SITA

SURINAME INVESTMENT & TRADE AGENCY

2026

OUTSOURCE TO SURINAME

Business services and BPO

SURINAME'S BUSINESS SERVICES, BPO AND DIGITAL OPERATIONS EXPORT OFFER

Suriname offers cost-effective multilingual outsourcing, with real-time working-hour overlap for the Americas and strong Dutch-language capabilities for European markets

WHAT DOES SURINAME OFFER BUYERS?

Located on the northern coast of South America, Suriname offers international buyers a growing multilingual outsourcing ecosystem with strong Dutch and English-language capabilities, competitive operating costs and reliable nearshore delivery to European and North American markets.

Supported by expanding service delivery capacity, international operators and a stable multilingual workforce, Suriname enables customer support, digital services and back-office operations for global brands across multiple industries.



Rapidly scaling outsourcing capacity

US$ 85 million business services exports

+ 22% growth in exports between 2020-2024

+3000 new service delivery seats created between 2023-2025

Export-ready service capabilities

27 active outsourcing operators

Services delivered across **BPO, digital operations and analytical support**

96% of providers offer both English and Dutch language services

Nearshore and cost-competitive

€1.80 – €5.00 typical entry-level and mid-level contact center wage range per hour

Real-time overlap with **North American and European working hours**

The **largest Dutch-speaking workforce** outside of Europe

Trusted by international brands

International brands across retail, logistics, telecoms, and utilities are outsourcing key operations to Suriname

Operators already meet international standards including **ISO, SOC 2 and EcoVadis**

RAPIDLY SCALING OUTSOURCING CAPACITY

Suriname is a growing, multilingual outsourcing destination, delivering high-quality and cost-efficient services to global clients

SCALING OUTSOURCING DESTINATION

Suriname has established itself as a trusted partner for business services and BPO delivery, with strong Dutch and English–language capabilities and high-quality multilingual customer engagement.

Supported by a young, multilingual workforce and modern facilities, Suriname continues to attract international operators and service brands across Europe, the Caribbean and North America.

SECTOR HIGHLIGHTS

4th
Largest exporter of business services in the Caribbean

8%
Of Caribbean business services exports

40%
Business services share of service exports

5,300
Full time BPO employees

BUSINESS SERVICES EXPORT GROWTH (US$ millions)

22%
Average annual growth between 2020-2024



TWO DECADES OF GROWTH

Driven by international confidence, Dutch-language expertise, and a talented multilingual workforce

Early market pioneers 2006 - 2013	International operator expansion 2014 - 2020	Rapid scaling 2021 - 2025
Establishment of the first Dutch-language contact center operations	International and regional operators expanded operations in Suriname	Rapid growth in seat capacity and diversification of operators in Suriname
2006 CALLFACTORY	2014 Teleperformance	2021 Vanad interactions
2007 STRONGBOW CONTACT CENTERS	2018 custom connect	2022 Norsou 360
2011 concentrix	2018 CLIËNT SUCCESS	2023 Contact Care
2012 YOURCE	2020 DE HOLLANDSE CENTRALE SMART WORK PAYS OFF	2024 change
2013 TeleSupport Nederland	2020 ENGINE	2024 clientmind

BUYER-READY OPERATING STANDARDS

Suriname's outsourcing ecosystem delivers multilingual, high-quality customer support, digital operations, and back-office services for clients around the world

Digital and IT-enabled services

- Website development
- Application development
- Software development
- Software testing
- Cloud support

Business Process Outsourcing

- Outbound/inbound calling
- First/second-line support
- Email processing
- CX research
- Accounting, financial, and billing services

Knowledge-based support

- Analytical support services
- Data processing
- Information management
- Market research services

Examples of operators

ENGINE, B.O.C., CloudTEAMS, TOLZO, clientmind, Vanad interactions, ETB Support Solutions

Examples of operators

CALLFACTORY, concentrix, YOURCE, clientmind, custom connect, Vanad interactions, PRO CALLCENTER, Norsou 360, wengage, Global support company, change, inspire, Teleperformance

Examples of operators

TeleSupport Nederland, Teleperformance, custom connect, Vanad interactions, Norsou 360, change, clientmind, QROWN SUPPORT

TRUSTED DELIVERY STANDARDS

Experience supporting European clients

Providers have served Dutch and European clients for decades across customer support, back-office, and digital services

GDPR-aligned operations

Operators follow client-mandated data protection and privacy requirements in line with GDPR

Skills development and quality assurance

Comprehensive onboarding, skills development, and quality monitoring from established operators

Information security and compliance

Information security frameworks and controls protecting client data and ensuring compliance with global standards

CERTIFICATIONS ACROSS OPERATORS

ISO 9001	ISO 27001	SOC 2	EcoVadis	B-corp
Quality management	Information security	Security	Sustainability rating	Social and environmental performance

