



ICT AND BPO — OPPORTUNITIES IN BARBADOS

Multiple ICT and BPO opportunities in Barbados

Barbados has established itself as reputable, prime location for enterprises operating in the information and communications technologies (ICT) and BPO sectors. High quality human resources, modern infrastructure, competitive operating costs and excellent incentives create an ideal environment for ICT enterprises seeking to expand internationally.

Barbados is set up to cater to enterprises seeking to establish operations in a wide range of areas, including customer call centre and technical support, software development, transaction processing, health insurance claims processing, credit card applications, health information management, data entry and fulfilment, database management, optical character recognition (OCR) applications, web application development and computer aided design (CAD).

Barbados is a highly cost effective location for ICT and BPO activities. Companies which have established facilities in Barbados have reported a 35% (approx.) reduction in their operating costs. Salaries for customer service representatives range from US\$3.50 to US\$5.50 per hour, while systems analysts and programmers' salaries range from US\$1,300 per month to US\$5,000 per month.

Rates and Salaries for ICT and BPO Staff in Barbados

Role	Rate/Salary
Customer Service Rep.	US\$ 3.50 – 5.50 per hr.
Trainee Data Entry Operator	US\$ 3.25 – 3.50 per hr.
Skilled Data Entry Operator	US\$ 3.50 – 5.50 per hr.
Supervisor	US\$ 5.00 – 7.50 per hr.
Insurance Claims Processor	US\$ 3.50 – 5.50 per hr.
Receptionist	US\$ 5.75 – 1,000 per m.
Clerk	US\$ 1,000 – 1,500 per m.
Executive Secretary	US\$ 1,000 – 2,000 per m.
Systems Analyst/Programmer	US\$ 1,300 – 5,000 per m.
General Manager	US\$ 3,500 – 5,000 per m

ICT and BPO Advantages in Barbados

- ❖ Barbados offers a reliable telecommunications infrastructure and state-of-the-art customer service centres. Combined with its cultural affinity to North America and neutral accent, it is an ideal location for ICT and BPO operations. It has a service-oriented, loyal, trainable workforce. With competitive business costs and high levels of worker productivity, the island has a strong appeal as a cost-efficient location for international call centres.
- ❖ Barbados has a highly educated workforce: Both its secondary and tertiary education enrolment rates are among the highest in the Caribbean¹.
- ❖ Advanced physical and ICT infrastructure: Call centre companies are eligible for special rates on outbound calls. Metro Ethernet (MetroE) and dedicated internet connections are available at competitive rates.



Investor Testimonials

“The island nation’s proximity to markets in the south-east Caribbean, Central America, Venezuela and Colombia added to its appeal as a hub office for RBC Wealth Management.” RBC Wealth Management (Royal Bank of Canada - Global Private Banking)

¹ World Bank Development Indicators, 2011

Incentives

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

- ❖ Maximum corporate tax of 2.5% when established under the International Business Companies (IBC) Act or the International Society with Restricted Liability Act
- ❖ Full exemption from import duties on equipment used in the operation of the business
- ❖ Full and unrestricted repatriation of capital, profits and dividends
- ❖ Freedom from exchange controls
- ❖ No capital gains taxes
- ❖ Exemption from withholding tax on dividends, interest, management fees, royalties, or other income paid to non-residents

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