

An aerial photograph of a tropical beach. In the foreground, there are several palm trees and a sandy area. In the middle ground, there are three buildings with green corrugated metal roofs. The background shows the turquoise ocean with white waves breaking. The image is split diagonally, with the top-left portion showing the beach and buildings, and the bottom-right portion being white with text.

itel

A CLOSER
LOOK AT

LaCa

A Snapshot of Top CX
Outsourcing Destinations in
Latin America & the Caribbean

INTRODUCTION

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Looking for new CX outsourcing locations? Or want to minimize risk by diversifying your outsourcing portfolio, but with sites that are not only closer to home... they're also breathtaking to visit?

You might want to consider the Latin American & Caribbean region, also known as LaCa.

These destinations are only a short flight away from most major U.S. cities, and they offer everything you need to deliver authentic, on-brand customer experiences - from wide talent pools of multi-skilled, multilingual workers with a flair for hospitality, to modern facilities and reliable IT infrastructure, as well as business friendly environments.

Learn more about Destination CX and the various benefits of the LaCa region, with our Closer Look at LaCa booklet. A quick guide to all the business benefits that the nearshore has to offer...

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The background is a night-time aerial view of a city, likely Kingston, Jamaica, with its lights reflecting on the water. A diagonal line splits the image from the top-left to the bottom-right. The top-left portion is dark blue with faint concentric circles and the 'itel' logo. The bottom-right portion is dark with the main title. In the bottom-left corner, there is a decorative graphic of several parallel white diagonal lines.

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CX Outsourcing in

Jamaica

CX OUTSOURCING QUICK FACTS

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Jamaica is known for its hospitality and its large, educated labor pool of fluent English speakers who feel a strong affinity for North American brands.

The country offers some of the most cost-effective, high-quality CX services and Montego Bay was voted the #2 BPO Value Destination by Nearshore Americas.



PEOPLE & CAPABILITY

- ▶ Official Language:
ENGLISH
- ▶ Total Labor Pool:
1.5 MILLION (2024 EST.)
- ▶ Ranked #1 in Graduate Skillsets
CARIBBEAN REGION (WEF)
- ▶ Strengths:
**STRONG ENGLISH
PROFICIENCY AND CULTURAL
AFFINITY TO U.S. MARKETS**



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INFRASTRUCTURE & COMMUNICATIONS

- Airports: **4**
- Fiber Routes: **3 plus 300 Community Access Points**
- Mobile Speed: **Ranked #3 in Caribbean (World Population Review)**
- Information Security Laws: **Cybercrime Act of 2015/ Data Protection Act of 2020**



EASE OF DOING BUSINESS



Time Zone:
UTC-5 (Aligned with Eastern Standard)



Flight times:
**1.5 hours from Miami/
4 hours from New York**



Ranked the
**Best Place For Doing
Business in the Caribbean
(Investment Monitor)**



**Montego Bay ranked #2 in
Nearshore Americas' Top Ten
BPO Value Destinations (2024)**

itel JAMAICA

Known for its legacy in hospitality and tourism, Jamaica is one of the leading outsourcing destinations for BPO and CX delivery services.

Our two main locations include a large four-building seaside facility in **Montego Bay**, with **spectacular views of the Caribbean Sea, the city center, and the nearby mountains.**

This state-of-the-art facility is designed with a modern aesthetic and interior styling, and features vibrant wall art and décor, as well as indoor and outdoor social spaces, and a large cafeteria with an open-air seaside terrace.



itel JAMAICA

Our 90,000 sq. foot “Chalmers” facility can be found in the heart of Kingston, **nestled in a bustling city of commerce with a young, growing workforce.**

Featuring ultramodern spaces with organic touches that reflect the natural beauty of the Caribbean, this purpose-built facility is an oasis within the city.

Want to learn more about outsourcing to itel Jamaica? Contact Us!





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CX Outsourcing in

Saint Lucia



CX OUTSOURCING QUICK FACTS

itel

Saint Lucia was not only voted one the most beautiful islands in the Caribbean, it's also a leading outsourcing destination, eager to grow their BPO industry.