NEARSHORE AND COST-COMPETITIVE

Suriname offers a cost-effective nearshore platform for Dutch- and English-language customer support and business services delivery

WHY SURINAME WORKS FOR OUTSOURCING

Nearshore time zone

4-5 hours behind the Central European time zone
1-2 hours ahead of the US East Coast
4-5 hours ahead of the US Pacific coast

Dutch language specialisation

One of the few Dutch-speaking countries outside of Europe, with strong cultural affinity with the Netherlands and Belgium

Export-ready ecosystem

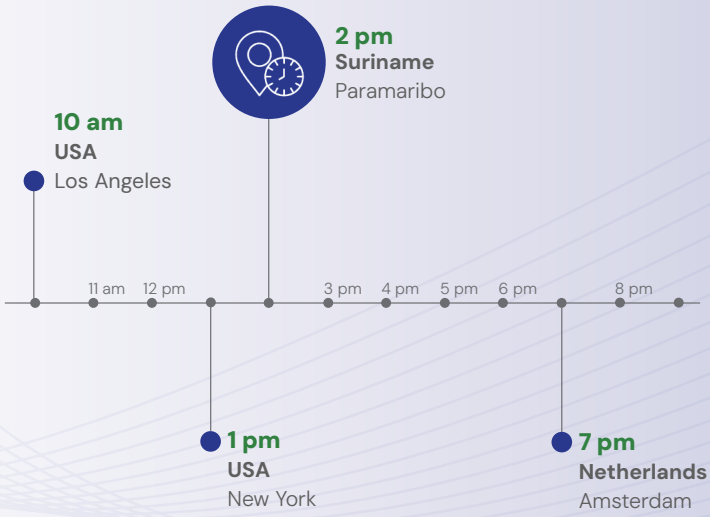
Established operators already support international brands across customer support, back-office, and digital services for European and North American markets

Suriname working hours overlap with major markets

Night shifts are widespread in Suriname's business services sector to accommodate timezone differences

NEARSHORE CONNECTIVITY TO EUROPE AND NORTH AMERICA

Time example Summer: Paramaribo | Suriname – Time zone UTC -3



Los Angeles	UTC -7 | -8	- 4 hours	- 5 hours
New York	UTC -4 | -5	- 1 hours	- 2 hours
Amsterdam	UTC +2 | +1	+ 5 hours	+ 4 hours

INCREASE PROFIT MARGINS AND RETAIN QUALITY WITH SURINAME'S COST COMPETITIVE AND RELIABLE WORKFORCE

Competitive operating costs

€1.80–€5.00 per hour

Typical entry-level and mid-level contact center wage range

Affordable salaries

€340 per month

Average monthly salary in Suriname (varies by role and experience)

High employee retention

15-25% turnover rate

Considerably lower than the industry average of 30-45%

Scalable workforce

10,000

Estimated potential BPO workforce capacity, based on Teleperformance analysis

TRUSTED BY INTERNATIONAL BRANDS

Suriname's business services sector supports customer operations, digital services, and back-office functions for international brands across retail, logistics, telecoms, technology, utilities and more

MAJOR OPERATORS IN SURINAME ARE SERVICING DIVERSE MARKETS AND EXPANDING OPERATIONS



- Real-time customer support and digital services delivery
- International operators including Concentrix and Norsou360 operate in Suriname
- Strong time-zone overlap with Americas markets

27
Active outsourcing operators

3,000+
New seats created between 2023-2025

6,774
Service delivery seats in 2025

96%
Of providers offer both English and Dutch language services

- European operators use Suriname as a nearshore delivery location for multilingual customer operations
- International firms from the Netherlands, France and Belgium have established outsourcing operations in Suriname
- Strong specialisation in Dutch- and English-language support for European markets

INTERNATIONAL BRANDS SUPPORTED THROUGH SURINAME'S OUTSOURCING ECOSYSTEM

International brands already rely on Suriname for customer support, digital services and back-office operations

Retail & e-commerce
BLOKKER, zalando, ZARA, bonprix., Ahold, LIDL

Logistics & mobility
DHL, Translink, postnl, arriva

Telecom & technology
Ziggo, vistaprint., telenet, SAMSUNG, BUDGET THUIS

Utilities & services
KYOCERA, comfort partners, Eneco, anwb

How can we help you?

SITA supports international clients throughout the outsourcing process, from defining service requirements and identifying suitable providers to facilitating introductions, due diligence and pilot discussions

Why work with SITA?

1. We work with you to define, fully understand and document your service requirements
2. We will help identify and shortlist suitable providers, suppliers, request compliance and capability information, arrange introductions and site visits
3. We can support pilot or scale-up discussions with export-ready service providers

Ready to source from Suriname? Get in touch!

Contact SITA to discuss your requirements and connect with export-ready business service providers

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