

JAMAICA

The Leading Outsourcing Destination in the Caribbean



Quick Facts

WHY JAMAICA



Nearshore to North America



English-Speaking Talent



Robust ICT Infrastructure



Cost Competitiveness



Ease of Doing Business



Government Support

JAMAICA IS NEARSHORE TO NORTH AMERICA

- Similar time zone to many states in the USA and provinces in Canada
- 1.5 hours from Miami
- 3.5 hours from New York
- 4 hours from Toronto
- Over 400 international flights weekly

INTERNATIONAL RECOGNITION

Doing Business Report 2019

Number 1 for doing business in the English-speaking Caribbean

Nearshore Americas

Kingston, 2018 BPO city of the Year

Times Higher Education 2018

University of the West Indies, Mona, ranked within the top 5% of universities in the World

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GENERAL INFORMATION

Official Name	Jamaica
Capital City	Kingston; 670,810 inhabitants
Population	2.73 Million (2019)
Language	English
Ethnic Groups	African 90.9%, East Indian 1.3%, Chinese 0.2%, Mixed 7.3%, Other 0.3%.
Literacy Rate	88% (total population) Youths (15-24 years) 96%
Total Area	10,991 sq. km (4,244 sq. miles)
Climate	Consistently warm and tropical
Avg. annual temperature	82°F (28°C)
Rainy seasons	May - June & September - October
Dry seasons	July - August & December - April
Avg. rainfall	172 cm (68 inches) annually
Time zone	UTC/GMT -5 hours

COST COMPETITIVENESS

- Labour cost in Jamaica is up to 40%-60% less when compared to similar positions in North America.

GOVERNMENT SUPPORT

- JAMPRO, an agency of the government of Jamaica, provides end-to-end support to investors
- Special Economic Zone Incentives are available that reduce Corporate income tax by up to 50%.
- Jamaica's national training agency offers certification and training for
 - Customer service agents
 - Quality Analysts
 - Supervisors

ENGLISH-SPEAKING TALENT

- Third largest English-speaking country in the Americas, after the United States and Canada
- Labour force of 1.3 million people
- Curriculum at all levels of education is fully delivered in English



ROBUST ICT INFRASTRUCTURE

- Modern, robust, Internet infrastructure, as well as fixed-line and 4G mobile telephony
- High capacity, low latency, highly flexible Internet infrastructure delivered over fully fibre-deployed terrestrial and subsea networks
- Carrier connections available to major international cities
- Multiple data centres, including a Tier III certified centre offering a broad range of services



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