

Conduent Jamaica

November 2018



Country Snapshot

Geographic Area

10.911 km² (4,213 Sq. miles)

Population

2.727 m (Dec 2018)

Labour Force

1.34 m (Jan 2019)

Official Language

English

Capital City

Kingston

Major Population Centres (2018)

Kingston & St. Andrew	669,773
St Catherine	521,249
St James	185,697

Currency

Jamaican Dollar (JMD)

USD 1.00 = 130.43 JMD (June 2019)

Unemployment Rate

8.0% (Jan 2019)

Total Unemployed Labour Force

107,500 (Jan 2019)

Per Capita GDP

USD 5,119.5 (June 2017)

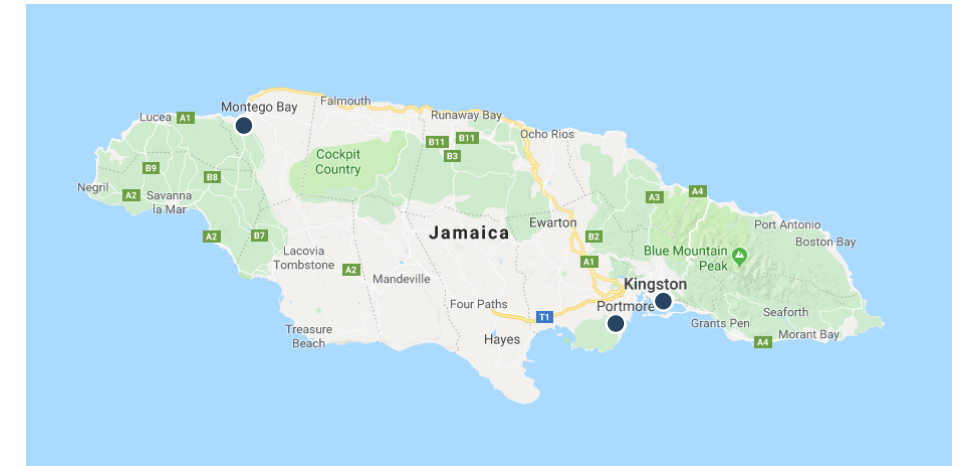
Macro Economic Indicators

GDP: USD 14.6 Billion (June 2017)

Inflation: 3.2% % (April 2018)

Major Economic Sectors

Agriculture	ICT
Mining	Tourism
Financial Services	Manufacturing



Secondary School / College & University - Yearly Output

50,580 Graduates

HEART Trust NTA - BPO Initiative

14,068 (programme input would be form the unemployment pool)

Literacy Rate

Total population 88% (2015)

Youths 15-24 years 96% (2013)

Our Sites



Conduent Jamaica Sites

Opened

- April 2000 (First location)
- March 2009 (Acquired e-Services)
- January 2017 (Became Conduent)

Total Square Footage

350,348.34 sq. ft. (July 2019)

6142 (at July 2019)

Hours of Operations

24 hours Monday through Sunday



Accessibility

Proximity to Local Airports

Norman Manley Int'l Airport - KGN

- RKA / HR 18.9 km / 25 minutes
- NH 30.9 km / 45 minutes

Sangster Int'l Airport – MBJ

- Freeport 6.2 km / 16 minutes
- BTP 6.7 km / 17 minutes

Aligned to US EST



Conduent Jamaica Locations

Kingston (July 2019)

- 35,291.34 sq. ft.
- 2 sites (RKA & HR)
- 672 seats

Portmore (July 2019)

- 51,057 sq. ft.
- 1 site (NH)
- 762 seats

Montego Bay (July 2019)

- 264,000 sq. ft.
- 6 sites
- 4774 seats

Competitive Advantage

Nearshore – Transportation and Logistics Options



- Close proximity affords time zone similarities which is convenient for north American buyers
- Easy access to international airports and other transportation logistics centers with direct flights from major international hubs
- 7th largest natural harbor in the world
- Highway 2000 inland makes getting to Conduent easy for our clients, employees and potential candidates as well as suppliers

Competitive Advantage

Scalability – Qualified Labor Market



- **High Education Levels** – 91.70% literacy
- **Official Language** – English (3rd largest English speaking country in the Americas)
- **Labor Force** – 1.3 million / 60% in service industries
- **Unemployment** is 8.0% (Jan 2019)
- **Good supply of graduates** from learning Institutions (50,580 individuals in 2016):
 - Tertiary and Schools of Higher Education (15,268 graduates – 2016)
 - High Schools (35,312 graduates – 2016)
- **Dedicated**, loyal and productive workforce with low attrition/absenteeism rates
- **200 applications** received by Conduent daily
- **Candidates** in surrounding parishes expands pool.