Top tier brands are tapping into Saint Lucia's pool of young, fluent, tech savvy workers who, because of the focus placed on post-secondary education, have the skills and sophistication to serve global commerce, coupled with some of the lowest turnover rates in the industry.

PEOPLE & CAPABILITY



Official Language:
English



Total Labor Pool:
101,098 (2023 EST.)



Top Ten on the Human Development Index - Caribbean Region (UN, 2022)



One of the most tertiary-educated populations in the Eastern Caribbean (Invest Saint Lucia)



Strengths:
Fluency in English, record low attrition, skills to support specialized industries like Technology and Fintech



INFRASTRUCTURE & COMMUNICATIONS

- Airports: **2**
- IT Infrastructure: **Saint Lucia Internet Exchange (SLIX) ensures high speed data transfers**
- Internet Speed: **Ranked #4 in Caribbean** (World Population Review)
- Information Security Laws: **Data Protection Act (2011)**

EASE OF DOING BUSINESS

itel



Time Zone: **UTC-4**
(**Eastern Daylight Savings**)



Flight times: **3.5 hours from Miami/**
4.5 hours from New York



Ranked #8 for Economic Freedom
out of 32 countries in the Americas
(Heritage Foundation, 2024)



One of the lowest-risk places to outsource -
141st riskiest out of 193 countries
(World Risk Index, 2023)



Saint Lucia offers many benefits, from a growing BPO sector to a largely untapped workforce of skilled and enthusiastic job seekers.

itel's reputation as an employer-of-choice on the island makes this a wonderful place to source specialized, highly skilled talent capable of delivering world-class customer experiences.

Our 4-building facility was retrofitted from old factory shells and redesigned the "itel way", with an open-air, campus-like feeling and a dedicated People Resources and Culture support center, complete with training facilities. It also features a large cafeteria and unique chill spaces.

itel SAINT LUCIA



itel SAINT LUCIA

Located only two minutes from the international airport, our site is easily accessible for client visits. In fact, our clients love this location so much, since the launch of our first Saint Lucia site in 2020, we have expanded our facilities three times to support increasing demand.

