

INVESTING IN COSTA RICA

A NATURAL CHOICE FOR YOUR GLOBAL
EXCELLENCE SERVICE CENTER

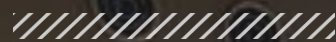
essential[®]
**COSTA
RICA**

CINDE
COSTA RICAN INVESTMENT PROMOTION AGENCY

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Amazon's customer service is one of the strongest in supporting and delighting our customers day in day out and I am proud to see the team in Costa Rica growing as part of our global network



TOM WEILLAND
VP WORLDWIDE CUSTOMER SERVICE
AMAZON

The country stands for political stability, legal certainty and one of the best trained work forces in Latin America. The fantastic people and the right business climate here make today's expansion the right decision for us.



ALLAN HIPPE
CHIEF FINANCIAL AND INFORMATION OFFICER (CFO-CIO)
ROCHE

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We have evolved from providing accounting services to 7 countries with 15 people, to supporting 100% of our operations in America -except Brazil- through higher added value services and an internal culture of innovation, collaboration and continuous improvement,



DANIELA PETIG
ADMINISTRATIVE DIRECTOR AT THE SERVICES CENTER
BAYER



65,904

total number of jobs (One third in Shared Services)



338

average number of employees in Shared Services Center in CR



61

total number of Shared Services Centers



2

locations with Shared Services Centers employing more than 5,000 people



6%

employment growth in the year 2018



49%

average number of female employees at Shared Services Centers



12

number of Fortune 500 companies with Shared Services Centers in CR



5

languages supported in Shared Services Centers in CR



26%

Shared Services Centers with at least 500 employees



25%

of SSC centers are multifunctional: HR, F&A, IT, Supply chain

LET THEM DO THE TALKING: SUCCESS STORIES



Start-up operations: **2008**
Employees: **8000+**

Amazon Costa Rica has more than 8000 employees, including its software development center which addresses also investigation & loss prevention, systems and quality & security engineering. Units served include AWS, Amazon Media Group, Kindle, Amazon.com and Amazon services.

Amazon collects big data from users experiences and uses machine learning to trigger, analyze, predict consumer behavior and enhance its software platform for greater customer experience.



Start-up operations: **1999**
Employees: **1500+**

P&G has established in Costa Rica its Financial Services Hub, Business Transformation Center and LATAM Planning Center

Business Services

- Financial Solutions: R2R, P2P/Banking, AR, Finsol, BP&A
- Product Supply SS: Product Service Codes, International Trade

IT Solutions

HR, finance & operations, purchases, tax, internal controls

Planning Center:

Planning, logistics, inventory mgmt., packing, raw materials supply and forecasting

Employee Services

My P&G Services: HR Services & Solutions, Real Estate (JLL), Facilities/Site Services & Delivery, Digital tools & solutions

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LET THEM DO THE TALKING: SUCCESS STORIES

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McKinsey&Company

Start-up operations: **2010**
Employees: **700-1000**

McKinsey's Global Shared Service Center started operations to serve North America. The company also established their Knowledge Center (McKC), which supports consulting teams across the globe on a wide spectrum of topics covering various industries, functions, and geographies. The group specializes in providing business research on short notice where an analytics group works with consultants to solve a wide variety of data-intensive and quantitatively complex business problems.

Services provided from Costa Rica include: Technology and development: IT Global Helpdesk for McKinsey Consultants Knowledge center (McKC) -Research support for McKinsey's consultants in diverse sectors (Finance, Public Sector, Corporate Strategy, New Ventures, Risk Management, Marketing and Sales) and Data Analytics, Visual Graphics and Media: Presentation Design, Web Design, UX/UI Design, Global Procurement, Purchasing, Learning and Development, Global Reporting, Administrative

BRIDGESTONE

Start-up operations: **2011**
Employees: **90+**

Bridgestone, one of the world's largest tire producing companies, has 3 different business units in Costa Rica. Besides its Shared Services Center for the Americas, Bridgestone has also invested in a tire manufacturing facility and an air springs plant.

Services delivered include Digital Production: Outsourcing Operations for Multimedia, Web Design, and Animation and conceptualization campaigns

Multifunctional knowledge-intensive services



Transactional  **Complex**

- Transaction processing
- Accounts management
- Collections
- Telemarketing
- Customer services
- Help desk
- IT support

- Shared corporate services
- Finance/accounting
- HR
- Procurement
- IT
- Maintenance
- Infrastructure
- Application development
- Supply chain & Logistics

- Research services
- Compliance and fraud detection
- Portfolio analysis
- Claims processing
- Risk management
- Credit underwrite
- Forecasting
- Financial Planning and analysis
- Business Analysis

- Engineering support
- Software development
- Legacy system support
- Mobile app development
- Cloud and cybersecurity
- Data base administration
- Web development

- Content Development, engineering & design
- New product design
- Embedded Software
- Pilot / prototypes
- Testing
- Production design & optimization
- Cognitive Computing
- RPA development & implementation

+100

Different business processes

A **PROVEN** BUSINESS PARTNER FOR THE NEXT WAVE OF **CLIENT-CENTRIC** SOLUTIONS



TALENT SOPHISTICATION

Ranked #1 in human capital in LATAM and your best option to find skilled employees with a consistent STEM grads flow (engineering, technology, science & math) growing +6% annually.



PROCESS EVOLUTION

Over 100 different business processes delivered in more than 10 different languages, evolving from transactional to high value-added operations including knowledge services and R&D.



PROVEN TRACK RECORD

29 of the Fortune 100s.
16 of the top 100 global tech leaders.
And +170 companies in the services sectors many of which host their global centers of excellence in Costa Rica.

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Thank you!

Learn more about investing
& setting up your operation
in Costa Rica

www.investcostarica.com

Contact us: invest@cinde.org

Toll free number from US: 1-877-992-4633

CINDE Costa Rica
Plaza Roble Los Balcones, 4th Floor.
Escazu, San Jose, Costa Rica
invest@cinde.org
Ph: +(506) 2201-2800
Fax: +(506) 2201-2867

CINDE New York
100 Park Avenue, 16th Floor
New York, NY 10017
cindenyc@cinde.org
Ph: +(212) 984-0631
Fax: +(212) 220-6499