Competitive Advantage

Robust Infrastructure – Telecommunications



Connectivity

- Highest tele-density rate in the entire region.
- Three fibre routes off-island Three mobile providers offer the gamut of 3G, 4G, WiMax and international roaming capabilities.

Bandwidth availability

- Choice of Telecommunications circuits – from T1 to OC3 with two providers of additional under-sea broadband connection facilitating redundancy and cloud computing

Competitive Advantage

Robust Infrastructure – The Real Estate Stock



Government and Private Sector Committed to Add Capacity to Meet Industry Growth Projections

Barnett Tech Park, Montego Bay

This Private Sector ICT Free Zone, will occupy approximately 100 acres located in the Fairfield area of Montego Bay owned by Barnett Limited.

Caymanas ICT Park, St Catherine

Economic Free Zone will accommodate 40 acres for development of an ICT technology park by the private sector on this 100 acres campus.

Naggo Head Tech Park, Portmore

There are 26 acres earmarked by the government for the development of this technology park.

Competitive Advantage

Robust Infrastructure – The Real Estate Stock



Haining Road



RKA Building



BTP Building

Conduent invested in 10 large capacity locations between 13k-65k sq. ft. each, across Kingston and Montego Bay.

Production space standard



Data Privacy, Security & Intellectual Property



Government Focus

Jamaica is a member of the World Intellectual Property Organization (WIPO).



Conduent Jamaica Compliance

- PCI
- HIPAA
- SOX
- ISO27001
- Gram Leach Bliley
- HiTrust Certification



Conduent Jamaica Security Focus

- 24 Hour Security
- Item inspection on entrance and exit
- Metal Detectors
- FM200 Fire Suppression System
- Dual electronic access control system
- CCTV Cameras
- Lockers provided for employees
- Paperless environment for Call Centers

Competitive Advantage

Government Supported Business Environment



- Established BPO sector with strong presence of multinationals among over 50 companies operating on the island for over 27yrs.
- Stable and Supportive Government
- Corporate taxes incentives for offshore companies based on Free Zone/SEZ status
- General Consumption Tax (Sales Tax/ Value Added Tax) exemption.
- Customs duties waived on imported equipment
- Customized training support and recruitment assistance from the national training agency - HEART with 2018 graduate projection of 14068 individuals

Competitive Advantage

Local BPO Industry Maturity



- Over 32 foreign owned companies specializing in telecommunications, retail, healthcare, travel and other industries. Accounts for over 22,000 jobs and generating in excess of USD 400 million in annual revenue
- Direct government investment, incentives and legislation to support industry growth
- Organizations for industry success through promotion, advocacy, talent development:
 - BPIAJ: Business Process Industry Association of Jamaica
 - JAMPRO: Jamaica Trade and Investment



Key Clients



Conduent Jamaica

BPO Services Portfolio



Customer Care

- Technical support – Tier 1 & 2
- Order processing
- Customer service
- Customer retention programs
- Inbound reservations
- Website support
- Insurance claims processing & management
- Debt collection
- Student Loan Processing



Government Services

- Bank Reconciliation
- Transaction Processing
- Customer Service



HR Outsourcing

- Garnishment and Tax
- Payroll Services
- HR Benefits Processing



Transaction Processing

- Transportation documents
- Mortgage documents




Finance and Accounting

- Payroll Services
- Accounts Payable
- Account Receivables
- Expense Reporting
- Disbursements

Formula for Success – Deep Expertise

Recruiting, Hiring, Training, Mentoring, Retaining, Motivating and Measuring

 6. Measure

 5. Motivate

 4. Mentor and Retain



1. Recruit 

2. Hire 

3. Train/Coach 

Formula for Success

Employee Support Services



- Standard new employee training
- Annual training on security and ethics with diversity added this year.
- Group life insurance
- Healthcare cover for all employees with option to add dependents
- Career advancement opportunities

