



TRINIDAD & TOBAGO

Business Process Outsourcing

Trinidad and Tobago (T&T) is a twin-island republic at the southern end of the Caribbean island chain, ideally located below the hurricane belt. We are an attractive, nascent, nearshore location for BPO within the English-speaking Caribbean.

INVESTMENT OPPORTUNITY

T&T's BPO industry consists of a healthy mix of global service providers and domestic players, many of whom serve the Caribbean and North America from this twin-island base.

Opportunities exist for the set-up of English Voice customer service and technical support operations to service existing clientele in the nearshore market, or as a redundant site.

BPO COMPETITIVE ADVANTAGES

T&T offers investors MULTIPLE COMPETITIVE advantages:

- Access to an unsaturated and talented labour pool – A highly educated, technologically savvy and English-speaking labour force is readily available for hire. Wages are both competitive and comparable to other nearshore destinations.
- Access to state of the art digital infrastructure with available ICT services including broadband, WiMax mobile broadband, dedicated internet access, advanced and next generation IP networks.

- Our robust telecommunications infrastructure provides the advantage of safely moving your employees to state of the art digital work-from-home models during the pandemic and beyond.
- Our location below the hurricane belt significantly reduces the risk of business disruption during the hurricane season.
- Attractive incentives to support middle and back-office processing for BPO providers.
- Air travel to major cities such as Miami, New York and Toronto is only 3.5 to 5.5 hours.
- Available real estate for contact centers in T&T's capital city of Port of Spain and in other central locations across the country.

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