



Comparing Outsourcing Destinations:

LaCa, India, the Philippines and South Africa

	LATIN AMERICA & CARIBBEAN (LACA)	INDIA	PHILIPPINES	SOUTH AFRICA
OVERVIEW				
Government	Parliamentary Democracy or Republic	Presidential Republic	Federal Parliamentary Republic	Parliamentary Democracy
Official Language(s)	English or Spanish	Hindi (Federal), Individual States vary, English widely used	Filipino and English	English, Afrikaans and nine ethnic languages
Median Cost Savings	50%	60%	60%	45%
Median Attrition Rate	9.5%	32.5%	37.5%	15%
Adjusted Average Long-Term Savings*	40.5%	27.5%	22.5%	30%
PEOPLE & CAPABILITY				
Total Labor Pool (working age)	317.5 million	589 million	50.4 million	27.3 million
Median Age	30.9	29.8	25.7	30.4
Literacy Rate	99%	77%	97%	90%
EF English Fluency Index	High Proficiency	Low Proficiency	High Proficiency	High Proficiency
EASE OF DOING BUSINESS				
World Risk Index	102nd riskiest (very low)	3rd riskiest (very high)	1st riskiest (very high)	61st riskiest (moderate)
Surfshark Digital Infrastructure Ranking (out of 113 countries)	Middle Range	Ranked 60	Ranked 57	Ranked 66
Time Zone	Aligned with Eastern Standard	UTC + 5.5 (10.5 hours ahead of Eastern Standard)	UTC + 8 (13 hours ahead Eastern Standard)	UTC +2 (7 hours ahead of Eastern Standard)
Flight Time From U.S. City Centers	2-6 hours (avg)	16 hours (avg)	12 hours (avg)	14 hours (avg)

* Adjusted average long-term savings rate = median cost savings - median attrition rate. Savings reflect employee retention and lower onboarding/hiring costs.