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The Suriname Advantage

Why Global BPO Leaders are Choosing Suriname.

Higher Quality Talent.
Unbeatable Value.
Unprecedented Stability.



The Industry's Core Problem

Breaking the Cycle of Attrition, Rising Costs, and Eroding Quality.



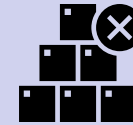
Chronic Instability

Intense competition in saturated markets leads to constant staff poaching



Spiraling Costs

The price of recruiting, hiring, and re-training never stops



Eroding Quality

High turnover makes it impossible to build deep expertise and consistent service



Suriname: Your Global Command Center



The Ultimate Time Zone Advantage (GMT-3)

Seamlessly overlap with the business days in both North America and Europe, all from a single, convenient location.



#1 on the EF English Proficiency index in South America

Serve North American clients with a clear, neutral accent and exceptional service quality, backed by the region's top-ranked English skills.



The Premier Dutch Language Hub

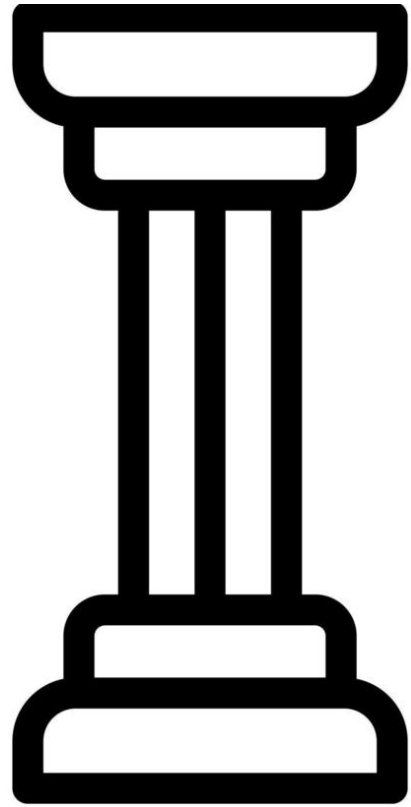
As the only Dutch-speaking country in the Americas, combined with direct flights to Amsterdam, Suriname is the undisputed #1 choice for all Dutch-language services.



Climate Secure Operations

Located outside the hurricane belt, ensuring operational continuity and zero weather-related disruptions.