Formula for Success

Employee Retention Strategies

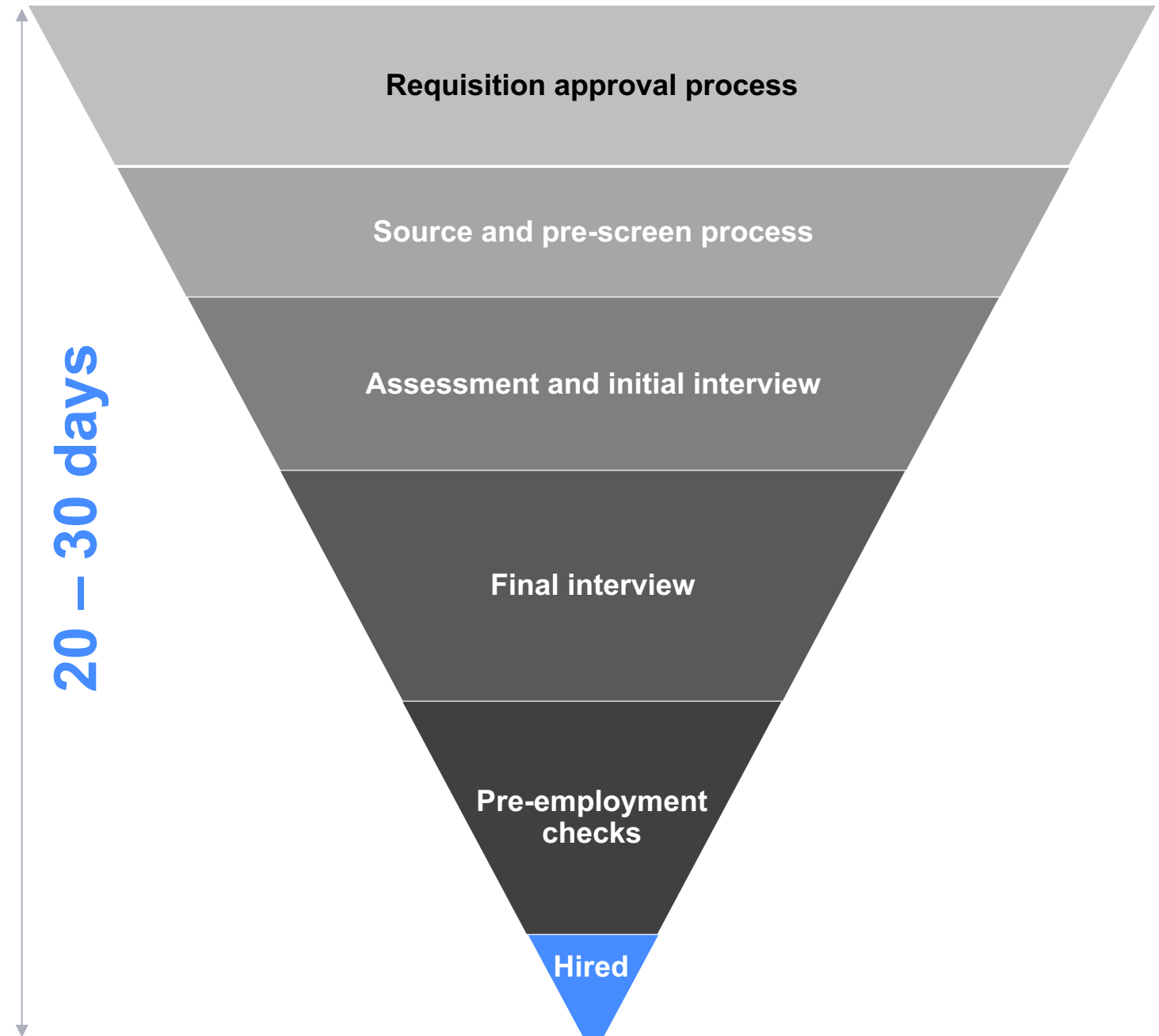
- Annualized turnover: **39.8%**
(June 2018)
- YTD Turnover: **19.9%**
(June 2018)
- Employee Retention Support Services
- Performance based compensation
- Promote from within policy
- On the job training



Recruiting Process

Selecting the Right Fit

- Advertisement print media & online
- Referral Program
- Database of graduating students
- University degree preferred
- PC skills
- Prior experience
- Proficiency in required language(s)
- Customer service skills
 - Analytical skills
- Ability to cope with stress
- Team working ability
- Overall suitability
- Pre-Employment Evaluation Process:
 - Visual Compliance
 - Reference Check
 - Criminal Background Check
 - Drug Testing



Develop Accurate Hiring Profile

Business unit defines New Hire specifications with client to match service requirements and client audience