**Want to learn more about
outsourcing to itel Saint Lucia?
Contact Us!**





CX Outsourcing in

Honduras

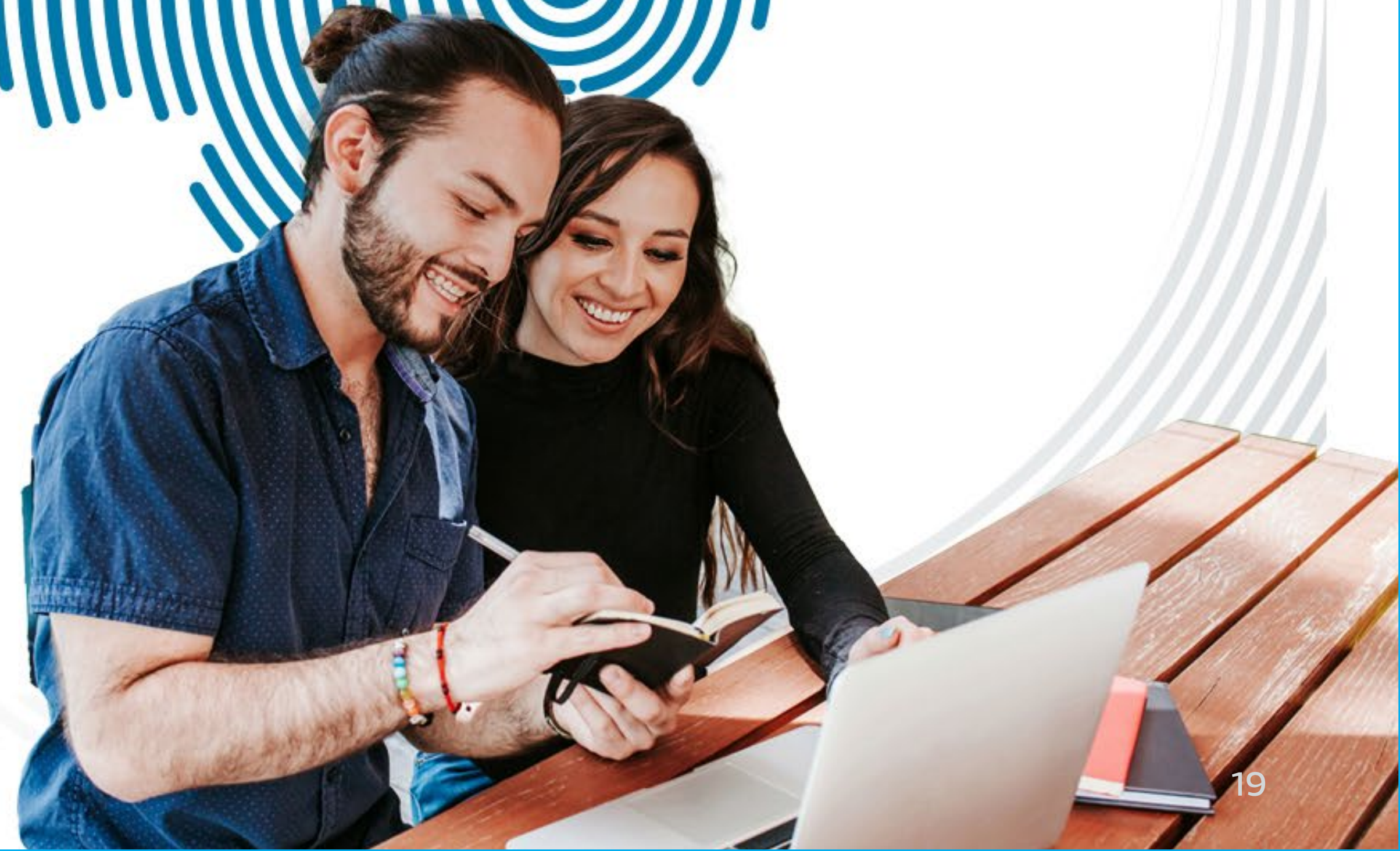
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CX OUTSOURCING QUICK FACTS

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Honduras has attracted considerable attention in recent years due to having the **youngest** labor force in Latin America, and the largest number of bilingual schools in Central America.

Honduras produces over **10,000 Spanish/English bilingual graduates per year**, many who are trained in technology, data science and contact center skills.



PEOPLE & CAPABILITY



Official Language:
Spanish



Total Labor Pool:
4.2 Million (2023 EST.)



**Ranked #3 in Latin America
for English Proficiency
(EF EPI, 2024)**



**LATAM leads in technology skills,
with bilingual Spanish/English
capabilities (Coursera, 2024)**

A woman with long dark hair and glasses is sitting cross-legged on a large, ornate stone pillar. She is holding a black smartphone in her right hand and pointing at it with her left index finger. A yellow laptop is open on her lap. The background is a complex network diagram with blue and red lines radiating from a central point, overlaid on a light blue sky with a faint grid. The diagram includes various numbers and dots, suggesting a data or communication network. The overall theme is infrastructure and communications.

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INFRASTRUCTURE & COMMUNICATIONS

- Airports: **6**
- Internet Infrastructure: **ARCOS-1 submarine fiber cable system guarantees highest redundancy in LATAM**
- Telecom Infrastructure: **4G network coverage at 93.31%** (Statista, 2025)
- Information Security Laws: **Transparency and Access to Public Information Law (2006)**

EASE OF DOING BUSINESS

itel



Time Zone: **UTC- 6**
(**Central Standard Time**)



Flight times: **2.2 hours from Miami/4.2 hours from New York**



Aligned with U.S. markets - reinforced by the CAFTA-DR Free Trade Agreement (ITA)



Fourth highest economic growth rate in Central America
(World Bank, 2023)



itel HONDURAS

If you're looking for Spanish/English talent, Honduras provides one of the best outsourcing locations in which to scale your bilingual support channels.

