

**SPECIAL REPORT**

# The facts on Outsourcing to Nicaragua

## Outsourcing from Nicaragua - Fast Facts

- Nicaragua is home to over 50 BPO and IT service providers
- The value of outsourcing exports from Nicaragua is roughly \$150m annually
- Over 10,000 Nicaraguans are employed in the outsourcing sector

## Proximity and Ease of Access

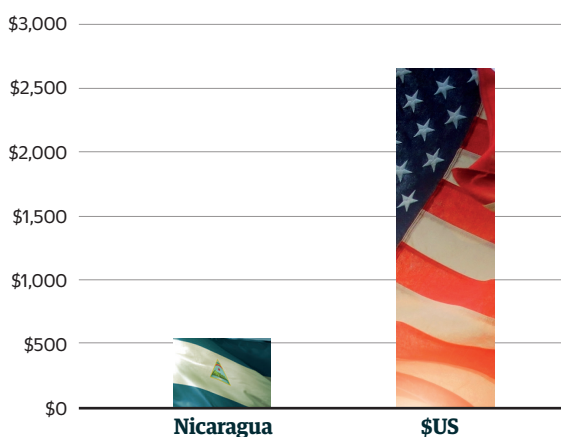
Nicaragua is among the most straightforward outsourcing locations in the Americas to access. The national airport in Managua can be reached from major international hubs in roughly 3 hours or less, making business travel straightforward for BPO executives and their clients.

Direct flight time to Managua	
Atlanta	3h15
Houston	2h59
Mexico City	2h18
Miami	2h21
Panama City	1h35

Source: flighttime-calculator.com

## Value

Nicaragua provides outsourcing investors with lower business costs across the BPO value chain. The average contact center monthly wage in Nicaragua has been relatively stable at \$550 (USD), which is roughly a quarter of what would be paid to an outsourced agent in the \$US.



Source: ProNicaragua, Ryan Strategic Advisory

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### **A diversified business services sector**

Outsourcers from across the services spectrum use Nicaragua as their hub in the Americas for supporting end-users around the world.

Among the business lines that outsourcers are providing from Nicaragua include the following categories:

**Business processes** - the value-add services that enterprises across the spectrum expect from a seamless delivery location, such as customer experience management, finance & accounting services and human resource management

**Shared services** - centralizing multiple functions within one operating model is logical from the perspective of efficiencies and lower costs, effectively consolidating management

systems and procedures for clients. Nicaragua has emerged as the premier location for this way of doing business for clients from across the globe.

**Knowledge process outsourcing** - service providers have established Nicaragua as a beachhead for providing functions of a more sophisticated, higher-value nature including digital market, medical services, application design & management and infrastructure management.

### **A strong pool of outsourcing talent**

Nicaragua is home to a young, educated population that embraces the chance to support end-users in different parts of the world in multilingual fashion - in fact, over 80% of service delivery for offshore clients is done in English.

**Nicaragua hosts some of the world's biggest outsourcers**