The Suriname Advantage is Built on Three Pillars



1

A Premier Talent Pipeline



Access a continuous stream of educated, career-focused professionals

2

Radical Cost-Effectiveness



Maximize your ROI with globally competitive wages and low overhead

3

Turnkey, Low-Risk Launch

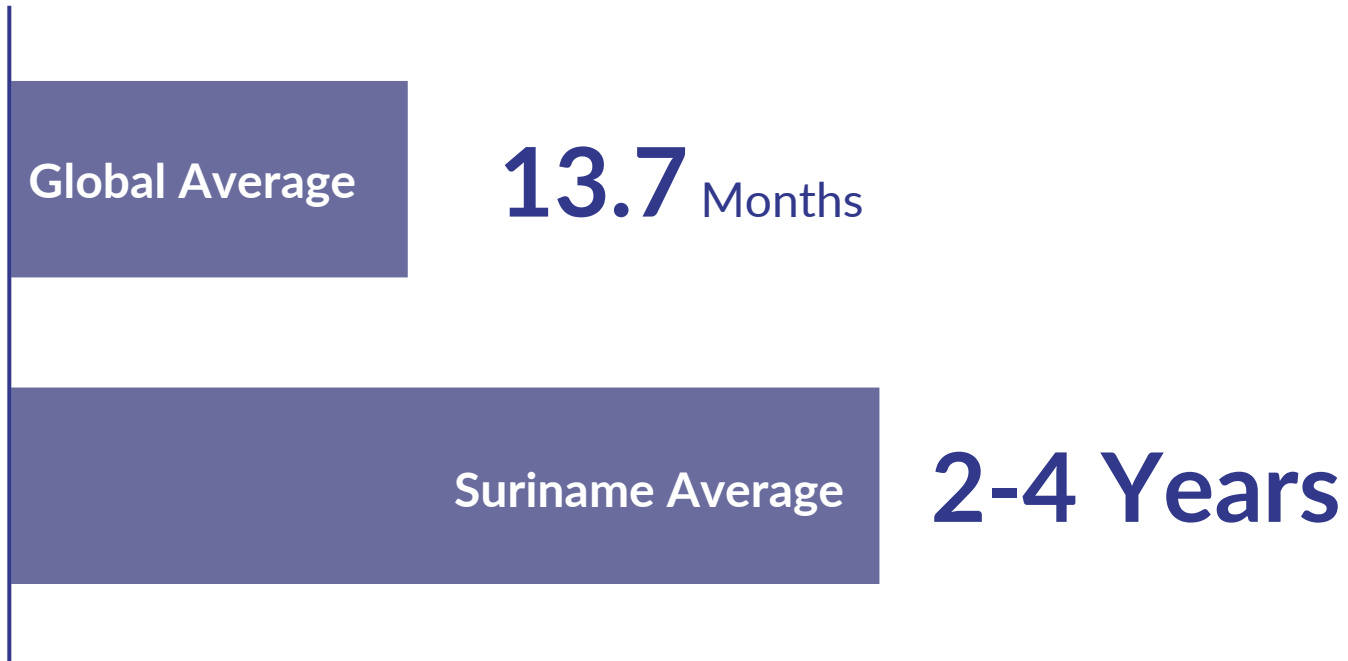


Go from decision to operation in record time with a proven ecosystem



Double the Tenure. Half the Headaches.

Tenure that Outperforms the Industry



With wages significantly **above** the national average, BPO is a **destination career** in Suriname. This attracts the country's top talent, creating workforce tenure that far exceeds the industry norm and cuts your costs from constant churn.



A Sustainable Talent Pipeline

A continuous pipeline of educated young professionals view BPO as a key **multi-year** career phase. This model provides a predictable, renewable source of high-caliber talent, insulating your operation from the labor volatility of other markets.

Drastically Reduce Your #1 Operating Cost: Labor

Average Contact Center Agent Hourly Wage (USD)