U.S. companies will find that the local culture is heavily influenced by American brands, which makes it an excellent location to find the most passionate brand ambassadors.

Committed to expanding its technology and BPO sector, Honduras has recently launched state-of-the-art, sustainable Business Parks in key locations.





itel HONDURAS

Nestled within the modern Altia Smart City complex in San Pedro Sula, our facilities offer unparalleled safety and employee well-being. Located close to major arterial routes, and some of the country's top universities, it also makes sourcing bilingual graduates easier.

The new tower boasts a contemporary lobby and top-notch designs and beautiful common spaces for employees to enjoy, with access to Altara Mall. Two floors of production spaces can easily accommodate 600 agents, with room for further expansion.

**Want to learn more about
outsourcing to itel Honduras?
Contact us!**

itel

CX Outsourcing in

Belize



CX OUTSOURCING QUICK FACTS

Though a relative newcomer, Belize should not be overlooked as a CX outsourcing destination. It's the only Central American country with English as its official language. It boasts a well-educated young labor force with neutral dialects, and a strong affinity for U.S. media and brands, which makes Belizeans ideal candidates for contact center work.

Belize also enjoys some of the lowest attrition rates in the industry, as job seekers value opportunities outside traditional sectors like tourism or agriculture.



PEOPLE & CAPABILITY



Official Language:
English



Total Labor Pool:
186,400 (2023 EST.)



Approx. 10K students enrolled in
tertiary level institutions each year
(Statistical Institute of Belize, 2023)



Highest literacy rate in LATAM, strong
English fluency, low turnover rate



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INFRASTRUCTURE & COMMUNICATIONS

- Airports:
4 major airports/ 1 international (BZE/PGIA)
- IT Infrastructure:
Belize Telemedia Fiber Optic Network
- Internet Connectivity:
Highest rate of internet connectivity in Central America (Statista, 2024)
- Information Security Laws:
Belize Data Protection Act, 2021

EASE OF DOING BUSINESS

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Time Zone: **UTC-6**
(**Eastern Daylight Savings**)



Flight times: **2.1 hours from Miami/**
4.5 from New York



Ranked as #4 Value Destination for
Business Process Outsourcing
(Nearshore Value Index, 2024)



Launched Global Digital Services
Investment Policy and Strategy to
grow BPO sector (IDB, 2025)



itel BELIZE

Belize is gaining notice as a promising value destination for CX outsourcing. With a focus on technical training in tertiary schools, it's the perfect location to access high-quality talent, especially in the digital services and tech sector.

Our brand-new, 40,000 sq. foot customer experience delivery center in Belize City is in a prime location, only a 15-minute drive from the international airport.





itel BELIZE

This modern, spaciouly designed facility can house up to 800 employees and features vibrant social spaces and comfortable production floors that enhance our employees' well-being and productivity.

With central access to all main thoroughfares, we can connect to a strong labor pool - many of which are graduates of Belize's world-class technical schools, giving you access to a young energetic workforce with a high competency for data science and technology.

