

# Global Services Industry

*Opportunities and Challenges*

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SEMINARIO SOFOFA - BID



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## Chile is well positioned... the Evalueserve experience



✓ Evalueserve has grown to 180 professionals in Chile since 2007

✓ Chile office is a global center of excellence for financial analytics

- Retail banking (e.g. wealth, brokerage)
- Investment banking (e.g. indices, derivatives, fixed income)

✓ Our clients like

- Innovation and collaboration
- Communication style
- Infrastructure
- Quality of life



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... but there is a long road ahead

Country	Headcount 2009	Revenue 2009 (Million US\$)	% of GDP
Chile	20,000	844	0.5%
Costa Rica	25,000	300	1.0%
Philippines	419,000	6,000	3.7%
India	1,569,000	40,000	3.2%

Source: Tholons Report on Chile outsourcing, IMF data

**At US\$ 5 billion, global services industry would contribute to 1.8% of projected GDP of Chile in 2015**

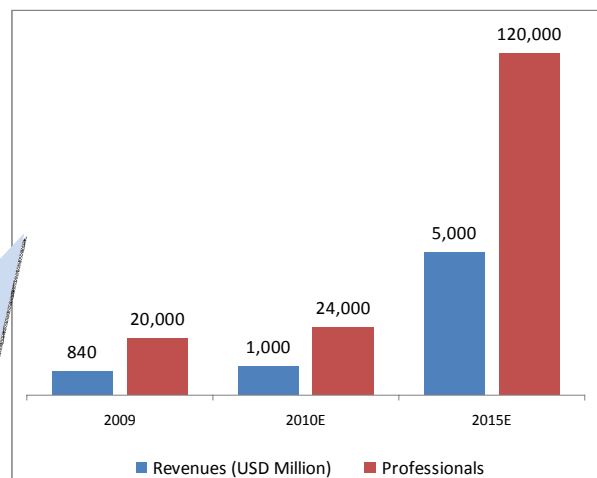
Need for 96,000 trained professionals in the next five years

**Constraints faced by service providers**

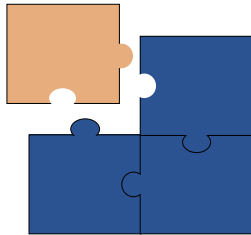
The 500-employee potential of Oracle is only filled by 260 Chilean employees, and this underperformance is attributed in part to the lack of English speakers. Capgemini has also explicitly mentioned a shortage of English speakers as a concern...

-Tholon's Report on Chile outsourcing

Global Services Industry in Chile



## Need to enhance promotion activities



### Current Players

- ✓ Grow from US\$ 1 billion to US\$ 2 billion by 2015 at 15% compounded annual growth per year

### New Investment Required

- ✓ Need to have 150 new companies with 500 employees each in the next five years
- ✓ 2-3 new companies every month

## Recommendations

### Talent Pool

- ✓ Significant investment required in training the local workforce – not only English, but also technical skills and project management skills
- ✓ Ease immigration for qualified foreign professionals (short term)

### Promotion

- ✓ Fortune 1000 companies in United States and Canada
- ✓ ITO, BPO and KPO service providers in the US and Asia, esp. India

### Capital

- ✓ Encourage local businesses (non-global services companies) and investment firms to enter the global services industry (e.g. by making acquisitions)
- ✓ Offer special benefits to local and foreign investors to spread growth outside metropolitan region

*Thank you*



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