvesTT, 2012

## Incentives

Trinidad and Tobago has comparable incentives to other regional locations, as well as added advantages:

- ❖ BPO operations can enjoy benefits of being located on a free zone whereby they will be exempt from customs duties, value added tax and income tax on dividends for an indefinite period.
- ❖ There is 100% ownership of locally registered companies.
- ❖ There are no foreign exchange controls.
- ❖ Companies can enjoy full repatriation of funds.
- ❖ Incentives for training of staff will also be considered based on the specific needs of the operator.

## Contact InvestTT

InvesTT Trinidad and Tobago

Level 19, Nicholas Tower

63-65 Independence Square,

Port of Spain

Trinidad W.I

Telephone: +1 (868) 225-4688 or +1 (868) 225-4688

Fax: +1 (868) 225-5820

Web: [www.investt.co.tt](http://www.investt.co.tt)

Email: [info@investt.co.tt](mailto:info@investt.co.tt)