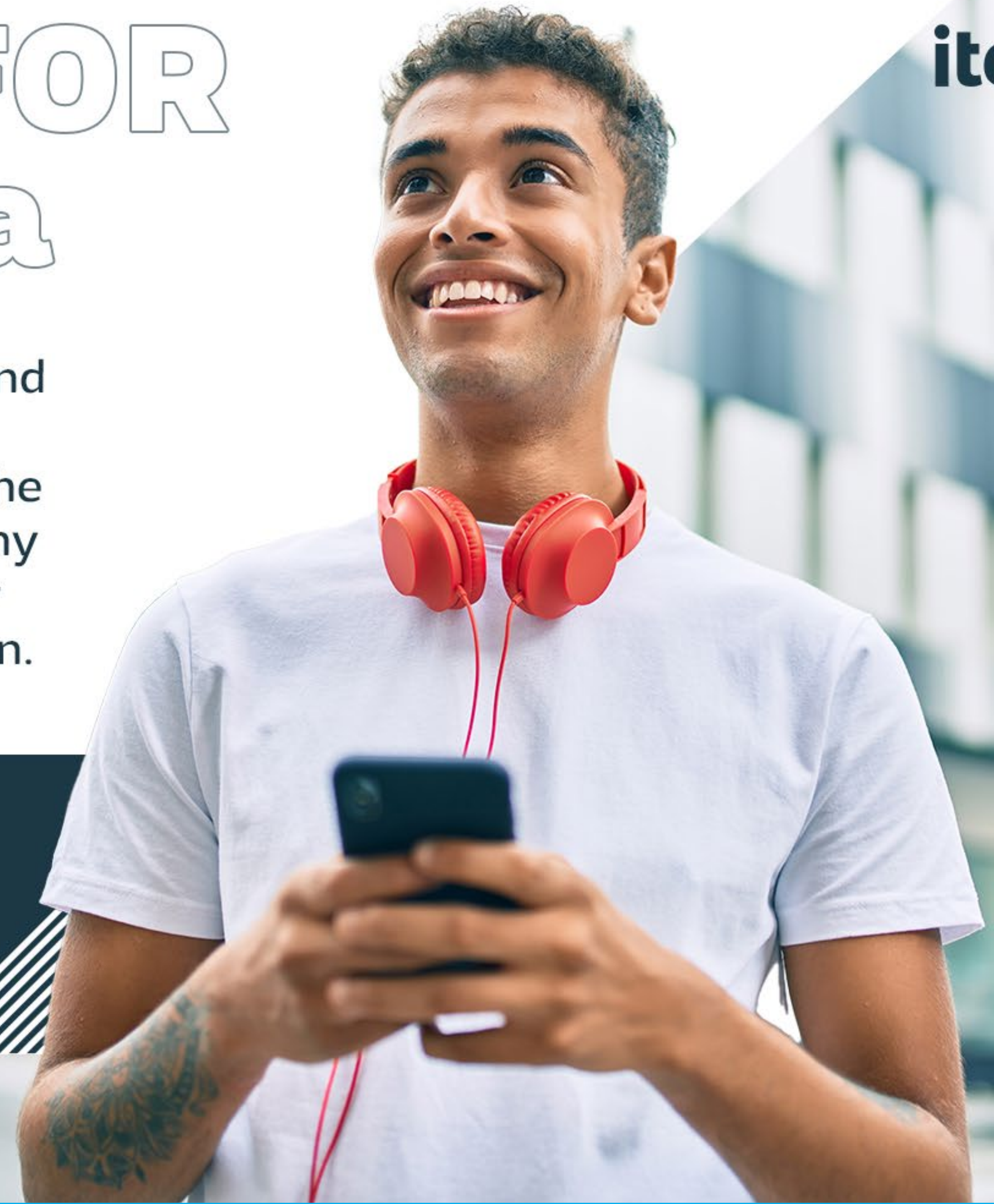
Learn more about outsourcing to itel Belize. Get in touch with our team.

THANK YOU FOR VISITING LaCa

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We hope you enjoyed your quick tour of LaCa, and all that Latin America and the Caribbean has to offer. Hopefully, you now have a better idea of the benefits and strengths of Destination CX and why it presents such a compelling reason to consider the nearshore as your primary CX delivery region.

Get started by connecting
with our team at
sales@internationalcx.com



The background of the slide is a photograph of a modern, multi-story office building with a grey facade and large windows. The building features the 'itel' logo in large, yellow, 3D letters on its exterior. The sky above the building is a mix of orange, yellow, and blue, suggesting a sunset or sunrise. In the top left corner, the 'itel' logo is displayed in a dark blue, sans-serif font.

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ABOUT US

itel is an award-winning customer experience partner that specializes in nearshore and onshore CX delivery in service locations across the Caribbean, Latin America, and the U.S.

Through a combination of voice and non-voice solutions, strategic planning, and AI innovation, we help clients build brand authentic experiences that drive deeper loyalty and deeper connections with customers, all delivered through a flexible, geo-diverse delivery model that can evolve with your business

Learn More About itel

www.itelinternational.com