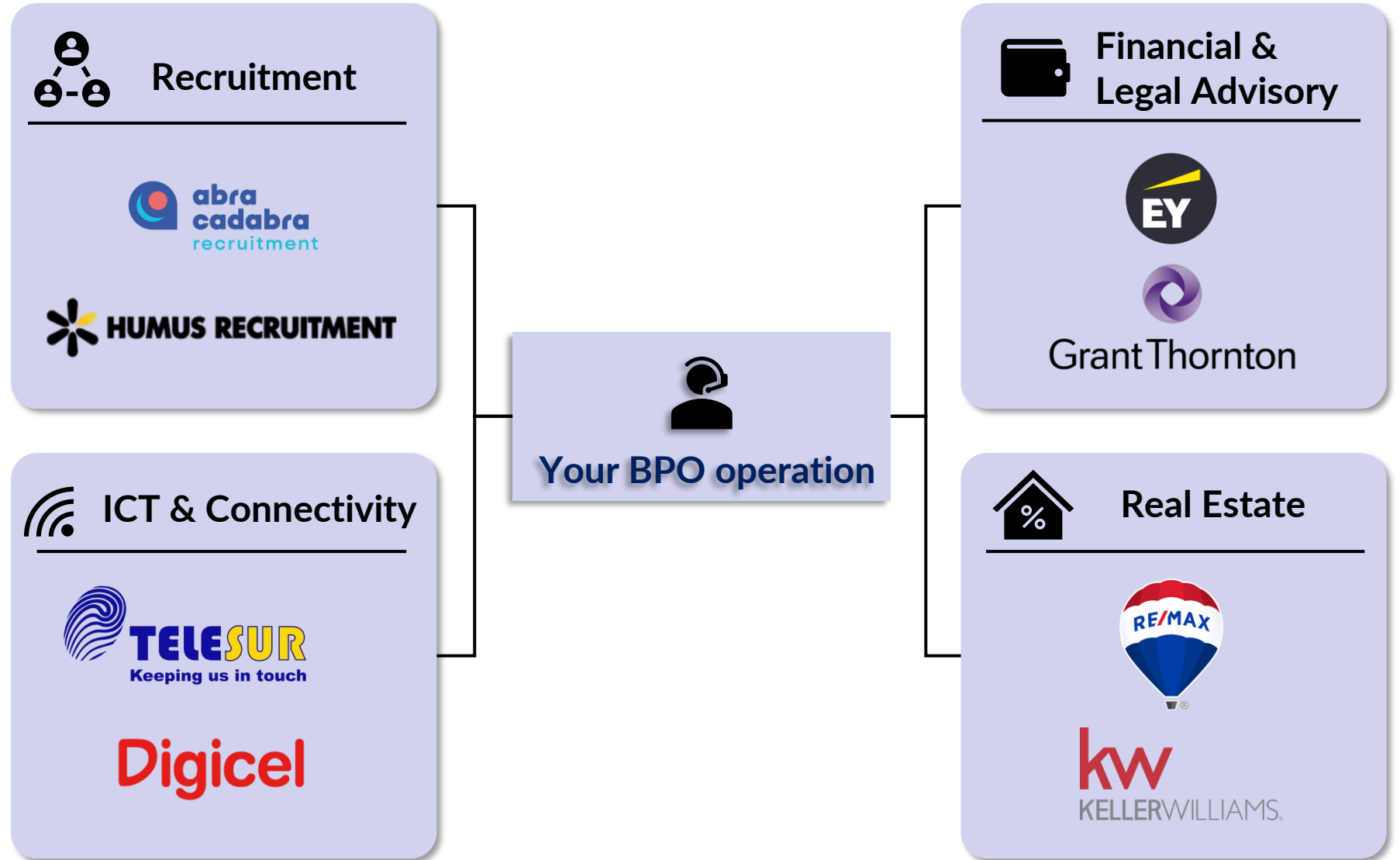
Highly Competitive Wages

With a highly competitive wage structure that is significantly above the country average, you free up significant capital to reinvest in quality, technology, and team development.

Launch with Confidence: Your Entire Ecosystem is Ready.



Leverage a mature **network** of elite global and local experts to ensure a **seamless**, low-risk, and rapid path from decision to **live** operations.



Validated by the Biggest Names in the Business.

Global BPO leaders have already chosen Suriname, proving our ability to meet the highest international standards for talent, security, and performance.

concentrix

Teleperformance



YOURCE

**custom
connect**

wengage



The Blueprint for Success: Teleperformance's Growth in Suriname.



The favorable labor market, the high quality of service that colleagues show and the **high retention** have made this expansion possible, and we are not there yet! Construction is in full swing on yet another new building, which will also be opened soon. So to be continued soon.

Norbert van Liemt, CEO Teleperformance Benelux & Suriname, at the opening of its third building



Suriname:

The Strategic Choice for Profitable, Stable BPO.

- ✓ **A Stable, High-Caliber Talent Pipeline:** Access a workforce that outperforms the industry.
- ✓ **A Superior Cost Structure:** Leverage a financial model proven to maximize your ROI.
- ✓ **A Validated, Low-Risk Model:** Launch with confidence in a system proven by global BPO leaders.

*Suriname is not just another nearshore destination; it is the **definitive choice** for forward-thinking investors seeking to build a higher-quality, more stable, and ultimately more profitable operation.*



Let's schedule a confidential call to discuss how Suriname's advantages can align with your strategic goals.

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