



ICT AND BPO — OPPORTUNITIES IN GUYANA

Multiple ICT and BPO opportunities in Guyana

Guyana is an emerging location for ICT and BPO services, which is poised to offer lucrative returns on foreign investments projects. High quality infrastructure, low power costs, and low cost of labour combined with a highly educated, English speaking population, forms the basis of an attractive proposition for potential investors in a range of ICT related activities.

Guyana has experienced strong growth in foreign direct investment in the ICT sector over the past decade. This has primarily come from BPO and telecommunications investments, but investors have also discovered opportunities in web hosting and internet provision, data warehousing, internet service, software development and web page maintenance. Guyana is well placed to serve overseas markets but also has growing domestic demand through the growth and requirement for modernisation of ICT enabled services (such as financial services) and investment in e-Government and public services.

Guyana is one of the lowest cost locations in Latin America for ICT and BPO. The annual salary of a customer service representative is US\$3,620 while the average annual salary of a software developer is US\$17,442.

ICT and BPO Advantages in Guyana

- ❖ As an emerging location for BPO and ICT investments Guyana’s attractive cost proposition has resulted in a number of companies locating in the country. BPO operations have been established by companies such as Qualfon Guyana Inc. and Nand Persaud International Communications have in Guyana and have resulted in BPO being the fastest growing component in the countries ICT sector. However, Guyana also has a burgeoning computer and information services sector due to inward investment from companies such as B & L Investments Inc (USA) and PorTab Inc (Barbados).
- ❖ Guyana has an English speaking workforce of over 300,000, with a neutral accent to cater to other English speaking markets.
- ❖ With gross enrolment rates of 101% and 12.9% for secondary and tertiary education respectively, there is sufficient talent to support new investments in the sector¹. 3,500 employees already work in the ICT sector in the country².
- ❖ The country is ideally located for serving the North American market, and is in the same time zone as the East coast of USA and Canada.



Investor Testimonials

“Qualfon is making this major investment in Guyana because this is the country that has so much to offer. Guyana provides the perfect location for Qualfon. We find an exceedingly high-calibre workforce, a diverse and friendly culture, as well as a strong government leadership with unwavering dedication to economic growth”

Mr. Mike Marrow, Chief Executive Officer, Qualfon

¹ fDi Intelligence from the Financial Times based on World Development Indicators

² Guyana Investment Office, 2016

Incentives

Guyana offers a wide range of incentives to investors in the ICT and BPO sectors. These include:

- ❖ Exemption from Customs Duty on a wide range of ICT equipment including computers and their hardware accessories, integrated circuits, micro assemblies and apparatus
- ❖ Zero rate of Value-Added-Tax on Computers and hardware accessories, routers, switches and hubs for networking computers, toner cartridges and ink cartridges for computer printers
- ❖ Tax Holiday
- ❖ Exemption from duties and taxes for items covered under an Investment Agreement
- ❖ Unlimited carryover of losses from previous years
- ❖ Double taxation treaties with the UK , Canada, Kuwait and Caricom countries
- ❖ Zero rate of Value-Added-Tax on exports

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