



PROJECT LOCATION:
JAMAICA

PROJECT START DATE:
JUNE 16, 2014

PROJECT END DATE:
MARCH 25, 2016

GRANT FUNDS APPROVED:
US \$500,000

ENVELOPE:
**SUPPORT TO CLUSTERING
INITIATIVES WINDOW (SCI)**

STRENGTHENING INNOVATION AND ENTREPRENEURSHIP WITHIN THE ICT/ BPO INDUSTRY THROUGH PHYSICAL AND VIRTUAL INCUBATION

PROJECT HIGHLIGHTS

THE PROJECT:

The Business Process Outsourcing (BPO) industry in Jamaica is deemed as a priority industry and the Government of Jamaica has spared no effort in seeking to improve the business environment through policies and strategies, in order to maintain the competitiveness and viability of the sector. Jamaica has been successful in attracting BPO operations since the late 1990s and has even spawned its own home-grown operations. Some of these home-grown operations have developed to world class standards and have subsequently been acquired or have become joint venture partners with multinationals.

Jamaica is currently one of the biggest BPO markets in the Caribbean and Central America region. It ranks as 4th in the region in terms of workers and revenues, and ranks as 3rd when it comes to the number of companies in the sector. Moreover, Jamaica is ranked as 1st when only English-speaking countries in the region are considered. In fact, the Jamaican BPO industry

represents 9% of the region's market in terms of number of workers, revenue, and number of companies. Operations in Jamaica now span the entire range from data processing and customer care in the 1990s to full service BPO operations. Markedly, Jamaica continues to progressively move up the BPO value added chain.

OBJECTIVE:

To support the Jamaica BPO cluster to position itself as viable and competitive supplier of BPO services for near shore markets.

HOW DONOR FUNDS ARE BEING USED:

To develop a strong internationally competitive BPO industry that positions Jamaica as the ideal destination for near-shoring, attracting high-end value added contracts and seasonal contracts, while creating new jobs and increasing the number of Jamaican SMEs in the BPO sector.

ACHIEVEMENTS THUS FAR:

1. Creation of a fully functioning 200 seat capacity Incubator space



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