

Latin America | Key trends and developments in leading locations

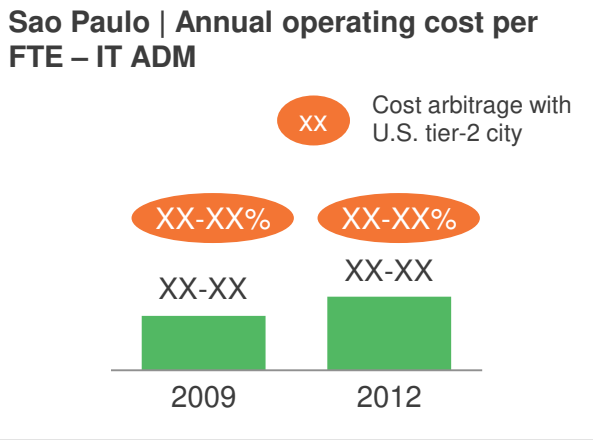
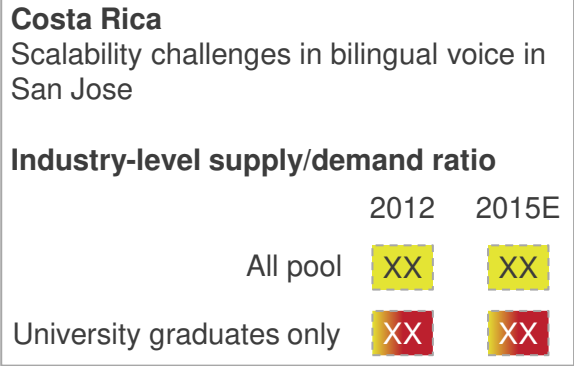
NOT EXHAUSTIVE



Guatemala
Emerging as credible location for bilingual (Spanish/English) voice BPO and non-voice BPO

Colombia
Tier-2/3 cities such as Bogota, Medellin, Cali, Barranquilla, and Cartagena gaining prominence for Spanish and bilingual (Spanish/English) voice work

Brazil
Concerns on arbitrage sustainability (appreciation of real)



Uruguay
Emerging as credible location for multi-lingual work (medium scale) in Spanish, Portuguese, Italian, and French