Creation of hiring profile

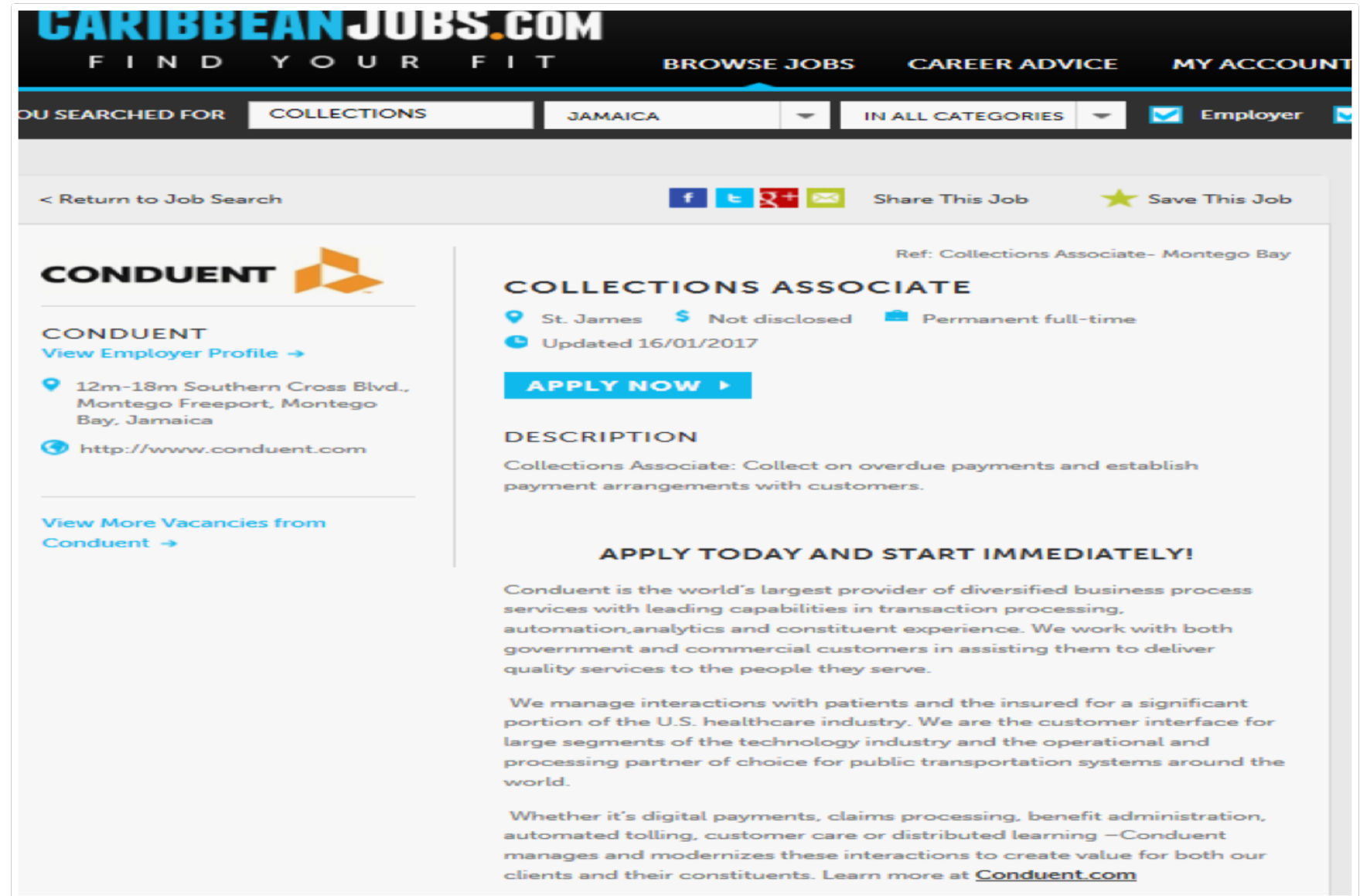
- Definition of the successful elements for the particular service offering
- Assessment of the most effective hiring methodology
- Verification of assessment and profile with the client

Recruitment Strategies

- Advertisement print media & online
- Referral Program
- Database of graduating students
- University degree preferred
- PC skills
- Prior experience
- Proficiency in required language(s)
- Customer service skills
- Required language
 - Analytical skills
 - Logical reasoning
- Ability to cope with stress
- Team working ability
- HR and senior management interviews
- Overall suitability

Recruiting Channels

- 3 local newspapers
- College recruiting
- Online job boards
- Social Media Advertising
- Conduent global career website
- Flyers:
 - Distribute to bus stations
 - External notice boards
 - Blitz
- Internal advertising:
 - Email blasts
 - Media boards
- Employee referral program:
 - 30% hires
- 95% on-time fill rate
- Average recruiting lead time - 25 days
- Hire ratio: (from screening to hire stage)
 - Kingston 10:1
 - Montego Bay 15:1



The screenshot shows a job listing on the CaribbeanJobs.com website. The page header includes the site name and navigation links like 'BROWSE JOBS', 'CAREER ADVICE', and 'MY ACCOUNT'. The search filters are set to 'COLLECTIONS' and 'JAMAICA'. The job title is 'COLLECTIONS ASSOCIATE' at Conduent, located in St. James, Montego Bay. The listing includes a location pin, salary information (Not disclosed), and a permanent full-time position. It features an 'APPLY NOW' button and a detailed description of the role, which involves collecting on overdue payments and establishing payment arrangements with customers. The description also highlights Conduent's global presence and services in the healthcare and technology industries.

CONDUENT

